

4th March 2020

Dear Requester

FREEDOM OF INFORMATION REQUEST - RESPONSE
FOI Reference: OPTUM FOI 500-899– SWL CCG

I refer to your email received on 12 February 2020. I can confirm on behalf of NHS South West Lincolnshire Clinical Commissioning Groups (CCG) supported by Optum Commissioning Support Services, and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold the information you have requested. A response to each element of your request is detailed below:

CONTEXT

Looking to gain an understanding of the referral management arrangements across the CCG:

REQUEST	RESPONSE
1. Does the CCG have a referral management/ facilitation service?	Yes
If yes	
a. Which organisation/company provides this to the CCG? <i>Please provide, name, job title and contact details for responsible person at referral management/ facilitation service?</i>	Health Systems Support Manager, Optum, 01476 406486
b. What commercial arrangement is in place between the CCG and this organisation/company? <i>Please provide details of how this was awarded/procured, what was the procurement vehicle used? Was it procured on an open framework? Which framework?</i>	The RFS is contracted for within the overall Commissioning Support Services Contract. This service was added to the Commissioning Support Contract using a call-off arrangement as permitted by the initial procurement for the Commissioning Support Service.
c. What is the total contract value?	The RFS is captured within the overall Commissioning Support Services Contract so the CCG is unable to quantify.
d. When does the current contract expire?	2nd September 2021
e. How much does the CCG pay for referral management?	The RFS is captured within the overall Commissioning Support Services Contract so the CCG is unable to quantify.
f. How is the cost calculated? Do the CCG an amount	The cost was initially calculated

per referral or on block for all referrals? How much does each referral cost to administer? Does this differ depending on the type of referral?	based on an assumed level of activity with cap and collar arrangements for under/over performance. It does not differ depending on the type of referral.
g. What workflow management systems is used to manage referrals? Docman RMS, Emis etc	eRS and e-ceptionist
h. How does the CCG ensure that GP's follow local pathways (EBICS/POLCE) or protocols when referring patients to provider organisations?	Referrals go through an admin and clinical triage process within the referral facilitation service and checked against standardised templates and guidelines
If no	
i. Please confirm how GP referrals are managed between GP and Provider organisations across the CCG? Does each GP practice in the CCG administer all of its referrals, directly with the provider or ERS? If not how are they managed? Peer reviewed? Checked for accuracy?	NOT APPLICABLE
j. How does the CCG ensure that GP's follow EBICS (<i>Evidence Based Interventions and Clinical Standards, formerly PoLCE this is the referral process for patients needing a procedure where certain criteria or a threshold must be met before funding is approved</i>) or the equivalent standards/guidance in your locality when referring patients to provider organisations?	NOT APPLICABLE
3. Please confirm the total number of patient referrals from GP/CCG to provider organisations in 2019?	Approximately 60,000 across 3 Lincolnshire CCGs – Namely, NHS Lincolnshire East CCG, NHS South Lincolnshire CCG and NHS South West Lincolnshire CCG
4. Who is responsible from a CCG perspective for the management of patient referrals? Please provide name, job title and contact details of individual?	Transformation Delivery Manager NHS South & South West Lincolnshire Clinical Commissioning Groups; Tel: 01522 573939
5. Which CCG board member is responsible me for referral management? Please provide name, job title and contact details of individual?	Chief Operating Officer for NHS South West Lincolnshire CCG; Tel: 01522 573939

I trust that this answers your queries with the information we currently hold, but if we can be of any further assistance please do not hesitate to contact the FOI Team.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Optum Health Systems Support
FOI TEAM
South Kesteven District Council Offices
St. Peter's Hill
Grantham

NG31 6PZ

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the CCGs.

The Information Commissioner's contact details can be found here:

<https://ico.org.uk/global/contact-us/>

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from the CCG. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead. All requests for re-use will be responded to within 20 working days of receipt.

Yours faithfully

FOI Team

On behalf of NHS South West Lincolnshire CCG