

**Reference Number:** FOI202526/072  
**From:** Commercial  
**Date:** 16 May 2025  
**Subject:** Referral Management

Q1 Please can you provide a % breakdown of outpatient referral types for the following categories;  
o eRS  
o Dental  
o Maternity  
o Internal consultant to consultant referrals  
o Non-eRS other: Please specify types

A1 o eRS – see attached - *072 FOI Response*

o Dental - Information not held - Liverpool Heart and Chest Hospital is a specialist adult cardiothoracic centre and does not provide Dental services

o Maternity - Information is not held in relation to any of the above questions. Liverpool Heart and Chest Hospital NHS Foundation Trust is a specialist cardiothoracic centre and therefore does not have a maternity ward or provide any maternity related services.

o Internal consultant to consultant referrals – see attached - *072 FOI Response*

o Non-eRS other: Please specify types - – see attached - *072 FOI Response*

Q2 Do you have a referral management solution? If so, which solution?

A2 No

Q3 Does this integrate with eRS?

A3 Not applicable – as per A2

Q4 Does this involve printing referrals and circulating paper for any of your referral types? If so, which ones?

A4 Not applicable – as per A2

Q5 How many Trust teams are involved in outpatient referral management e.g. Central Bookings, Women's and Children's, Cancer Services?

A5 Central booking team and Operational Management teams

Q6 What % of referrals are triaged by a clinician?

A6 100%

Q7 What specialties triage?

- A7 Heart rhythm, cardiology intervention, ACHD, respiratory, ICC, Cardio-oncology, TAVI, Aortic, LAAO, Thoracic, Cardiac surgery, Aorto-vascular surgery
- Q8 Is triage undertaken on paper or a triage solution? Please specify which solution.
- A8 The Trust's EDMS solution, OnBase
- Q9 Does your referral and or triage solution integrate with your EPR?
- A9 Yes
- Q10 How are referrals made available to clinicians in OPD? E.g. via the EPR, EDMS or paper.
- A10 Uploaded via OnBase to EPR
- Q11 What is the annual spend on your referral management solution?
- A11 Not applicable – as per A2
- Q12 What is the annual spend on your triage solution?
- A12 Information not held – unable to provide a breakdown as this solution is part of the Trust's EPR system.
- Q13 How many administrative Trust FTE's are involved in managing referrals including central outpatients, cancer services, divisions that manage their own referrals such as women's and children's, secretaries etc.
- A13 We have 9 FTE in the central booking team who book new patient appointments.
- Q14 How much time is spent per week per clinician triaging referrals?
- A14 Approx 2 hours

**FY 2024/25**

Referral Type	Percentage
ERS	1.91%
Other	98.09%
Total	100.00%

Referral Type	No	Yes	Total
Internal Referrals	46.12%	53.88%	100%

Source of Referral	%
COMMUNITY DENTISTRY	0.01%
FOLLOWING AN A&E ATTENDANCE	0.00%
FOLLOWING DOMICILIARY CONSULT.	0.01%
FOLLOWING EMERGENCY ADMISSION	0.02%
OTHER NOT O/P RESP. CONS.	8.43%
OTHER O/P RESPONSIBLE CONS.	0.47%
REFERRAL FROM A CONSULTANT	67.56%
REFERRAL FROM A&E DEPARTMENT	0.02%
REFERRAL FROM AHP	0.06%
REFERRAL FROM GP	20.83%
REFERRAL FROM GP SPEC. INT.	0.00%
REFERRAL FROM NAT SCREEN PROG	0.19%
REFERRAL FROM SPECIALIST NURSE	1.06%
SELF-REFERRAL	1.33%
Grand Total	100.00%

Division	%
Cardiology	0.02%
Clinical Services	1.68%
Medicine	88.24%
Private	1.81%
Surgery	8.25%
Grand Total	100.00%