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**King's Mill Hospital**  
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29<sup>th</sup> July 2025

Tel: 01623 622515  
Join today: [www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)

[REDACTED]

Dear Sir/Madam

**Freedom of Information Act (FOI) 2000 - Request for Information Reference:** Referral  
Management

I am writing in response to your request for information under the FOI 2000.

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below. Please accept our sincere apologies for the delay.

**Home, Community, Hospital.**

FOI Request / Question	Question Response		Is there an exemption?	Exemption	Exemption Details
1. Please can you provide a % breakdown of outpatient referral types for the following categories; • eRS • Dental • Maternity • Internal consultant to consultant referrals • Non-eRS other: Please specify types	<b>Referral_Source_Type</b>	<b>2025 Referral %</b>			
	GP - Excluding Dental	48.4%			
	Inter Consultant Referrals	26.4%			
	All Other Referrals	22.1%			
	Maternity - Midwife	2.5%			
	GP - General Dental Practitioner	0.6%			
2. Do you have a referral management solution? If so, which solution?	No				
3. Does this integrate with eRS?	N/A				
4. Does this involve printing referrals and circulating paper for any of your referral types? If so, which ones?	N/A				
5. How many Trust teams are involved in outpatient referral management e.g. Central Bookings, Women's and Children's, Cancer Services?	5 Where applicable				
6. What % of referrals are triaged by a clinician?	Information not held.				
7. What specialties triage?	Urology, Cardiology, T&O, Respiratory, Gynaecology & Paediatrics				
8. Is triage undertaken on paper or a triage solution? Please specify which solution.	Paper / Emails / Electronic				

9. Does your referral and or triage solution integrate with your EPR?	Sherwood Forest Hospitals do not currently have an EPR.			
10. How are referrals made available to clinicians in OPD? E.g. via the EPR, EDMS or paper.	Service dependant, mostly via email			
11. What is the annual spend on your referral management solution?	N/A			
12. What is the annual spend on your triage solution?	N/A			
13. How many administrative Trust FTE's are involved in managing referrals including central outpatients, cancer services, divisions that manage their own referrals such as women's and children's, secretaries etc.	Information not held due to pooled resources in some areas.			
14. How much time is spent per week per clinician triaging referrals?	Information not held.			

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email [sally.brookshanahan@nhs.net](mailto:sally.brookshanahan@nhs.net).

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email [casework@ico.org.uk](mailto:casework@ico.org.uk).

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email [sfh-tr.foi.requests@nhs.net](mailto:sfh-tr.foi.requests@nhs.net).

Yours faithfully

#### Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.