Milton Keynes Referral Management

ART
ADVANCED REFERRAL TRIAGE

The Service

Milton Keynes Referral Management Service

30 specialties

Multiple / complex clinical triage requirements and booking pathways

~60,000 referrals per year

Objectives of implementing ART

- Save time and free up staff to manage clinics and key patient interactions

- Improve speed, safety and quality of the referral process

Benefits

3 month review point benefits

✓ **Admin Time Saved:** 1,700 hours saved in first 3 months*

✓ **Improved clinical triage:** more accurate triage reports and quicker clinical triage (time saved)

✓ **More accurate data:** analyst time saved 27 hours per month on data cleansing

✓ **Insights provided by data leading to improved decision making for CGG:** more data on referral pathways to inform discussions with CCG and GP organisations

✓ **Reduced human error:** reduction in human error and improved consistency in referral pathways

✓ **More dynamic service:** easier process and policy changes and updates (more automation/ less training)

*4 FTE redeployed by end of month 3

"It's a lot less stressful now, as we no longer dread ever ending up with a backlog of referrals again."

Booking Coordinator and Administrator in RMC

"We're avoiding human error as much as possible by using ART and making changes to an automated system is much easier than making human changes"

Service Lead in RMC

"The efficiency and the data are the most powerful things"

Senior Business Manager in RMC