



# Referral Assessment Service

## Project aim

This improvement project aims to implement RAS at PAHT across all appropriate specialities in an aim to ensure only those patients who require secondary care intervention receive an appointment, along with any appropriate diagnostics being booked in readiness for review and that any other patients are directed back safely to primary care. The implementation of RAS would also prevent ASIs.

## Timeline for delivery

From: April 23

To: March 24

## Measures

- Number of patients discharged after first appointment.
- New to follow up ratio
- Total number of new appointments
- Review lists
- ED attendances

## Tests for change

Pilot in Ophthalmology to:

- Develop an SOP
- Understand the e-RS requirements for set up
- Reporting capabilities
- Ensuring flows from referral into the clinic are effective



## Project team

- Ms Madi
- Fateha Zaman
- Anthony Hale
- Louise Heir
- Tasha Breen
- Emma Bright
- Lindsay Hanmore
- Taylor Higgitt

## Results

The pilot went live in Ophthalmology on the 13<sup>th</sup> July with STELLAR healthcare to begin with. At the end of this month, the results will be reviewed before rolling out across all GP practices. This should lead to:

- Reduction in number of patients being discharged after first appointment
- Ensuring right patient is on right pathway which leads to timely review of most urgent cases and improved patient outcomes
- Avoidance of wasted clinic appointment (where patients are put in the wrong clinic)

## Learning and next steps

Following the pilot in Ophthalmology, we will be looking at spreading this project by next going live with Paediatrics and from there onwards, a Trust wide roll out plan will be developed.

