

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**¹ 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 Hospital²
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 or email
enquiries@wessexahsn.net



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