

Our Ref: ID 1644

NHS Wirral Clinical Commissioning Group
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CH41 5AL
Tel: 0151 651 0011

Re: Freedom of Information Request – Referral Management Centres

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 11th February 2020.

You Asked for:

I am looking to gain an understanding of the Referral Management arrangements across the CCG:

1. Does the Clinical Commissioning Group (CCG) have a referral management/facilitation service?
2. If yes:
 - a. Which organisation/company provides this to the CCG? Please provide, name, job title and contact details for responsible person at referral management/facilitation service?
 - b. What commercial arrangement is in place between the CCG and this organisation/company? Please provide details of how this was awarded/procured, what was the procurement vehicle used? Was it procured on an open framework? Which framework?
 - c. What is the total contract value?
 - d. When does the current contract expire?
 - e. How much does the CCG pay for referral management?
 - f. How is the cost calculated? Is it an amount per referral or on block contract for all referrals? How much does each referral cost to administer? Does this differ depending on the type of referral?
 - g. What workflow management systems is used to manage referrals? Docman RMS, Emis etc
 - h. How does the CCG ensure that GP's follow local pathways (EBICS/POLCE) or protocols when referring patients to provider organisations?
3. If no:
 - a. Please confirm how GP referrals are managed between GP and Provider organisations across the CCG? Does each GP practice in the CCG administer all of its referrals, directly with the provider or ERS? If not how are they managed? Peer reviewed? Checked for accuracy?
 - b. How does the CCG ensure that GP's follow EBICS (Evidence Based Interventions and Clinical Standards, formerly PoLCE this is the referral process for patients needing a procedure where certain criteria or a threshold must be met before funding

is approved) or the equivalent standards/guidance in your locality when referring patients to provider organisations?

4. Please confirm the total number of patient referrals from GP/CCG to provider organisations in 2019?
5. Who is responsible from a CCG perspective for the management of patient referrals? Please provide name, job title and contact details of individual?
6. Which CCG board member is responsible for referral management? Please provide name, job title and contact details of individual?

Our Response:

1. No.
2. Not applicable.
3. Please see below:
 - a. There are a number of referral processes in place. This includes e-Referral Service (ERS) referrals for the majority of providers and Wirral Remote Ordering Communications Systems (WROCS) for ordering diagnostic tests. A small number of providers receive referrals via email, for example, from Community optoms who do not have access to ERS. In addition, the Musculoskeletal (MSK) Triage services receives referrals via ERS and any onward referrals to secondary care services are managed by Choose and Book.
All practices undertake peer reviews in order to support referral management.
 - b. NHS Wirral Clinical Commissioning Group (CCG) has a Procedures of Limited Clinical Priority (PoLCP) policy in place which includes full information in respect of the Evidence Based Interventions (EBI). To support this policy, a rapid reference tool is in place for GPs. This provides rapid access to criteria prior to making a decision to refer. In addition to the policy and tool, an audit process is in place for the main provider to systematically review EBI activity.
4. Please see the attached information sheet for further details.
5. Martyn Kent
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6. Nesta Hawker
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We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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