



How we can help you with acute inbound calls

NHS acute trusts booking teams face a huge administrative burden with the increasing demand from patients calling into the secondary care services.

Once patients on the waiting list are validated, the discharge needs to be done quickly, efficiently and safely.

The NHS Midlands and Lancashire CSU's Referral Management Centre (RMC) has extensive NHS knowledge and expertise across national and local patient pathways and booking systems such as NHS e-Referral Service, RiO, Gateway and Quadramed.

We can deliver booking and call handling services at scale across primary and secondary care, supporting patients through their pathway. We use innovative, efficient and effective solutions to enable patients to contact us both digitally (chatbot, webforms, text messaging services) and using traditional telephony methods. In this way we can help you cut down demand on admin, resource and estate.

Other uses

We can support discharge of patients from the waiting list and have a successful waiting list validation process. It uses both chatbot and manual call handling to assess people's current status on the waiting list and whether or not they can be removed. Patients answer a series



Patient benefits

- **Central** contact centre for booking and cancelling appointments.
- **Quick and efficient** booking service.
- New ways of contact using different **digital methods**.
- **Timely and up-to-date** information on pathway position.



Trust benefits

- **At-scale service** that can deal with high volume of calls from patients relieving demand on trust admin staff
- **Assurance** that trained NHS staff with expertise and knowledge are updating systems accurately.
- New innovative solutions enabling

Services we offer



Efficient outpatient booking:

Seamlessly managing patient appointments in real time, keeping your PAS updated



Patient call handling:

Expertly handling patient inquiries about appointments for a positive experience



Advanced chatbot/web forms:

Tailored solutions for general inquiries, enhancing patient engagement



E-referral administration:

Adding and removing clinics for optimal service visibility



Discharge optimisation:

Validating waiting lists for accurate patient discharge from the PAS



Booking and referral management:

Elevating patient care with efficient appointment booking and choices on e-referral system.

How we do it

- Assess volume of incoming calls into trust booking lines
- Undertake a review of trust requirements for handling patients through the booking process.
- Offer new and innovative ways for patients to contact which may include chatbot/web forms dependent on trust specific requirements
- Outline process for calls being redirected to the RMC
- Gain access to the trust's PAS system or alternative system(s) to enable real time updates
- Create training guides and support documentation that cover the trust's requirements
- Ensure telephony service and specific phone line is set up, available and communicated to patients so they are able to call into the RMC
- Ensure all access to systems, clinical safety case (if applicable), Data Protection Impact Assessments and other Data Protection Act requirements are in place before work starts
- Offer support from our expert communications team where engagement with wider service users and patients is needed

Contact



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Elective care offer

Find out more about how we can support elective / planned care on our [**Clinical Redesign and Provider Collaboration**](#) page.

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

Email: mlcsu.partnerships@nhs.net

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