

<b>NHS NORTH CENTRAL LONDON</b>	<b>BOROUGHES:</b> BARNET, CAMDEN, ENFIELD, HARINGEY, ISLINGTON <b>WARDS:</b> ALL
<b>PRESENTATION TITLE:</b> Referral Management in NHS North Central London	
<b>PRESENTATION OF:</b> Dr Henrietta Hughes, Acting Medical Director, NHS North Central London	
<b>FOR SUBMISSION TO:</b> North Central London Joint Health Overview & Scrutiny Committee	<b>MEETING DATE:</b> 10 September 2012
<p><b>EXECUTIVE SUMMARY OF REPORT:</b></p> <p>Referral management is a system by which GP referrals to community or secondary care services are reviewed by a peer in order to ensure that the correct referral pathway is being used.</p> <p>New pathways are being developed to enable care closer to home, to improve the patient experience and to deliver better value for money within the NHS. For example, musculoskeletal pathway for lower back pain. Patients referred to this service are initially reviewed by a senior physiotherapist who determines whether further investigations such as MRI scan and onward referral is made to Rheumatology or Orthopaedics. In addition, referral to certain specialist clinics will derive more benefit from the initial appointment if a set of investigations has been carried out prior to the referral. For example, when referring for investigation of infertility, this would include investigations such as blood tests, ultrasound scan and semen analysis. With this information the Gynaecologist is able to initiate and plan treatment.</p> <p>Certain referrals are excluded from referral management systems. These include maternity, two-week wait referrals for suspected cancer and some locally determined referrals.</p> <p>Referral management systems are used in Camden, Enfield and Barnet and are being considered in Islington. Haringey has a triaging system for community pathway referrals. The emphasis is on quality improvement of referrals. Where systems are more recent there may also be cost savings. The Borough Directors and the CCGs lead on this work.</p> <p>Demand management is a different issue which is not addressed through referral management systems. This is managed in the consultation by exploring the patient's ideas, concerns and expectations and by explaining options for investigation and referral based upon the clinical findings and evidence based medicine.</p> <p><b>CONTACT OFFICER:</b>                  Dr Henrietta Hughes, NHS North Central London</p>	
<p><b>RECOMMENDATIONS:</b> The Committee is asked to comment on the information above and the slides.</p> <p>Attachments include: PowerPoint presentation</p>	
Dr Henrietta Hughes Acting Medical Director <b>DATE: 30 August 2012</b>	

