



How we can help you manage referrals

How our comprehensive Referral Management service can help you and your patients

- Effectively manages, completes, directs and monitors planned patient referrals throughout a health population, involving primary and secondary care, integrated care systems (ICSs), providers and the independent sector
- Offers independent booking and choice into secondary care and independent sector providers
- Speeds up the referral process as well as reducing the number of avoidable referrals. It ensures patients are directed to the right service for their healthcare needs
- Supports the diversion of referrals from secondary care to alternatives, such as community and independent sector care
- Frees up GP time to focus on patient care
- Reduces costs for commissioners delivering a GP referral process at scale
- Improves equity and consistency in referrals and also helps to reduce clinical variation and achieve best practice.

Patients have reported that their needs are quickly addressed and they feel better informed. Health care providers are receiving fuller, more accurate and more appropriate referrals and commissioners have better, real-time information and resources to be able to plan and prioritise services.

Our service offer includes:

- Administration of community clinics (including clinical triage)
- Offering independent choice for patients on their GP referral bookings
- Booking patient transport following assessment of their eligibility
- Training GP surgeries on e-referral and Gateway
- Maintaining e-referral and the NHS 111 Directory of Services (including support with clinic building and slot management)
- Offering general assistance as a single point of enquiry about referral or transport, to both patients and referrers.

For more information on our products and services contact us today:

Email: mlcsu.partnerships@nhs.net

Visit us mlcsu.co.uk



About our Referral Management Centre

- The centre uses the national NHS Digital e-referrals system and the Gateway referrals system developed by software developer Accenda.
- The call centre's over 60 staff make bookings when a patient is referred (usually by their GP) to see a specialist.
- Chatbot technology is used to make outgoing calls so that staff can focus more time on incoming booking calls.
- Patients are offered a choice of providers and appointments so they can reach the service they need at a time and date that suits them.
- The centre supports waiting list validations on behalf of several ICSs
- The centre supports the Digital Weight Management Programme on behalf of NHS England.



The team are amongst the most knowledgeable about their own services that I have ever worked with and we are able to trust them.

Ruth Hunter

Head of Planned Care

St Helens Clinical Commissioning Group

The Referral Management Centre coordinated COVID-19 test booking for Leicester, Leicestershire and Rutland Sustainability and Transformation Partnership and Lancashire & South Cumbria Integrated Care System. The tests were for NHS staff, key workers, local resilience forums and friends and family members.

For more information on our products and services contact us today:

Email: mlcsu.partnerships@nhs.net

Visit us mlcsu.co.uk

