

**Ref: 36804**

**Email:**

Corporate Services  
NHS Liverpool Clinical Commissioning Group  
No 1 Arthouse Square  
61-69 Seel Street  
Liverpool  
L1 2SA

Email: [foi@liverpoolccg.nhs.uk](mailto:foi@liverpoolccg.nhs.uk)

**7<sup>th</sup> April 2017**

Dear,

**Re: Freedom of Information Request**

Thank you for your Freedom of Information request which we received on 5<sup>th</sup> April 2017 with regards to referral management.

**Request:**

1. Do Liverpool CCG have a referral management centre to manage GP referral?
2. If the answer is yes, how long have Liverpool CCG had a referral management centre for?
3. If you don't do your GPS manage their own referrals?
4. Do they use the e-referral system to manage their referrals?
5. Do Liverpool CCG have an in-house team that manage GP referrals and if you do what kind of system do you use?
6. If there is a platform used in-house how long has it been used for?

**Response:**

1. No, Liverpool CCG does not have a referral management centre to manage GP referrals
2. N/A
3. Yes, the GPs manage their own referrals unless the referral is for a condition where approval is required from the CCG prior to treatment e.g. the conditions included in the Commissioning Policy.
4. Yes, the GPs use the e-referral system to manage their referrals

5. Liverpool CCG have a Choice Team, and admin team who offer choice and book appointments, they are not a referral management team and they do not triage referrals. They use NHS e-referrals, EPOC (electronic point of care) and EMIS web.
6. The CCG has used the in-house platform since the CCG was established in 2013 and the platform also pre-dates the existence of the CCG (i.e. it was also used by the PCT).

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](http://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

**Corporate Services Manager – Governance**