**BSW Referral Services – GP Survey Feedback**

We would like to thank you for your input into the recent GP survey relating to the referral support services. As you are all aware, the BSW referral services have undergone a period of significant change since March in response to Covid-19. We recognise that these changes have impacted you and your patients, and would like to thank you for your patience throughout these very challenging months. We have summarised below the key changes in the development of RSS services so far:

* Transitioning to home working for all staff.
* Utilising ERS on-line booking and the national telephone booking services.
* Changing working process to align all 4 referral services teams.
* Fostering mutual support between teams, including sharing work when required.
* Implementing Referral Assessment Services (RASs) for all referrals to streamline administration.
* Maximising use of the ERS system for data reporting reducing the burden of local data capture.

Your survey response acknowledged that despite a period of significant change, the referral services staff have continued to support you in a friendly and helpful way.

However, you indicated that you need more support to ensure that the changes are fully understood and the referral pathways are working seamlessly across primary care. Our action plan below sets out the key areas of focus to achieve this.

|  |  |  |
| --- | --- | --- |
| Feedback area | Actions being taken | Expected outcome |
| Access to training and Information | * Send out eRS guides to referring teams/Med secretaries as well as sharing at group training update sessions
* Implementation of BSW Referrer Group Training/Sessions with RSS Managers
* Managers to share during group update sessions
* Swindon area GP practice sessions to restart
* Sarum and Wiltshire to work together to set up regular PCN based sessions for GP practices
* BEMS to share guides at bi-monthly GP sessions.
 | * Ensure that the changes to referral pathways and processes are well understood and embedded across primary care.
* Improved communication between RSS and primary care colleagues.
* Improved user and patient satisfaction.
 |
| eRS system and impact on referrers and patients | * Re-share eRS guides via RSS and primary care sessions.
* Provision of patient ‘choice’ and ‘no choice’ letters with eRS letters (already in use)
 | * As above
 |
| Communication/sharing of new information | * Implementation of BSW Referrer Group Training/Sessions with RSS Managers
* New information to be shared via the above forums rather than via bulletin emails where possible
 | * As above
 |
| Support from and ability to contact the referral services | * Provision of telephone contact details for Direct Contact with referral services.
* Investigation into future possibilities of providing a central point for GP queries. This is currently being explored for BaNES (available for Swindon and Wiltshire teams)
* Reduction in email updates and provision of information via group updates/training.
 | * Improved communication between RSS and primary care colleagues.
 |

If you have any concerns or issues you wish to discuss on any of the above, please contact us at:

lucieowens@nhs.net or amberhouse@nhs.net