

# National Referral System

The National Referral System offers an efficient, cost effective and secure solution for referring patients on to local support



***NCSCT***



## National Referral System: Stop Smoking

The National Referral System has trained over 3,000 staff in very brief advice and made over 20,000 referrals. The system was initially developed to be a whole hospital approach to supporting patients to stop smoking. It facilitates and encourages staff to ask and record smoking status for every patient, to deliver 30 second 'very brief advice' (VBA) and to generate electronic referrals on to local stop smoking support. The existing hospital system is used to make patient referrals, making it a straightforward and time-efficient activity, sorting patient details by postcode and referring them on to local stop smoking support.

## National Referral System: Lifestyle Services

We are excited to announce that the National Referral System is currently being adapted to include and send lifestyle referrals. The first of its kind, the system will be able to make alcohol, weight management, and physical activity referrals, as well as referrals to stop smoking support. A secure site is also being developed for providers to be able to record outcomes from these referrals, for example, completion of a weight management programme and achievement of goals set by the individual.

*"The National Referral System has made it easier for staff to make stop smoking referrals, as a result referrals have significantly increased and the number of staff trained to offer very brief advice is the highest it has ever been in the Trust. The implementation of the National Referral System was made easier thanks to the knowledge and experience of the NCSCT delivery manager; with her guidance we communicated effectively with IT – which was crucial, and involved the right teams."*

**Cecilia Clarke**, Health Improvement Programme Manager, Barts Health NHS Trust

## What can the NCSCT provide?

- An innovative electronic referral system embedded within the existing hospital IT system
- A unique, evidence-based online training programme that is tailored for each individual acute trust and hosted on the NCSCT server
- Strategic programme management to ensure the successful roll out of the system within the acute trust, working with local stakeholders
- Monitoring and reporting of: staff training, referral rates, plus additional ad-hoc reporting on hospital engagement and activity levels

*“The National Referral System is something we have been waiting for. Introducing routine recording of smoking status for all patients and delivery of VBA on smoking is a first step to achieving a cultural change within an organisation and working towards a more preventative approach. Using the existing hospital IT system to make patient referrals makes it very straightforward and time-efficient.”*

**Wioleta Prylewska**, National Referral System Operational Lead

## Benefits

The key benefits of implementing the National Referral System are that it:

- Offers a proven model that increases the identification and referral of smokers onto appropriate stop smoking support
- Offers a programme management approach that ensures the system is fully implemented and adopted by staff within an acute trust
- Enables the performance management of smoking related CQUIN indicators and supports the QIPP agenda
- Supports the NHS Future Forum's 'Make Every Contact Count' recommendations
- Offers a standardised, robust and tested electronic referral system
- Includes an evidence-based online training package

*"The National Referral System has been just what is needed in hospitals. No one has to look up which service to refer to, make a phone call or a fax, it really is incredibly simple. We really have to be thinking not only about the best service for the patient, but also about making things as easy as possible for staff."*

**Camilla Peterken**, CQUIN Project Manager

## **Further information**

For further information about the National Referral System and costs, please contact:

**Ian Baker**

North 51

Tel: 0115 912 4259

Email: [ian.baker@north-51.com](mailto:ian.baker@north-51.com)

Further information about the work of the NCSCCT can be found at: [www.ncsct.co.uk](http://www.ncsct.co.uk)



