

Improving the feedback loop for RSS referrals

The Referral Support Service (RSS) has been introduced to provide a service that *supports* patient referrals from primary care into secondary care. One of its objectives is to ensure that the learning from peer to peer reviews is shared with member practices, and specific GPs.

The evaluation that was carried out in November, and further feedback from practice administrators, has shown that only some of the comments made from the clinical review are being received by referrers.

What we've done

To improve the feedback process, we have reviewed the coding used at the triage stage within the RSS process, and the associated emails. We have taken the following actions:

1. New comment codes will be added to the Integrated Care Gateway (ICG, the RSS referral software) on Saturday 25 April. These new codes are highlighted below in red.

 These codes will make it easier for practice administrators to identify which referrals have comments added, so that they can easily be forwarded to the original referrer.
2. Guidance on how to create mailbox rules and manage ICG emails was shared at the recent practice administrator session in March. This will be updated following the introduction of the new codes and added to the RSS website.
3. The name of the referrer will be included in the body of any returned emails, making it easier for practice administrators to forward comments to the original referrer.

Current outcome codes	New sub codes that are available to this outcome group
Accept – forward for booking Accept – upgrade to 2WW Accept – upgrade to urgent Accept – downgrade to routine	Note – change of priority Note – change of clinic Note - change of provider (only if alternative pathways exist)
Return - Advice to GP	Consider 2WW referral See RSS guideline Additional management advice Use advice and guidance on choose and book
Return - non-commissioned procedure	n/a
Return - request more info	n/a - comment field will be used to explain what is required

Please note the comment box can be used for any case triaged so that specific messages can be sent