

Change Request

NHS Connecting for Health

NHS Data Model and Dictionary Service

Reference:	Change Request 834
Version No:	1.0
Subject:	REFERRAL REQUEST RECEIVED DATE
Type of Change:	Changes to NHS Data Standards
Effective Date:	Immediate
Reason for Change:	This Data Set Change Notice updates guidance for recording when a patient calls the national Choose and Book Appointments Line and an APPOINTMENT SLOT is not available with the chosen provider.

Background:

On 17 November 2006 a Gateway letter (ref: 7413) was sent to all Strategic Health Authorities' Directors of Performance from the Department of Health National Director, 18 weeks, and the National Implementation Director, Choice and Choose and Book. It contained the following requirement:

In the circumstance that a patient calls the national Choose and Book Appointments Line and an appointment slot is not available with the chosen Health Care Provider, the national Choose and Book Appointments Line will forward the referral request details (including the Choose and Book Unique Booking Reference Number but with no patient identifiable information) by email to the chosen Health Care Provider so the Health Care Provider can liaise directly with the patient to arrange their appointment.

This Data Set Change Notice updates the guidance notes in the NHS Data Model and Dictionary as follows:

- the data element REFERRAL REQUEST RECEIVED DATE to make it clear that the REFERRAL REQUEST RECEIVED DATE will be the date that the Health Care Provider receives electronic notification from the national Choose and Book Appointments Line that the patient has experienced slot unavailability. (Note - that is not the date that the Health Care Provider opens or actions the electronic notification).
- the guidance for recording the REFERRAL REQUEST RECEIVED DATE and ORIGINAL REFERRAL REQUEST RECEIVED DATE when an electronic referral request made through Choose and Book is rejected via the chosen provider. This will ensure that patients are not unfairly disadvantaged.

Note: Slot unavailability may occur due to technical IT problems or because of a lack of slots being polled to Choose and Book.

More extensive guidance documentation on this requirement was included as Appendix A to the executive letter. Both the letter and the guidance can be downloaded from the Department of Health website at: http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH_062720.

Summary of changes:

Data Elements

[REFERRAL REQUEST RECEIVED DATE](#) Change to Description

Date: 1 November 2007

Sponsor: Nick Chapman, National Director, 18 weeks, Department of Health

Note: New text is shown with a blue background. Deleted text is crossed out. Within the Diagrams deleted classes and relationships are red, changed items are blue and new items are green.

REFERRAL REQUEST RECEIVED DATE

Change to Data Element: Change to Description

Format/length:	see DATE
HES item:	
National Codes:	
Default Codes:	

Notes:

This is the same as attribute REFERRAL REQUEST RECEIVED DATE.

The waiting time for a first Out-Patient Appointment should be calculated from the date when the REFERRAL REQUEST is received.

For electronic REFERRAL REQUESTS the REFERRAL REQUEST RECEIVED DATE is the date the REFERRAL REQUEST is received electronically by the Health Care Provider. For Choose and Book, the referral is received when the PATIENT's Unique Booking Reference Number (UBRN) is used to book the first outpatient appointment slot (i.e. converted).

Where an electronic REFERRAL REQUEST made through Choose and Book is rejected by the chosen provider, the ORIGINAL REFERRAL REQUEST RECEIVED DATE should be used when the PATIENT is subsequently re-referred to another service, so that patients are not unfairly disadvantaged when their waiting time calculations are made.

In the circumstance that a PATIENT calls the national Choose and Book Appointments Line and an APPOINTMENT SLOT is not available with the chosen Health Care Provider, the national Choose and Book Appointments Line will electronically forward the REFERRAL REQUEST details to the chosen Health Care Provider so the Health Care Provider can liaise directly with the PATIENT to arrange their Out-Patient Appointment. The REFERRAL REQUEST RECEIVED DATE will be the date that the Health Care Provider receives electronic notification from the national Choose and Book Appointments Line that the PATIENT has experienced slot unavailability. (Note that this is NOT the date that the Health Care Provider opens or actions the electronic notification).

For written REFERRAL REQUESTS letters must be opened and date stamped on the day of receipt. It is this date that must be entered on any PAS or similar system, not the date on which the information is fed into the system if this is later than the date of receipt.

If the REFERRAL REQUEST takes the form of a phone call followed by a letter, record the date when the letter arrives. If there is no following letter, the date of the verbal request should be recorded.

This data element is also known by these names:

Context	Alias
plural	REFERRAL REQUEST RECEIVED DATES

Enquiries concerning the NHS Data Model and Dictionary should be directed to
Email: datastandards@nhs.net