

Board Questions and Answers – 24 May 2018

What is the referral quality like in Oxford GP service, do you think it is important to improve the quality of referral letters?

Where we have referral proformas there is less variation in the quality of the patient information sent with referrals. The forms are designed, through system collaboration, to send the minimum data set required for successful clinical triage by the provider.

It is important to improve the quality of referral letters/forms to ensure patients not only get to the right person first time but get diagnostic procedures prior to their outpatient appointment, where possible, and are seen in a timely way.

A large body of work is constantly being undertaken via the OCCG to educate GP clinicians about the information which should be sent with referrals to make this happen.