



## Freedom of Information request & West Norfolk CCG response

### WN-2015-00253 - Referral Management Centres that assess referrals by local GPs

1. Does the CCG operate, or commission, a referral management centre that assesses referrals by local GPs?

*No*

2. If yes, when was it introduced?

*n/a*

3. If no, does the CCG plan to implement a service in the next two years?

*At present, the CCG has no intention of implementing a RMS within the next two years.*

If the CCG does operate, or has commissioned, a referral management centre:

4. Which organisation operates the referral management centre for the CCG?

*n/a*

5. How many GP referrals did this centre assess in 2014/2015?

*n/a*

6. Approximately what percentage of referrals were received via eRS (the old Choose & Book) in 2014/15?

0 to 25%

25%-50%

50%-75%

75%-90%

Over 90%

*n/a*

**7. Please list the specialities that fall under the referral management centre's remit.**

*n/a*

**8. How much did the CCG spend on referral management centres for GP referrals in 2014/15, and how much does it plan to spend in 2015/16?**

*n/a*

**9. For 2014/15, approximately how many referrals were returned to GPs?**

*n/a*

**10. Please give the most common reason(s) for referrals being returned to GPs**

*n/a*

**11. Does the CCG track or estimate savings made from using a referral management scheme?**

*n/a*

**12. If yes, please give actual (or estimated) savings for 2014/15 and projected savings for 2015/16**

*n/a*

**13. What is the feedback process between the referral management centre and GPs?**

*n/a*

**The information provided in this response is accurate as of *March 2016***