

How we can help primary care with referral management

The NHS Midlands and Lancashire Referral Management Centre (RMC) is here to support primary care organisations with referral management. We understand your significant administrative burden of managing appointments, patient call handling, practice and business management, secretarial support, document management and pharmacy orders/repeat prescriptions.

We have extensive NHS knowledge and expertise across national and local pathways for patients and service users and national booking systems such as EMIS, e-Referrals, RiO, Gateway and QuadraMed. The RMC can deliver at scale across multiple practices and primary care networks (PCNs), supporting your resource constraints and managing patients appropriately between both primary and secondary care pathways.

Our services

- Reception service – general call handling and appointment booking service.
- Practice support – general telephone queries, including guidance for practice staff, training and document management (hospital discharges/clinic letters).
- Secretarial support / resilience – support with the electronic referral process via the national e-Referral system, two-week wait and urgent referrals.
- Seasonal call handling and booking – flu and COVID-19 vaccinations
- Pharmacy Orders Direct / repeat prescriptions call handling and receipt of email repeat prescriptions.

How we do it

- Work with GPs and PCNs to understand their requirements and which areas are causing concern and require additional support.
- Review volume, resource and time and build appropriate detailed proposals of service offers for the specified requirements.
- Create training guides and support documentation for the RMC team to work to.
- Ensure telephony service is set up and available for practices and patients to call into the RMC.
- Ensure all access to systems, clinical safety case (if applicable), data protection impact assessments (DPIAs) and data processing agreements are in place before commencement of any work.
- Offer support where communication to wider service users and patients is needed from our expert communications team.

- Staff access to EMIS web portal.
- Smartcard access.
- We are fully trained to utilise EMIS web to process pharmacy orders and repeat prescriptions.
- Once the necessary DPIAs, clinical safety case support (where applicable) system access and training has taken place, the RMC can typically begin supporting a practice/PCN within a six-week period.

Patient benefits

- Timely response to patients by using an at-scale service.
- Delivery of high-quality patient experience.
- A central contact centre for all their needs/resources.
- Continuation of patient referral pathways – processing of suspected cancer, urgent and routine referrals, via the national e-Referral system.

PCN/GP benefits

- At-scale service that can deal with high volume of calls and administrative functions
- Assurance that trained NHS staff with the right expertise and knowledge are supporting and updating practice systems accurately and efficiently.
- Reduced administration and burden on practice staff.
- Ad hoc support to practices who require secretarial and administration support.

Get to know us or get in touch

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