

Warrington Referral Assistance Gateway

Working in Partnership



What is WRAG?

- ▶ What is Referral Facilitation?

Supporting practices and patients to access the right pathway first time.

“ The right referral, the right place, the right time”

What are we trying to improve?

- ▶ **Quality** Quality of referral letters
- ▶ **Innovation** Electronic means of comparing referrals, utilising
together technology to join a whole GP community
- ▶ **Productivity** Better use of community and local services
- ▶ **Prevention** Reduction in hospital referrals with increased work up
in primary care with on-going education



Integrated Care Gateway



*Central Manchester
Clinical Commissioning Group*



*Harrogate and Rural District
Clinical Commissioning Group*



*Greater Preston
Clinical Commissioning Group*



*North Manchester
Clinical Commissioning Group*



*West Lancashire
Clinical Commissioning Group*



*Chorley and South Ribble
Clinical Commissioning Group*



*Scarborough and Ryedale
Clinical Commissioning Group*



*South Manchester
Clinical Commissioning Group*



*Vale of York
Clinical Commissioning Group*



*Telford and Wrekin
Clinical Commissioning Group*

Partners



How can referral facilitation benefit patients?

- ▶ Maintenance of Patient Choice and Control
- ▶ Single point of contact for quick responses to queries on referrals
- ▶ Tracking status of referral, enabling patients to choose, change or cancel appointment at any stage of the process
- ▶ State of the art telephony system with call back facility, so no waiting in queues
- ▶ Communication channels to suit the patient, telephone, email, sms or web chat enabling patients to decide and receive appointment details instantly

Next Steps

- ▶ WRAG Phased Approach
- ▶ Phase 1 MICG & Booking
- ▶ Go Live date June 30th (14 Practices now live)
- ▶ Phase 2 GTD & Clinical Review
- ▶ Go Live for early adopter services November 1st
- ▶ Phase 3 Evaluation Public Health

Thank You – Any Questions?

If you have any question or would like any more information
Please don't hesitate to contact the WRAG project Team

ie Monfared - Project Support Manager

: d.monfared@warringtonccg.nhs.uk

Mobile: 07436 280952