



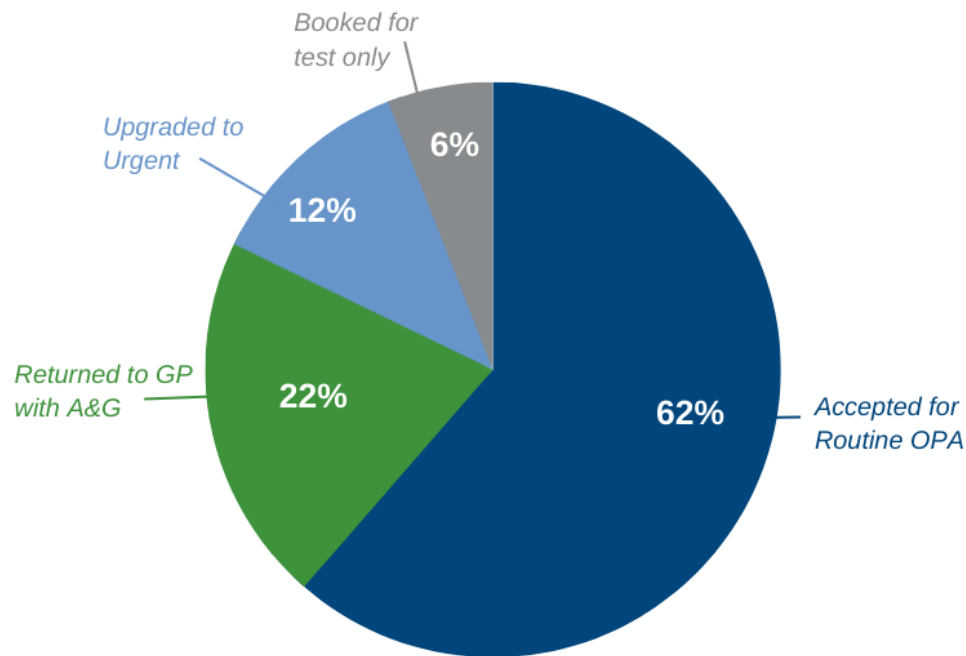
Referral Triage / Clinical Validation Service

September 2023

Waiting lists reduced on average by 28%

Over 50,000 referrals triaged

Outcomes:



Specialties Available

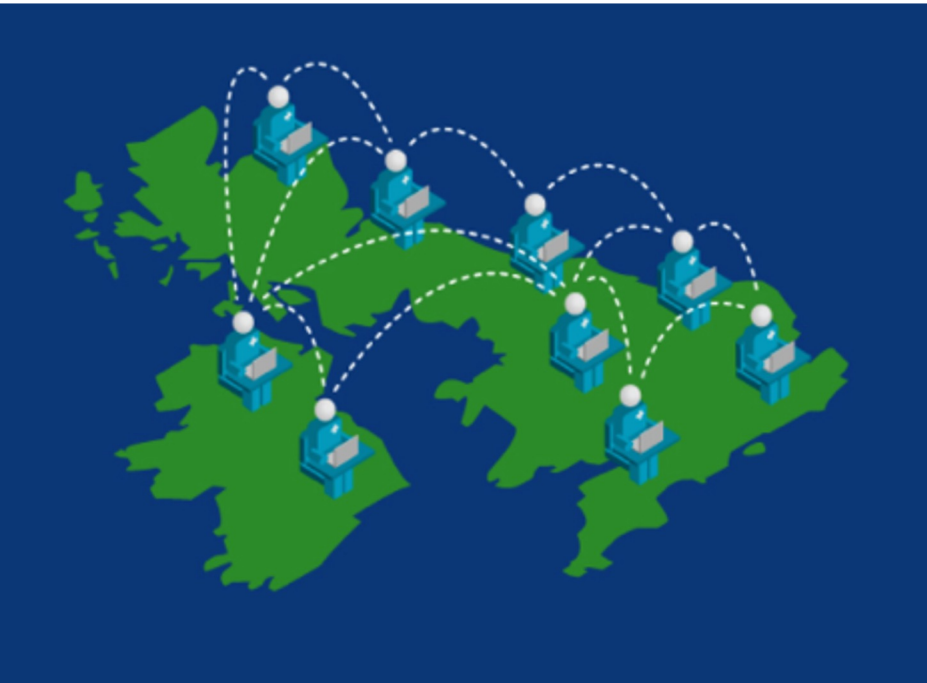
1. Cardiology
2. Dermatology
3. Diabetes and Endocrinology
4. Elderly Care
5. E.N.T
6. Gastroenterology
7. General Surgery
8. Gynaecology
9. Haematology
10. Neurology
11. Ophthalmology
12. Paediatrics
13. Renal Medicine
14. Respiratory Medicine
15. Rheumatology
16. Trauma & Orthopaedics
17. Urology

Up to 60% avoid the need for a referral
(dependant on speciality)

*Data correct as of August 2023

Referral Triage / Clinical Validation

How it works

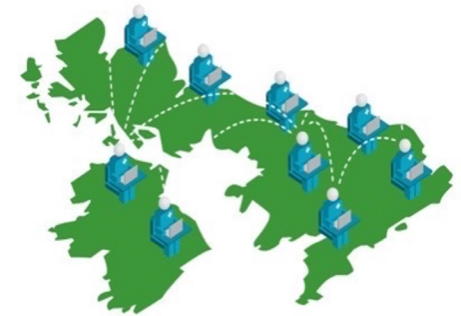


- **'Virtual' NHS consultants** from our National Consultant Network (NCN):
 - triage referral **backlogs in bulk** and/or
 - triage new **incoming referrals** and/or
 - review and validate **follow-up lists**
- Follow **local protocols** and pathways
- Write up and **capture outcomes**
- Through **project implementation** and **continued management** from our dedicated account management team, we ensure that all **workflow, outcomes and processes are aligned** before commencing and throughout the process

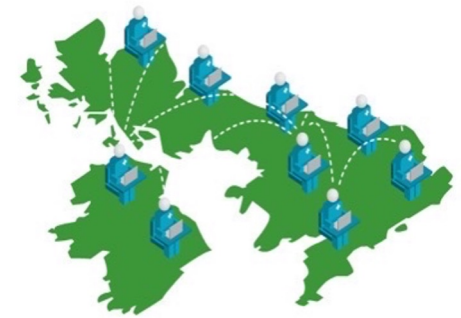
Referral Triage / Clinical Validation

Key benefits

- ✓ Manages **high volumes quickly**
- ✓ Returns referrals **with a management plan to Primary Care** where appropriate
- ✓ Identifies important **upgrades** as well as **downgrades**
- ✓ Directs referrals to the **right service** first time
- ✓ Initiates **diagnostics** where needed
- ✓ Validates follow up lists to ensure patients are **seen/discharged in the most appropriate way** (F2F, virtual, discharged to PIFU etc.)
- ✓ Follows **local pathways**
- ✓ Communicates all results via **local systems**
- ✓ Charged on a **per referral basis**
- ✓ 100% outcome **reporting**



In Practice



Example 1

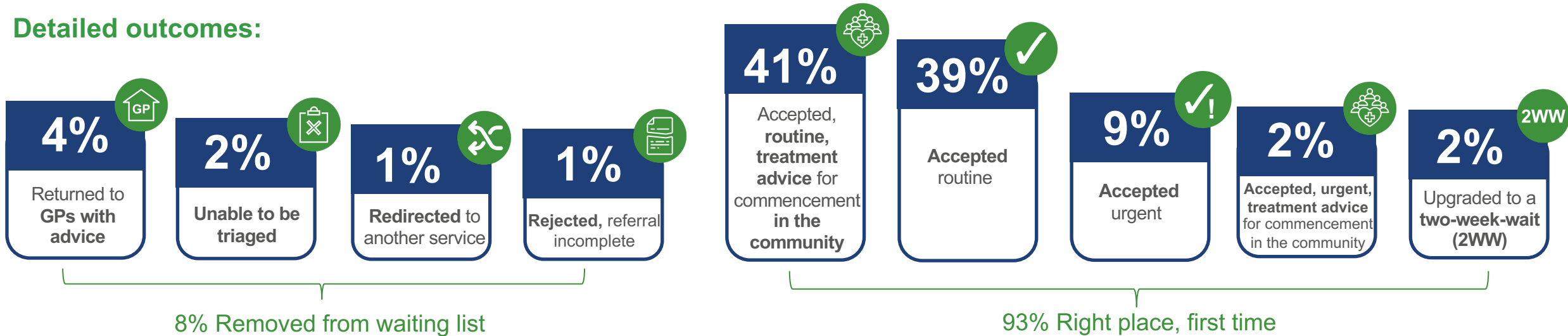
Trust opted for Consultant Connect to triage Dermatology long waiters

- ✓ Total waiting list size **4,000 referrals triaged**. Clear benefit in **managing clinical risk as upgraded patients to 2WW have been captured** as full waiting list has been triaged.

Summary outcomes:

- **47% of referrals received advice to commence treatment immediately**
- **2% of referrals upgraded to 2ww**

Detailed outcomes:



With the majority of patients receiving and starting treatment plans ahead of their appointment

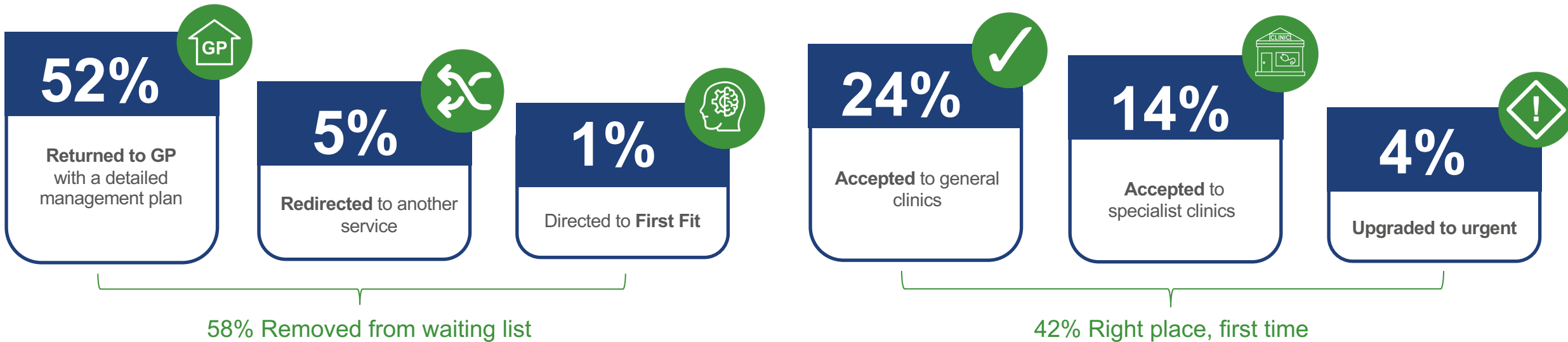
* Due to rounding, statistics may equal 100%

Example 2

Trust opted for Consultant Connect to triage waiting lists of backlogs

- ✓ Across Neurology
- ✓ Over 1,000 referrals triaged

Outcomes:



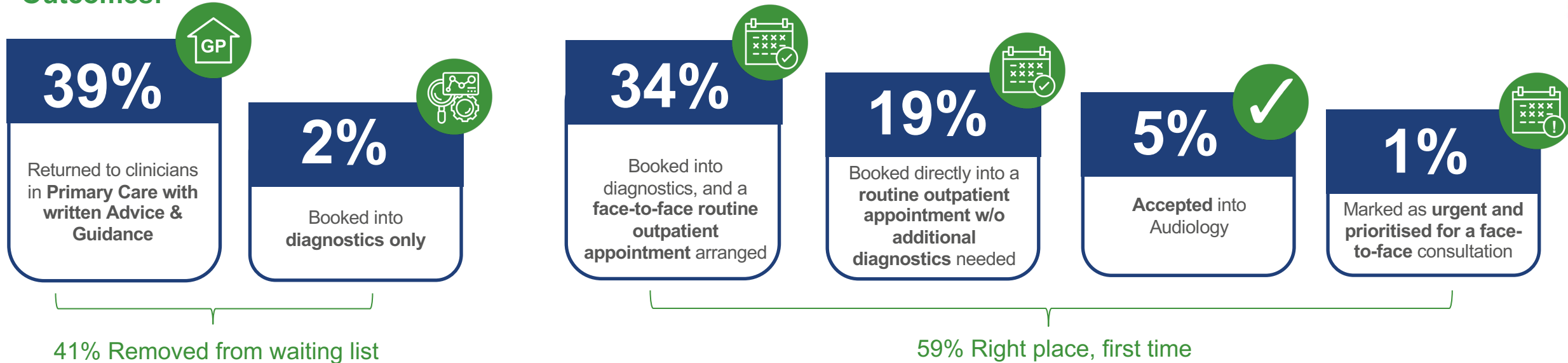
✓ Find out more about this project [here](#)

Example 3

Trust opted for Consultant Connect to triage E.N.T long waiters

✓ Initial pilot of **200 patients**, focussed on those who had been on the E.N.T waiting list for **50-60 weeks**

Outcomes:



✓ Find out more about this project [here](#).

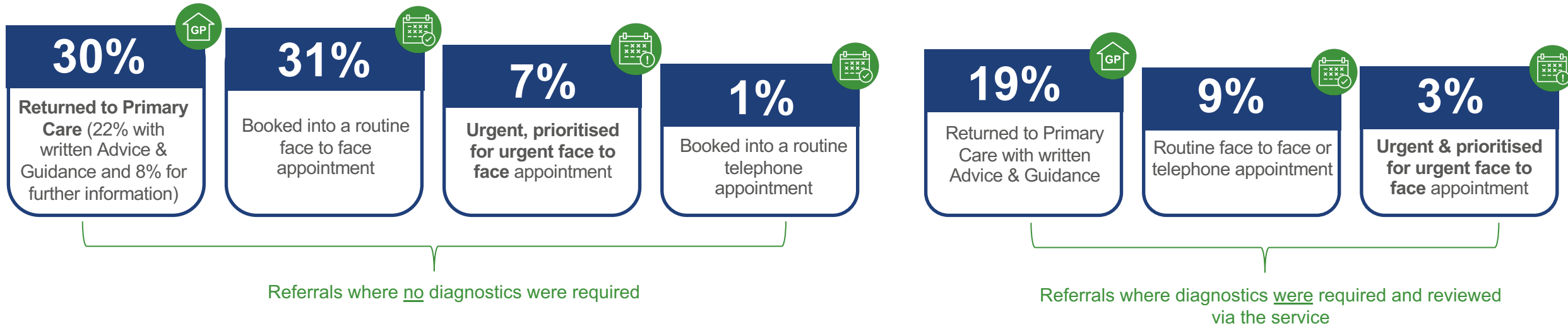
As a result of the pilot, the Trust asked for further support with triaging an additional **200 patients on the 50-60 week waiting list**.

Example 4

Opted for Consultant Connect to triage incoming referrals in Cardiology, initiate and review diagnostics

- ✓ 2,000 referrals triaged to date, with over 30% identified as needing diagnostics
- ✓ Where the outcome of the initial referral review by the NCN consultant is that the patient needs to be booked for **diagnostics**, the consultant specifies which tests need to be booked, and once completed, **the consultant reviews the results from the tests and is able to more fully triage the patients – speeding up care.**
- ✓ 41% of referrals were safely returned to Primary Care with a detailed management plan

Outcomes:



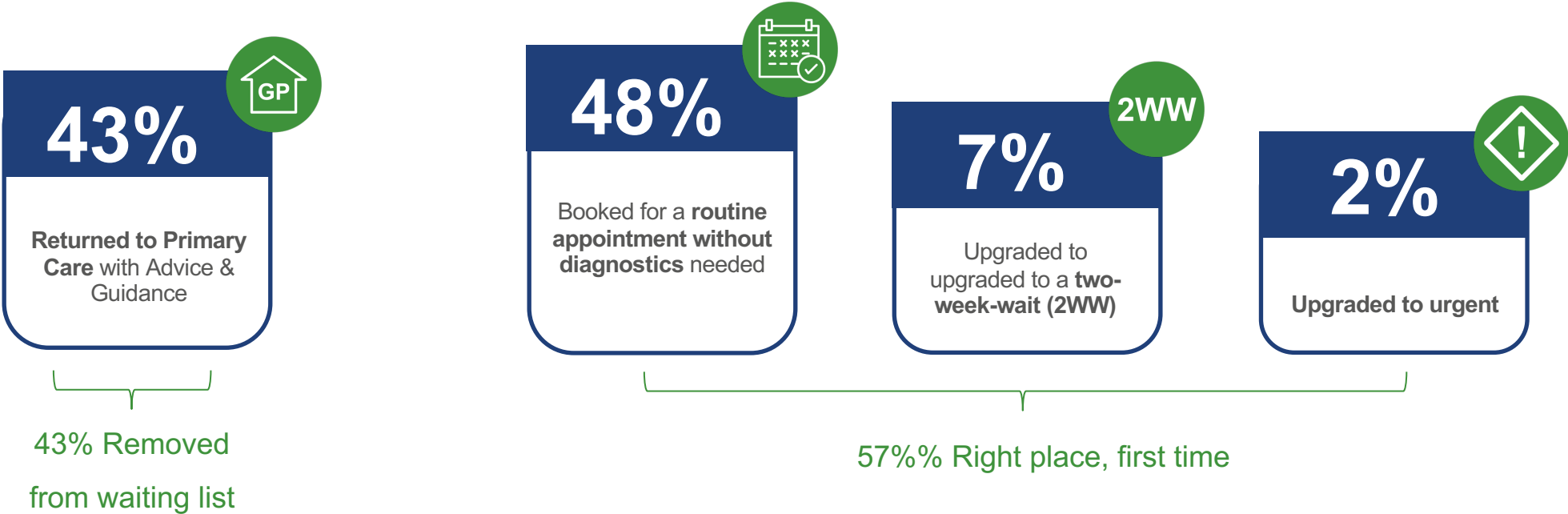
- ✓ Find out more about this project [here](#).

Example 5 - Gynaecology

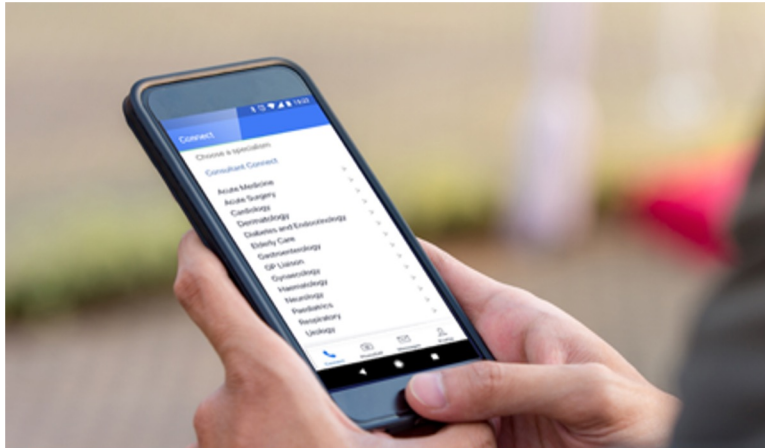
Specialty trends – across multiple NHS hospitals – Gynaecology

✓ Over 3,800 referrals triaged across 4 NHS trusts

Outcomes:



Contact us



If you have any questions, feedback or would like more information, please contact Kat James, Director New Projects at Consultant Connect:

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