



Dorset Clinical Commissioning Group

REF: FOI 039

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12 June 2019

Dear Requestor

Request made under the Freedom of Information Act 2000

On 22 May 2019 you sent a request, made under the Freedom of Information Act, relating to referral management centres. I now provide this information as an attachment.

I trust that this is the information you require and that your request has been fully discharged.

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Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are unhappy with this response, you are entitled to request an internal review of our decision, handled where possible by a member of staff not directly involved in the initial decision. If you wish to request such a review, please write direct to the Data Protection Officer, NHS Dorset, Ground Floor, West Wing, Vespasian House, Barrack Road, Dorchester DT1 1TG. We aim to deal with requests for internal review within three weeks of receipt, although where the issues involved are very complicated this period may be extended up to a total of six weeks.

If you have queries about this response, please do not hesitate to contact me quoting the above reference number.

Yours sincerely

Signature Removed

Paddy Baker
Data Protection Officer
NHS Dorset Clinical Commissioning Group

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Q1:

The name and email address of the people within your CCG that hold the following job titles:

Response:

Job Title	Name	Email Address
Managing Director	Tim Goodson, Chief Officer	Tim.Goodson@dorsetccg.nhs.uk
Senior Commissioners & Commissioners	Sally Banister	sally.banister@dorsetccg.nhs.uk
	Sue Sutton	sue.sutton@dorsetccg.nhs.uk
	Kate Calvert	kate.calvert@dorsetccg.nhs.uk
Operations Director/COO	Dr Phil Richardson, Chief System Integration Officer	Phil.Richardson@dorsetccg.nhs.uk
	Sally Sandcraft, Director of Primary and Community Care	sally.sandcraft@dorsetccg.nhs.uk
Head of Planning	Rebecca Kendall	rebecca.kendall@dorsetccg.nhs.uk
Transformation Director	Dr Phil Richardson, Chief System Integration Officer	Phil.Richardson@dorsetccg.nhs.uk
QIPP Lead (Quality, Innovation, Productivity and Prevention)	Responsibility is shared across Directorates	
CCG Chairman	Dr Forbes Watson	Forbes.Watson@dorsetccg.nhs.uk
Head of Primary Care Services	Sally Sandcraft, Director of Primary and Community Care	Sally.Sandcraft@dorsetccg.nhs.uk

Q2:

Does the CCG use Referral Management Centres (RMCs), and if so, please provide name(s) of RMCs?

Response:

NHS Dorset CCG does not use Referral Management Centres.

Q3:

What was the CCG's annual spend on RMCs in 2018/19? (if not available, please provide figures for 2017/18).

Response:

Nil.

Q4:

Does the CCG have any initiatives to reduce the amount of spend with RMCs in the next financial year?

Response:

Not Applicable.

Q5:

Who is the person responsible for this?

Response:

Not Applicable.

Q6:

Please confirm the percentage of GPs within the CCG that use the e-referral system (eRS)?

Response:

100% of GP practices, with mix of referrals being made by GPs themselves or med secs on behalf of GPs.

Q7:

Who is responsible within the CCG for saving GP's time?

Response:

The Dorset System has shared responsibility i.e. NHS Dorset CCG, Dorset County Hospital, Royal Bournemouth & Christchurch Hospitals, Dorset Health Care, GP practices to work together to optimise processes across the system.

Q8:

Who is responsible within the CCG for reducing hospital referral waiting times?

Response:

The Dorset System has shared responsibility i.e. NHS Dorset CCG, Dorset County Hospital, Royal Bournemouth & Christchurch Hospitals, Dorset Health Care, to ensure patients are referred and treated within the required waiting times.

Q9:

Who is responsible within the CCG for reporting patient flow data?

Response:

NHS Dorset CCG's Business Intelligence Department is responsible for reporting patient flow data.

Q10:

Does the CCG use set local referral pathways for GPs?

Response:

Yes, for some services. In particular, MSK Triage is used for MSK/orthopaedic referrals and community triage for ophthalmology conditions except those that should only be seen in secondary care e.g. cataracts.

Q11:

Who is responsible for recommending these local referral pathways to GPs?

Response:

The Dorset System has shared responsibility i.e. NHS Dorset CCG, Dorset County Hospital, Royal Bournemouth & Christchurch Hospitals, Dorset Health Care to ensure patients are referred and treated in line with national and local pathways.

Q12:

Does the CCG have quality improvement targets for reducing the number of hospital referrals?

Response:

NHS Dorset CCG does not have quality improvement targets for reducing the number of hospital referrals. Please see response to Q13 below.

Q13:

Who is responsible for this?

Response:

The Dorset System (NHS Dorset CCG and its 4 STP providers – Dorset County Hospital, Royal Bournemouth & Christchurch Hospitals, Poole Hospital, Dorset Health Care) has a shared strategy and work together to reduce referrals by offering both urgent and routine advice and guidance plus a range of community and primary care services, so that patients are referred appropriately and at the right time into acute hospital services.

Q14:

Who is the STP lead for service improvement/transformation?

Response:

Dr Phil Richardson, Chief System Integration Officer.

Q15:

Who is the STP lead for referral management services?

Response:

Not Applicable.