

Ref. No: 0379
Date: 25/10/23
Subject: Internal Referrals

REQUEST

I am conducting some research on how different Trusts manage their internal referrals (i.e. referral to treatment) and waiting lists and was hoping you'd be able to answer the following questions:

1. Do you have a centralised patient administrative service within your Trust?
 - If not then how do you run your patient services? Please provide a description (i.e. are these admin functions delivered by different services within the Trust).
2. What are the activities delivered by that centralised administrative service (e.g. referrals, bed management)? Please provide a complete list.
3. What percentage of referrals (i.e. RTTs) are managed by that central administrative? Please provide an accurate estimate.
4. What is the size, structure and budget of that central administrative? Please provide an outline of team structure as it currently stands and the total number of people in that team, with NHS salary bands, as well as its yearly budget for the past 5 financial years.

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

1. Do you have a centralised patient administrative service within your Trust?

St Helens and Knowsley:

No. We have a variety of patient admin services including appointment booking and RTT office which covers letters, supporting consultant teams etc.

Southport and Ormskirk:

Yes for new outpatient referrals from GP's (excluding Physio).

2. What are the activities delivered by that centralised administrative service (e.g. referrals, bed management)? Please provide a complete list.

St Helens and Knowsley:

No centralised team.

Southport and Ormskirk:

Scheduling of outpatients new and follow-up, admissions, and antenatal attendances.

3. What percentage of referrals (i.e. RTTs) are managed by that central administrative? Please provide an accurate estimate.

St Helens and Knowsley:

No centralised team.

Southport and Ormskirk:

100%

4. What is the size, structure and budget of that central administrative? Please provide an outline of team structure as it currently stands and the total number of people in that team, with NHS salary bands, as well as its yearly budget for the past 5 financial years.

St Helens and Knowsley:

No centralised team.

Southport and Ormskirk:

Access: 1 WTE (Band 7), 3 WTE (Band 4), 35.27 WTE (Band 3), 19.2 WTE (Band 2). Total budget – £1,655,963.

Access (Paeds A&E): 2.74 WTE (Band 2). Total budget – £107,755.