I am conducting some research on how different trusts manage their internal referrals (i.e. referral to treatment) and waiting lists and was hoping you'd be able to answer the following questions:

1. **Do you have a centralised patient administrative service within your Trust?** Y / N

   Yes

2. **If not then how do you run your patient services? Please provide a description (i.e. are these admin functions delivered by different services within the Trust).**

   N/A

3. **What are the activities delivered by that centralised administrative service (e.g. referrals, bed management)? Please provide a complete list.**

   Clarification; By centralised patient administrative services, also sometimes known as the 'Patient Access Team', I mean a centralised team within the trust that offers the following, but not limited to, services - Contact centre, Outpatient booking team, Rapid Access Team, Imaging booking team, Scheduled Care Booking Team, referrals team.

   There is no one person/team who support with referrals, discharges and booking in of patients.

   Please note that referrals and discharges are discussed in a weekly MDT for screening and triage plans and there is not a single team/person of contact.

   However, the following services have a point of contact

   - Deaf services : bsmhft.deafservices@nhs.net
   - Eating Disorder service: bsmhft.eds.referrals@nhs.net

   Please be aware that the Trust also has a Referrals (Single Point Of Access) – bsmhft.spoa@nhs.net and self-referral for Birmingham Healthy Minds on the following link: Birmingham Healthy Minds - Birmingham and Solihull Mental Health NHS Foundation Trust (bsmhft.nhs.uk)

   In addition to this for urgent mental health help you can ring 0121 262 3555 or 0800 915 9292 for advice and support. This line is available 24 hours, 7 days a week and can be used whether you are known to our services or not.

4. **What percentage of referrals (i.e. RTTs) are managed by that central administrative? Please provide an accurate estimate.**

   N/A - please refer to the response provided in question 3

5. **What is the size, structure and budget of that central administrative? Please provide an outline of team structure as it currently stands and the total number of people in that team, with NHS salary bands, as well as its yearly budget for the past 5 financial years.**

   N/A - please refer to the response provided in question 3