



**Morecambe Bay**  
**Clinical Commissioning Group**

**NHS Midlands and Lancashire CSU**  
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Tel: 01772 214 200

Please contact: Access to Information  
Email: [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net)  
Direct Tel: 01782 872648

21 July 2020

Dear Ms House,

**Re: Request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-1155-MB**

Thank you for your correspondence dated 14 July 2020 and your request for information under the Freedom of Information Act 2000 regarding referral management service. The information you have requested is attached.

I trust this information is helpful to you. If you are unhappy with the way the Clinical Commissioning Group has handled your request, you may ask for an internal review by contacting the FOI manager at the above address

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Morecambe Bay CCG. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

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Yours sincerely

**J Hawker**  
**Chief Officer**

REF: FOI-1155-MB

1. Does your CCG have a referral service or management centre?

No.

<https://www.morecambebayccg.nhs.uk/about-us/publications/primary-care-co-commissioning-joint-committee-meetings/mbccg-2-july-2020-meeting-documents/1811-agenda-item-7-0-primary-care-finance-report-appendix-a/file>

2. a. If so, does it provide:

- Referral UBRN creation

N/A

b. Clinical Triage

by GP

by AHP

**The CCG does not have a referral management service. Our NHS providers do however triage a number of different referral types to ensure that routed to the most appropriate clinical service, e.g. within the Community MSK Service. This is done by a mix of AHP's, acute clinicians and GPs.**

c. Advice and Guidance

Via eRS

Via other method ie email etc

**The CCG uses a bespoke Advice and Guidance system developed in conjunction with the University Hospitals of Morecambe Bay NHS Foundation Trust.**

d. Local patient phone booking

Incoming from patients

Outbound with the referral service calling patients

**The CCG does not commission a specific referral management service, booking is handled by the individual hospitals and the approach varies by provider.**

e. Additional services? Please give further details

N/A

f. Cost per referral for financial year 19/20

N/A

g. Cost per head for financial year 19/20

N/A

## Exemption

- Section 21 exemption applied - Information reasonably accessible by other means.

<https://www.morecambebayccg.nhs.uk/about-us/publications/primary-care-co-commissioning-joint-committee-meetings/mbccg-2-july-2020-meeting-documents/1811-agenda-item-7-0-primary-care-finance-report-appendix-a/file>