Referrals

Community Pharmacy IT Group

Meeting: 26th October 2022
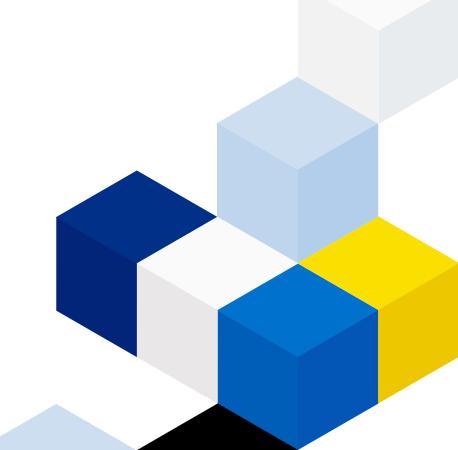
Agenda

	Session
1.	Welcome (11.00-11.05)
2.	Briefing about Booking and Referral Standards (BaRS)
3.	Brief update from Abdur Rahman about NHS Digital e-RS research (3 mins)
4.	Discussion question – session A [questions 1-6]
6.	Discussion question – session B [questions 7-12]

Community Pharmacy ITG
Referrals user research call

Presenters include:
Barry Lafferty – NHS Booking and Referral Standard
Sarah Rosson, Future referrals
Abdur

About BaRS

[The Booking and Referral Standard (BaRS)](#) is an interoperability standard for healthcare IT systems that enables booking and referral information to be sent between NHS service providers quickly, safely and in a format that is useful to clinicians.

The BaRS ensures healthcare professionals receive the information they need, in a format they can use, integrated into their existing healthcare IT systems.
Further information available at https://digital.nhs.uk/services/booking-and-referral-standard.

BaRS Core and BaRS Applications

BaRS consists of BaRS Core that provides a core set of functionality and BaRS Applications that provide distinct functionality for each use case.

BaRS Core is a set of documentation, specifications and services that describe and support all the fundamental components of the standard that are always the same for all use cases or care journeys.

BaRS Applications are an application of the standard into a particular workflow or care journey. The application describes how particular operations and business flows map to the underlying technical capabilities and patterns of BaRS Core along with the specific payloads.

BaRS Community Pharmacy (CPCS) User Research

Research objectives

➢ **User journey -** To understand and determine current user journey (+ & - aspects)

➢ **Current Workflow -** To map user's current workflow incl. happy/unhappy paths

➢ **User experience** - To understand the user's experience and pain points.

➢ **Information needs** - To understand and identify the information needs to improve current workflow and user experience.

➢ **Roles in delivering CPCS services -** To understand who is involved and how when it comes to receiving patient referrals and providing CPCS services to patients.

➢ **Understand Variance -** To understand variance across services / regions

➢ **Policy / commissioning landscape -** To understand the policy / commissioning landscape (or ask for an alternative contact if the participant is unable to provide information)

BaRS Community Pharmacy (CPCS) User Research

Research to date

- Research to date has been through remote interviews over MS Teams

- We want to speak to staff (*pharmacists, pharmacy technicians or dispensers/pharmacy counter assistants*) working in Community Pharmacies offering CPCS

- Interviews of up to an hour are structured as follows:

  - **User journey and workflow** – to understand your user experience and identify any pain points

  - **Information needs** – to identify what information you need to improve your user experience and service delivery.

  - **Commissioning and policy landscape** – to understand your contractual obligations and expected deliverables.

  - **Interactions with third parties** – to identify roles and responsibilities of other clinicians/non-clinicians involved (continuity of care and coordination)

Update about NHS Digital user research: e-Referral Service (e-RS)

Research to date

- NHS Digital are gathering views including from pharmacies to help inform e-RS

- Abdur Rahman (NHS Digital) to provide a brief update

Research Questions

CP ITG

Q1

In community pharmacy, how are outward referrals made (e.g. to GPs? Dentists?)?

Q2

Which healthcare services do you receive patient referrals and/or bookings from?

Q3

Would you make a booking (appointment) for patients referred to you and how would that be managed (digital/paper)?

Q4

What are the top 5 pieces of information you need about a patient who is referred to you?
(*other than patient demographics*)

Q5

What top 3 things regarding bookings and/or referrals would improve your user experience and why?

Q6

When you have finished with the patient, which other care settings or services might you refer them to or contact about the encounter?

Q7

Which IT platform do you use to accept referrals from 111?

E.g., PharmOutcomes, Cegedim, etc...

Q8

Which of the available IT platforms are most commonly used nationally?

Q9

What proportion of referrals that come from 111 do you need to onward refer elsewhere?

E.g., 5%, 10% etc...

Q10

Reporting – What reporting needs do you have in relation to patients who are referred or booked in to your pharmacy?

Q11

What do you use Summary Care Record (or other patient records sources) for in relation to any bookings/referrals you receive?

Q12

Do you re-triage patients? If yes, can you explain what kind of questions you ask the patient?

For further information about BaRS please contact us at:

bookingandreferralstandard@nhs.net

CP ITG secretariat:

it@psnc.org.uk or **Daniel.Ah-Thion@psnc.org.uk**

Thank You

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NHS Digital