

Reference: FOI 35797 BUCKS 14Y

Subject: Referral Management Service

I can confirm that the CCG does hold the information requested; please see responses below:

QUESTION	RESPONSE
1. Does the CCG have a Referral Management System that operates across your localities?	No
a) If Yes, is it a single system managed by a single provider or a collaborative partnership between providers? Please answer Question Set A	Not Applicable.
b) If No, has the CCG considered a Referral Management Service for their system providers to increase efficiency within the local health pathways? Please answer Question Set B	Options, including a referral management system have been discussed but a focus has been on pathways and understanding populations needs and access of services rather than a system to manage referrals has been the preferred approach
Set A- Questions	
2. Is any Referral Management System contracted through competitive tender or delivered through a local provider agreement?	Not Applicable.
3. Where contracted, who is the current provider of the Referral Management Service, and what clinical specialities are covered. (e. g. ENT, Dermatology)?	Not Applicable.
4. Is the contract delivered in partnership with other providers? If so, who are the providers and from what sector (e.g. third sector, contractors)	Not Applicable.
5. What is the contract length and contract value of the current Referral Management service contract?	Not Applicable.
6. What is the delivery model for the current Referral Management Service? For example: <ul style="list-style-type: none"> • Does the service offer an administrative service to direct referrals to the relevant service who then triage them for appropriateness? 	Not Applicable.

<ul style="list-style-type: none"> • Does the Referral Management Service triage service to ensure referrals are directed to the correct service or returned to the referrer? • What services does the service manage referral for i.e. community, specialist, secondary care? • Who does the service accept referrals from? i. e. GPs, Other Healthcare Professionals, Self-Referrals. 	
<p>7. Would it be possible to get a copy of the current service specification?</p>	<p>Not Applicable.</p>
<p>8. When is the current Referral Management Service due to be re-tendered?</p>	<p>Not Applicable.</p>
<p>9. Is this date before contract extension? (if so, what is the extension period and likelihood of extension)?</p>	<p>Not Applicable.</p>
<p>10. Is it anticipated the re-tendered service will adhere to the same model and specification as the current Referral Management Service?</p>	<p>Not Applicable.</p>
<p>a) If not, how do you expect this service to differ? Will you be undertaking market engagement ahead of any procurement process to inform this model?</p>	<p>Not Applicable.</p>
<p>b) If yes, do you anticipate the contract length and financial envelope to remain the same or efficiency savings to be applied? What percentage reduction would this be?</p>	<p>Not Applicable.</p>
<p>11. Has the current Referral Management Service met all of the contracted KPIs during the lifetime of the contract?</p>	<p>Not Applicable.</p>
<p>12. Has the current provider of the Referral Management Service been served with any performance notices? If yes, when were they served and what for?</p>	<p>Not Applicable.</p>
<p>13. Are there any areas of particular concern within the CCGs population which the Referral Management Service could be addressing more effectively?</p>	<p>Not Applicable.</p>

<p>14. Are there any areas of exceptional practice and/or innovation in the current Referral Management Service which stand out to the CCG?</p>	<p>Not Applicable.</p>
<p>15. What is the current Patient Satisfaction Rate for the Referral Management Service? Has this remained consistent or has there been fluctuations (reduced or improved)?</p>	<p>Not Applicable.</p>
<p>16. Which virtual/remote platforms are used in the current Referral Management Service?</p> <ul style="list-style-type: none"> • Telephone • Video General, e.g. WhatsApp, Skype, Zoom • Video Bespoke, e.g. Q-Doc, Attend Anywhere 	<p>Not Applicable.</p>
<p>17. Has the Referral Management Service continued to operate routine appointments during the Covid-19 pandemic via remote methods alongside Emergency/Urgent referrals?</p>	<p>Not Applicable.</p>
<p>Set B- Questions</p>	
<p>18. Would the CCG consider a dedicated Referral Management Service in the future?</p>	<p>It will always be an option we consider. However, we cannot predetermine this. As above, our focus is on understanding referrals and population need. This allows us to develop pathways, access and approaches to meet this need.</p>
<p>a) If yes, are their plans to commission a service within the next two years? What specialities would you anticipate this covering?</p>	<p>No current plans</p>
<p>b) If no, would the CCG explain why they feel a Referral Management Service is not beneficial to their localities / providers?</p>	<p>We have no current plans and need to consider current and future needs for our services in consideration of how services have evolved following COVID as well as our development as an ICS.</p>
<p>19. Does the CCG have any issues with referral waiting times and targets among their providers? If so, would it be possible to get a breakdown of which services have performance issues in this area?</p>	<p>We have challenged specialties we are working through as an ICS. This information is available directly from our providers and publicly available board papers which include performance.</p>

20. Would the CCG be open to discussion about how Referral Management Services could support more effective and efficient delivery?

We will continue to consider this as an option but would also need to ensure we adhere and comply to all appropriate procurement rules. If we consider working this further, it is likely we would undertake a soft market exercise in line with procurement rules rather than approach individual organisations.

The information provided in this response is accurate as of 16 June 2020 and has been authorised for release by Robert Majilton, Deputy Chief Officer and Director of Sustainability & Transformation for NHS Buckinghamshire CCG.