



# PATIENT REFERRAL CENTRE

Providing care and  
support every step  
of the way

# WHO WE ARE



At the Patient Referral Centre (PRC) we own each step of the patient journey. From the first referral to the final report, our fully qualified teams provide the care and support our patients need, every step of the way.

The focus of the PRC is to provide direct access and support to all patients.

We process accurate referrals, book appointments with ease, and ensure all patients receive the highest level of care and support at all times.

## All teams provide an excellent quality of care to each patient with:

- Initial contact within 24 hours of receiving their referral
- Offering the earliest available appointments, with a range of convenient locations
- Patient engagement, this is key to all our work, we address any queries and concerns from the first conversation
- Flexible appointments with the ability to re-book or cancel at their convenience
- World class service levels with reports returned in 5 working days

# OUR SERVICES

Our services we cover include:

 AAA Screening	 Diabetic Eye Screening	 Open MRI
 Audiology	 ENT	 PET-CT
 Breast Screening	 Echocardiography	 Radiographer Reporting
 CT Scan	 Endoscopy	 Ultrasound
 Cardiac Services	 Interventional Cardiology	 Upright MRI
 DEXA Scan	 MRI	 X-Ray



Trust



Care



Passion



Fresh Thinking



# THE PRC TEAMS



## PATIENT REFERRAL TEAM

The Patient Referral Team input quick and accurate referrals. They assess the need of each patient and select their most appropriate pathway.

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## PATIENT CARE TEAM

The Patient Care Team book appointments and work to offer the earliest, most convenient options for the patient. They manage all appointment changes, queries and cancellations.

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## PACS IMAGING TEAM

This team ensure a quick turn-around by managing clinic reporting within an average of 5 working days. They use an Image Exchange Portal (IEP), burn the image to a disc or send via the referrer's choice of secure email, recorded Royal Mail, fax or posted onto the DOCMAN system.

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## PATIENT PORTAL

Within 3 or 4 clicks a patient can now digitally book their appointment using their smart phone.

This state of the art technology helps patients keep control of when, where and what time they will be seen, they can also add to their calendar and map their clinic location.



# THE PATIENT PATHWAY



Our teams work together to ensure a simple 5 step referral process for the patient:

## 1. RECEIVE REFERRAL

A patient referral is picked up and assessed within 24 hours of receipt. We then process and assess it in more detail if needed.

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## 2. INPUT & ASSESSMENT

We check all patient details, clinical and personal needs to ensure accuracy. We take as much information about their needs as necessary to match the patient to the correct product or service.

If a patient needs transport, we ensure this aligns with the local contract and arrange all the necessary details with the transport provider. If an interpreter is required, we utilise Language Line to have a three-way conversation. For patients with a disability we find the most suitable location for their needs and, if necessary, we can book a home visit.

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## 3. TRIAGE

Our pathways include the provision of a full clinical triage service performed by practising clinicians of the relevant discipline and appropriate banding. We manage patient expectations as we identify the most appropriate clinical service from the referral. We speak with the patient and referring clinician to address any clinical queries.

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## 4. CONTACT WITH THE PATIENT CARE TEAM

The earliest available, or most convenient, appointment is booked. We then send an appointment pack which includes a map, their booking details and further information on what to expect on the day.

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## 5. FINAL REPORT

The PACS team manage the final clinical reporting between 2 and 5 working days.

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# QUALITY MEASURES

We measure our performance on patient care and satisfaction. It keeps us focused and drives us forward. A sample of our accomplishments are:

- **550,000** patient bookings
- **95%** service level
- **1 working day** patient contact
- **Less than 30 seconds** average patient call waiting time
- **Greater than 150** contracts served
- **22,000** clinics loaded and booked
- **1 million** patient conversations per year, on average
- **350,000** patient responses to SMS per year
- Our DNA rate is **below 6%** across all MRI services and **less than 4%** in London for over 90,000 yearly MRI referrals
- **97%** of patients get through to our PRC first time
- **225,000** total NHS 111 calls in 2020



"My GP referred me only yesterday morning and InHealth were able to offer me an appointment later that evening.

On arrival I was seen straight away and the two Radiographers were brilliant, helpful and friendly."

"The call handler was very helpful and helped me resolve my audiology query.

I am very pleased with the service from InHealth generally and today especially. Well done!"

# A CARE EXPERIENCE

We focus on patient care and support at all times.

With 145 staff across 12 functions, each team works...

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...to have a positive impact and improve the quality of life for each patient.

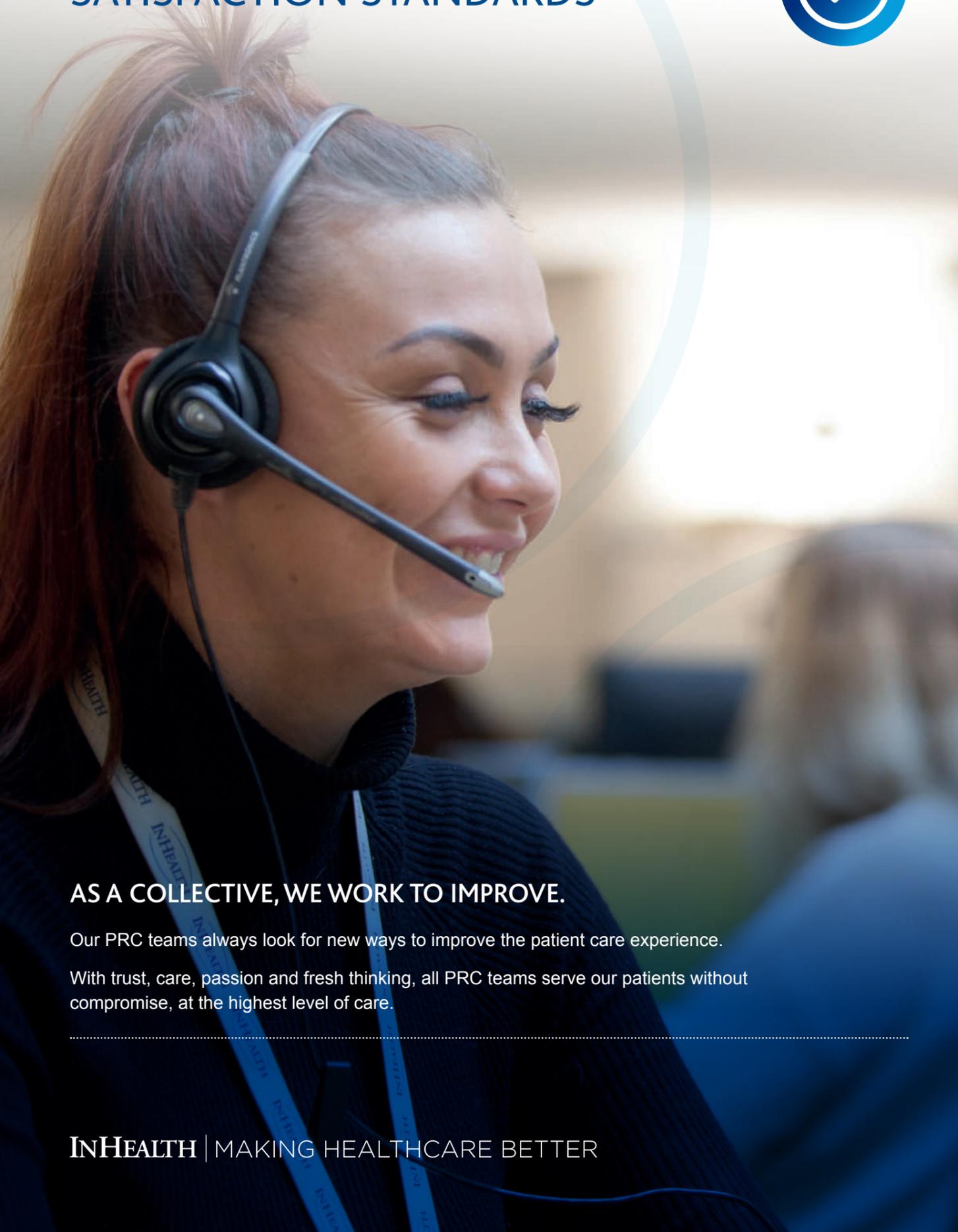
To apply fresh thinking, attention to detail and excellent patient service.

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INHEALTH

# PATIENT CARE AND SATISFACTION STANDARDS



## AS A COLLECTIVE, WE WORK TO IMPROVE.

Our PRC teams always look for new ways to improve the patient care experience.

With trust, care, passion and fresh thinking, all PRC teams serve our patients without compromise, at the highest level of care.



1 Our Patient Referral Team input a referral **within 3 hours** (on average)

2 Patients are offered the **earliest, most convenient**, appointment available

3 Patients can contact us through **email, telephone or fax**

4 We send a reminder text to patients **72 and 24 hours** prior to their appointment

5 Patients can **cancel and rebook** their appointments through us

6 All patients are contacted **within 24 hours** of us receiving their referral (working days) and are offered a choice of location and time and date

7 Patients can **contact us at any point** to address any issues or concerns, such as claustrophobia or other preparation for their examination

8 Bookings are made **within 10 working days** from patient contact (from received referral to actual appointment made)

9 We always aim for **100% clinic booking utilisation**

10 We are **fully compliant** with e-RS and now offer RAS

# INHEALTH, PARTNERED WITH NHS ENGLAND TO FIGHT COVID-19

Very early on at the start of the COVID-19 pandemic InHealth were called upon to support NHS 111 lines.

The teams supporting 111 had understandably received a surge of calls and were under immense pressure to continue to be able to support patients that were calling.

InHealth took our first call on the 2nd April.

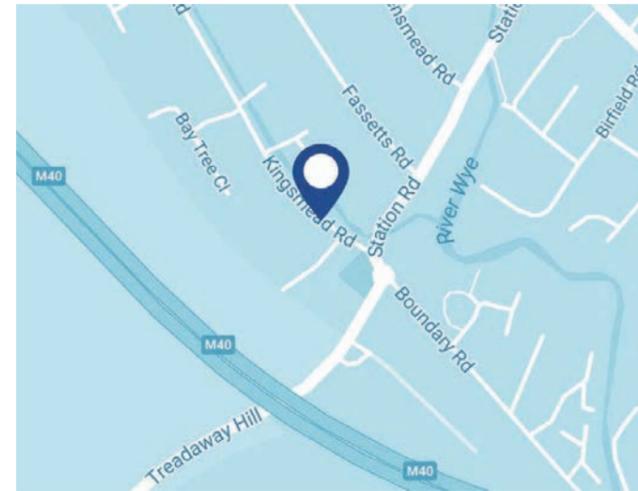
Advisors receive calls from patients and follow the dedicated 111 algorithm, which brings the advisor & patient to an end-point, where advice or further support is offered.

Throughout the month's, InHealth were able to add 111 Dental calls and 111 Urgent Prescription/ Pharmacy calls to the lines that they were able to support.

Since the 2nd April we have supported with over 225,000 calls in 2020 alone.



## WHERE TO FIND US...



### Patient Referral Centre

Sandbrook House, Sandbrook Way,  
Rochdale, OL11 1RY

## GET IN CONTACT...

Open five days a week, 8:00am – 8:00pm  
excluding weekends and Bank Holidays

Contact Number: **0333 200 4042**  
[inhealth.patientcareteam@inhealthgroup.com](mailto:inhealth.patientcareteam@inhealthgroup.com)  
For more information visit our website:  
[www.inhealthgroup.com](http://www.inhealthgroup.com)

