

Internal Referral Management

Reference Number: RDF1995-23

Date of Response: 22/11/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

To Royal Devon University Healthcare NHS Foundation Trust,

I am conducting some research on how different trusts manage their internal referrals (i.e. referral to treatment) and waiting lists and was hoping you'd be able to answer the following questions:

- 1. Do you have a centralised patient administrative service within your Trust? Y/N*

Note the FOI questions have been answered based on how we manage 'referrals' not internal referrals (Referrals to Treatment are external from GPs).

Answer: Yes (in addition to de-centralised services across the Trust).

- a. If not then how do you run your patient services? Please provide a description (i.e. are these admin functions delivered by different services within the Trust).*

Answer: Not applicable.

- 2. What are the activities delivered by that centralised administrative service (e.g. referrals, bed management)? Please provide a complete list.*

Answer: All aspects of referral management and booking (referral receipt, management of rejections and booking of appointments).

- 3. What percentage of referrals (i.e. RTTs) are managed by that central administrative? Please provide an accurate estimate.*

Answer: Royal Devon's Eastern Services: Approximately 20%. Royal Devon's Northern Services: Approximately 95%.

- 4. What is the size, structure and budget of that central administrative? Please provide an outline of team structure as it currently stands and the total number of people in that team, with NHS salary bands, as well as its yearly budget for the past 5 financial years.*

Answer: The Trust cannot provide a budget for the past 5 years as the team was only centralised last year.

Royal Devon's Eastern Services: Current WTE structure - 0.8 x Band 7, 2.4 x Band 5, 3 x Band 4, 6.87 x Band 3, 13.21 x Band 2. Total budget £860K.

Royal Devon's Northern Services: Current WTE structure - 1.0 x WTE Band 6, 1.87 x WTE Band 4, 18.52 x WTE Band 3 and 1.12 x WTE Band 2.
Total 2023/24 budget for Clinic Management Centre is £662k