

Advice & Guidance

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referapatient can significantly streamline the process of recording and administering A&G instances for NHS departments, particularly those that are not captured within the NHS e-Referral Service. Here's how referapatient helps NHS departments manage and report on these interactions:

1. Recording Advice & Guidance Instances

referapatient enables NHS departments to record all instances of A&G, ensuring that every instance, whether formal or informal, is logged in the system. This includes situations where healthcare providers seek clinical advice to determine if a referral is necessary, or to manage a patient's care without the need for a formal referral. By capturing these details, departments can ensure that all A&G activities are accounted for, even those not captured by NHS e-Referral Service.

2. Administration of A&G for Compensation

One of the key challenges for NHS departments is ensuring that they are compensated by commissioners for the A&G services they provide. referapatient tracks the full lifecycle of A&G interactions, recording important details such as:

- The date and time of the request.

- The clinician providing the advice.

- The specific nature of the guidance offered.

This allows NHS departments to maintain comprehensive records that can be submitted to commissioners to justify funding and compensation for the time and resources spent on providing clinical advice.

3. Automation of Reporting and Analytics

referapatient automates the reporting and analytics of A&G data, offering departments a powerful tool for tracking performance metrics, understanding A&G usage trends, and ensuring that all interactions are documented and reported efficiently. The platform can generate reports that detail:

- The volume of A&G requests handled by the department.

- Response times and outcomes of A&G interactions.

- Which types of A&G queries are most common (e.g., specific conditions)

By automating these processes, departments can ensure that they meet their reporting obligations without manual data entry or extensive administrative work. This also helps departments present accurate records to commissioners, enhancing transparency and ensuring they receive appropriate funding.

4. Integration with Existing NHS Workflows

While some A&G requests are captured by the NHS e-Referral Service, others may come through informal channels. referapatient can integrate with existing NHS workflows, ensuring that any A&G not logged in e-RS is still documented. This ensures no gaps in data capture and prevents potential loss of revenue for untracked advice.

5. Real-Time Monitoring for Improved Oversight

The platform provides real-time monitoring of A&G instances, enabling departmental leads and administrators to track the number and type of A&G interactions on an ongoing basis. This allows for greater oversight and helps identify areas where additional resources or staffing may be required to handle A&G queries effectively.

6. Supporting NHS Commissioners with Comprehensive Data

With referapatient, NHS departments can provide comprehensive data to commissioners, showcasing the value of the advice and guidance they provide. The system can generate detailed reports that highlight the cost savings associated with avoiding unnecessary referrals, improving patient outcomes through timely advice, and optimising the use of specialist resources

7. Return on Investment for Cardiology Services

For services such as Cardiology (Treatment Function Code 320), even a modest number of A&G instances recorded on referapatient can generate significant income for the department. For example, a cardiology department that handles just ten instances of A&G per week outside of the NHS e-Referral Service, using referapatient to capture and report these, could earn £36,000 annually. This is based on the standard tariff for A&G services. By ensuring that these interactions are logged and reported accurately, departments not only improve patient outcomes but also enhance their revenue streams, making referapatient a valuable tool for both clinical and financial efficiency.

By automating the recording, administration, and reporting of A&G interactions, referapatient ensures that NHS departments can accurately track and document their activities, secure compensation from commissioners, and improve overall operational efficiency.

