**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

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Launched in July 2016

2,179 referrals reviewed (average 104 per week)

5 collaborative across 5 practices

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

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

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1. All urgent and two week review referrals proceed immediately
2. Jan 16 vs Jan 17 based on independent evaluation report published Mar 17