Dear [Name],

I am writing to respond to your request dated March 2016. Oxford University Hospitals NHS Foundation Trust can confirm that it holds the data that you requested.

The E-Referral advice line is to support GP Practices who have specific questions or who require advice with referring into outpatient services listed in the OUH Directory of Services.

The expectation is that training on the E-Referral Service has been provided to staff within GP Practices and that users are actively using the system in accordance with that training. The advice line is not a substitute for GP training on the system, but a facility for GPs to engage with us to ensure that patients are referred into the correct clinic in a timely manner with the correct documentation attached to the system. The Advice Line can also check information on the status of patient appointments on the system should queries arise. If any GP Practice has a technical problem with the E-Referral Service or the user needs further training, the Advice Line can pass on the correct contact for training and technical support at the OCCG.

The Advice Line takes about 20-30 calls per week from GP Practices from Oxfordshire and non-Oxfordshire GP Surgeries, that is in the context of the number of patients referred (about 3,000 per week) which is a small percentage.

Please note that on 1 November 2011 the Oxford Radcliffe Hospitals NHS Trust (ORH) merged with the Nuffield Orthopaedic Hospital NHS Trust (NOC) to form the Oxford University Hospitals NHS Trust (OUH). Our response reflects these changes. Therefore, we consider that Oxford University Hospitals Trust has released to you all of the information that it holds in relation to your request.

Internal review

If you are dissatisfied with the service or response to your request you can ask for an internal review by writing to:

[Name] Director of Assurance, John Radcliffe Hospital, Headley Way, Headington, Oxford OX3 9DU.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner’s Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.
Telephone: 0303 123 1113 Website: www.ico.gov.uk

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