



Administration and Appointment Booking Support for Flu and COVID-19 Vaccine Campaign

The Referral Management Centre (RMC) recognises the huge administrative burden placed on GPs and primary care in booking and managing appointments for flu and COVID-19 vaccines during the winter months.

At NHS Midlands and Lancashire (NHS ML), we have a dedicated team with extensive expertise and knowledge in this area who have expertise in primary care clinical systems including EMIS and e-Referrals. We have a large NHS call centre and booking team that can deal with great volumes of calls from patients and service users of the system quickly and efficiently to ensure that systems are updated timely.

Our solution

Access to an NHS-led call centre support team set up to safely handle a high volume of calls daily who:

- have extensive understanding of primary care pathways and NHS standards of practice
- operate five days per week between the hours of 8am to 6pm Monday to Friday (excluding bank holidays)
- provide reporting and recording of all calls received into the service
- have the ability to make inbound and outbound calls to patients
- offer digital solutions to support patients, including webforms and innovative chatbot functionality
- have Smartcard access.

How we do it?

- Work with you to understand your individual needs and create a bespoke level of support for your requirements
- Use our extensive expertise to employ innovative, cost-effective solutions such as web forms and chatbot
- Work with GPs and primary care networks (PCNs) to handle incoming calls from patients
- Take patients through the PCN / GP's preferred booking process
- Utilise the PCN/GP booking system to book patients into their appointments
- Create training guides and support documentation for the RMC team to work to
- Ensure telephony service is set up and available for patients to call into the RMC
- Ensure access to all systems, clinical safety cases (if applicable), Data Protection Impact Assessments (DPIAs) and Data Protection Agreements are in place before any work commences
- Offer engagement and communications strategies to reach wider service users and patients

The impact

- Relieves pressure and administrative burden on PCNs/GPs
- Improves patient access and satisfaction offering both digital solutions and the option to speak with call centre staff directly
- As an NHS organisation we will provide a high-quality service and demonstrate value for money

Patient benefits

- Timely access and ease of booking by using an at-scale service
- High-quality patient experience and improved patient satisfaction
- A central contact call centre for all patient queries with NHS staff to support them
- Explanation of the booking process

PCN/GP provider benefits

- At-scale service that can deal with a high volume of calls and administrative functions
- Digital innovative solutions available
- Assurance that trained NHS staff with the right expertise and knowledge are supporting and updating systems accurately and efficiently
- Reduced admin and burden on PCNs and GPs through winter months

Indicative timescales and activities to mobilise

Once the necessary DPIAs, clinical safety case support (where applicable), system access and training has taken place, the RMC can typically begin supporting you within a 4-week period.

About NHS ML

To find out more about NHS Midlands and Lancashire, visit our [About us](#) page.

Get to know us or get in touch

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