

Ref: CCG November 003 2016

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

Email: foi@liverpoolccg.nhs.uk

8th October 2016,

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 4th November 2016, with regards Referral Management Systems.

Request/**Response**

1. Please disclose details of any referral management system or scheme that your CCG currently has in place for managing referrals from GPs to secondary care. (Please include details of when the current system was introduced, the name of the service provider and which clinical specialities the system applies to).
2. Please state in percentage terms and in numerical terms how the referral management system has impacted upon first outpatient attendances since its implementation (for example, it has led to an X% reduction, and X fewer referrals).
3. Please state the total cost of operating the referral management system since its introduction and how much each individual referral costs to be processed.
4. Please state the total savings the referral management system has delivered since its introduction.

The CCG does not currently operate a referral management system.

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**