Changes to the BSW Referral Services – Briefing Update July 2021

The BSW Referral Services have gone through a period of significant change since March 2020 in response to Covid-19 and to the changing needs of the system locally and nationally. We would like to thank you all as key stakeholders for your continued support during these very difficult months. We recognise that the changes we have made will have impacted how you and your teams interact with our services.

This briefing update sets out some FAQs on the changes we have made including our plans for 2021/22.

1. **What is the current makeup of the BSW Referral Services?**

* We currently have 4 referral services across BSW, two which are part of the CCG (Swindon and Wiltshire) and two which belong to GP federations (SARUM and BEMS+).
* All 4 teams work to the same standard operating procedure and are all working in an agile way outside of an office environment.

1. **What changes have been made to date?**

In response to Covid-19 and to the changing needs of the system locally and nationally, the following changes have been implemented:

* Moving to a merged organisation from 1 April 2020
* Transition to home/agile working
* Utilising ERS on-line booking and the national telephone booking services in place of the service being based on receiving calls from patients;
* Change in working process to align all four teams
* Building service resilience through mutual support between teams – sharing work as and when required
* Implementation of a light touch referral pathway for GP practices through implementing Referral Assessment Services (RAS) for all specialties
* Maximising use of the ERS system for data reporting, reducing the burden of local data capture

1. **What changes nationally and locally are influencing the BSW Referral Service changes?**

Ongoing local and national NHS changes are impacting on the BSW referral services, and they have to continue to adapt how services are provided. The following factors will affect how services will operate in the future:

* Transition from a CCG organisation to an Integrated Care System (ICS) from April 2022
* Move towards agile working
* Use of clinical triage at the point of receiving a referral within providers (eRS Referral Assessment Services (RASs) in Acute Trusts)
* Expansion of pre-referral advice services
* Improved digital access for patients

1. **What are our plans for the rest of this year (2021/22)?**

The CCG Governing Body has agreed a further programme of work for the remainder of this year (August 2021 to March 2022). This is summarised below:

* 1. **Creation of a multi-directorate cross organisational steering group to:**
  + Support the development of the future vision of the service
  + Review the function of clinical triage within the service
  + Review the long term approach to agile working for the service
  + Review of the service to ensure current and ongoing functions add value to the system as a whole for the future
  1. **Preparations for in-housing the BEMS RSS team working in the BaNES area, to become part of the CCG Referral Services from April 2022**
  2. **Engagement with providers regarding integrated working to provide additional functions such as:**
  + Supporting the patient journey from referral to treatment and beyond
  + Advice and Guidance monitoring and support
  + Supporting patient communication along the whole patient pathway
  + Supporting eRS navigation

1. **What will this programme of work mean for you are referrers in primary care?**

* The planned programme of work will not impact on the way that you refer into the BSW referral services.
* We will continue to retain our 4 teams to support each of our locality areas as we recognise the importance of local knowledge at place.

1. **What are the plans for the BSW Referral Services from April 2022 onwards?**

* The next steps from April 2022 will be informed by the development of the BSW ICS and the outcome of the areas of work outlined above.

1. **Who will be involved in our planned programme of work from Primary Care?**

We value your input into this work and there will be the opportunity for you to contribute through your GP colleagues below who will be working with us as part of the RSS steering group:

* Sam Dominey [sam.dominey@nhs.net](mailto:sam.dominey@nhs.net)
* Nick Ware [nick.ware@nhs.net](mailto:nick.ware@nhs.net)
* Catrinel Wright [catrinelwright@nhs.net](mailto:catrinelwright@nhs.net)
* Louise Abson [louise.abson@nhs.net](mailto:louise.abson@nhs.net)
* Nima Satish [n.satish@nhs.net](mailto:n.satish@nhs.net)

1. **Who can I contact if I have any queries or concerns?**

If you have any queries or concerns, please contact**:**

* Lucie Owens, Senior Commissioning Manager, [lucieowens@nhs.net](mailto:lucieowens@nhs.net)
* Amber House, Service Redesign Manager, [amberhouse@nhs.net](mailto:amberhouse@nhs.net)