

Ref: CCG October 012 2016

Corporate Services
NHS Liverpool Clinical Commissioning Group
The Department
Lewis's Building
Renshaw Street
Liverpool
L1 2SA

Email: foi@liverpoolccg.nhs.uk

4th November 2016,

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 12th November 2016, with regards to referral management.

Request/**Response**

- 1) Does the CCG operate or commission, a referral management centre that assesses referrals by local GPs?
- 2) If yes, when was this introduced?
- 3) Which organisation(s) operates the referral management centre for the CCG?
- 4) Please list the relevant branches of medicine that fall under the referral management centre's remit e.g. cardiology, gastroenterology, palliative care etc.
- 5) How much did the CCG spend on referral management centres for GP referrals in the past three financial years (2013-14, 2014-15, 2015-16)? Please break down by month
- 6) Does the CCG track or estimate savings made from using a referral management scheme? If yes, please give actual (or estimated) savings for past three financial years (2013-14, 2014-15, 2015-16)
- 7) How many GP referrals did the CCG process over the past three financial years (2013-14, 2014-15, 2015-16)? Please break down by month
- 8) Over the past three financial years (2013-14, 2014-15, 2015-16) how many referrals from GPs were rejected? (approx. if necessary) Please break down by month
- 9) For this time period please state how many referrals were returned for the following reasons:
 - i.)Information missing in the referral

- ii.)Not meeting criteria for commissioning policies and clinical referral guidelines
 - iii) A specialist has reviewed the referral and advised the GP on how to treat the patient or has requested other investigations should be carried out ahead of a referral
 - iv)Any other reason
- 10) Please state any other reasons for rejecting a referral and say how many rejections there were of each type
- 11) For the past three financial years (2013-14, 2014-15, 2015-16) how many complaints has the CCG received about its referral process?

The CCG don't currently operate a Referral Management Centre approach.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

**Customer Relations Lead
NHS Liverpool CCG**