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 referrals1 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

55% redirected to community/tier two 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 or email enquiries@wessexahsn.net

Based on independent evaluation report published Mar 17

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