

1 December 2016

Our Ref: RFI 18656

Dear

Freedom of Information Act 2000 re GP referrals

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the information relating to the above which you requested on 13 October 2016.

A response to each of the questions raised is attached in Appendix A.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

L McAree (Miss)
Head of Information Governance &
Directorate Support

Q1. *Does the trust operate or commission, a referral management centre that assesses referrals by local GPs?*

A1. The Trust does not commission a referral management centre and does not operate a single referral management centre.

However, the Acute Hospital outpatient referrals are all received via the Referral Office.

Q2. *If yes, when was this introduced?*

A2. Not applicable, please refer to response provided in A1 above.

Q3. *Which organisation(s) operates the referral management centre for the trust?*

A3. Not applicable, please refer to response provided in A1 above.

Q4. *Please list the relevant branches of medicine that fall under the referral management centre's remit e.g. cardiology, gastroenterology, palliative care etc.*

A4. Not applicable, please refer to response provided in A1 above.

Q5. *How much did the trust 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.*

A5. Not applicable, please refer to response provided in A1 above.

Q6. *Does the trust 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).*

A6. *Not applicable, please refer to response provided in A1 above.*

Q7. *How many GP referrals did the trust process over the past three financial years (2013-14, 2014-15, 2015-16)? Please break down by month (please state figures even if the trust does not operate or commission a referral management centre)*

A7. The response provided in Table 1 below relates to Acute Hospital outpatient referrals only.

The Trust has various other referral systems in place for both health and social care services (acute hospitals and community).

Table 1 - Referrals for Acute Hospital Outpatients received from GPs

	2013/2014	2014/2015	2015/2016
April	7580	8270	7968
May	8114	8081	7582
June	7482	8729	8787
July	7431	8423	7817
August	7618	7531	7472
September	7531	8708	7805
October	8464	8565	7847
November	7776	7635	7884
December	6841	6978	6875
January	7947	7414	7082
February	7693	7669	7751
March	7947	8527	7520
Grand Total	92424	96530	92390

Q8. *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 (include figures even if the trust does not operate or commission a referral management centre).*

A8. Please see response provided in Table 2 below:

Table 2 - Referrals for Acute Hospital Outpatients received from GPs which have been discharged

Row Labels	FY2013/2014	FY2014/2015	FY2015/2016
INAPPROPRIATE REF (LTR TO GP)	128	203	190
DISCHARGED DUE TO EUR POLICY	822	966	599
2ND REFERRAL RED FLAG RECEIVED	73	381	483
Automatic Discharge on Death (Sys def)	2665	2356	1626
AWAITING OUTPATIENT PROCEDURE	360	1272	1163
DISCHARGED ON GP INSTRUCTION	62	62	36
DUPLICATE REGISTRATION	66	2	0
GP VALIDATION	2	6	4

- Q9. *For this time period please state how many referrals were rejected 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*
- A9. Please refer to Table 2 above.
- Q10. *Please state any other reasons for rejecting a referral and say how many rejections there were of each type*
- A10. Please refer to Table 2 above.
- Q11. *For the past three financial years (2013-14, 2014-15, 2015-16) how many complaints has the trust received about its referral process?*
- A11. Please see Table 3 below for the number of complaints regarding waiting list delay / cancellation, outpatients appointment (per Financial Year)

Table 3 – Number of Complaints by Financial Year

Year	Number
2013/2014	56
2014/2015	79
2015/2016	72
Totals:	207