

Referral system support, guidance and training

The NHS Midlands and Lancashire Referral Management Centre (RMC) supports healthcare providers with using the NHS e-Referral Service (e-RS) by providing system support, guidance and training.

We have extensive NHS systems knowledge and expertise allowing us to guide users through referral pathway processes and support the improvement of healthcare delivery across the health community.

Our services

- Help to improve patient access to primary, secondary, community and social care, working with providers and referrers to ensure that choice, booking and referral management is implemented for the benefit of patients.
- Advice and guidance on integrating e-Referral within clinical systems.
- e-Referral role-based staff training.
- e-Referral role-based training materials including quick 'How to' guides.
- Ongoing e-Referral support.
- Advice and guidance on registering authority requirements (Smartcards).
- First line helpdesk for queries, advice and guidance.
- Provide communication updates on new processes and upgrades.
- Monitor utilisation of e-RS.
- Provide access to and support GP e-Rs reporting.

How we do it

- Expert knowledge of the national e-Referral system and care pathways.
- Highly skilled staff at creating training guides and support documentation and delivering training sessions tailored to suit.
- Can work collaboratively with service users to better understand their individual needs and deliver bespoke support.
- Can typically begin supporting providers within a matter of weeks
- Communicate system updates with service users.
- Staff access to referral systems.
- Smartcard knowledge and experience.

Service user benefits

- Timely responses to service users.
- High-quality service user experience.
- Relieved pressure and administrative burden to services users by offering a support service.
- Dedicated email and telephone number for support.
- Continuation of patient referral pathways – processing of suspected cancer, urgent and routine referrals via referring systems.
- Improved patient pathways.
- Improved service users' knowledge and understanding of referral systems and processes.

Get to know us or get in touch

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