

# Farnham Referral Management Service (RMS)

This is a new way of working in Farnham, put into action by local GPs as part of the **Happy, Healthy, at Home Vanguard programme**.

The Farnham Referral Management Service undertakes a peer review of all **non-urgent and routine medical and surgical referrals**<sup>1</sup> to acute hospital services and aims to:

- Direct the referral **to the right destination, first time**
  - **Reduce avoidable** planned referrals
  - **Improve the quality** of referrals made by GPs



Launched in July  
**2016**



**2,179**  
referrals reviewed  
(average 104 per week)



**5**  
collaborative across  
5 practices



Practices do not  
financially benefit

**55% redirected to  
community/tier two services**

**12%**  
of patients (276)  
redirected to more  
appropriate services

**7% upgraded to  
urgent/two-week review**



**71%**  
of GPs had one or  
more referrals redirected



Static referral numbers to  
Frimley Park Hospital<sup>2</sup>  
from Farnham  
Other localities are rising  
(Jan 17 data)



**Improved**  
patient experience  
and quality of care



**327**  
T&O = Highest number of referrals  
@327 reviewed with 29% redirected

For more information visit  
[www.wessexahsn.org.uk](http://www.wessexahsn.org.uk) or email  
[enquiries@wessexahsn.net](mailto:enquiries@wessexahsn.net)



1. All urgent and two week review referrals proceed immediately 2. Jan 16 vs Jan 17