

## Referral Management and RTT Waiting Times Course Outline

### 1/2-day Classroom / 2 hours e-Learning

#### Overview

This course is designed for staff who need to understand the principles of RTT and the application of National guidance and clock rules, specifically around referrals. Covering RTT measurement, referral sources, whether an RTT clock should apply and the impact of inaccurate data. This course includes case studies, interactive quizzes and assessment.

#### Who should attend?

All staff involved in booking first appointments and the management of referrals, who are directly responsible for the recording of patient pathways.

#### Prerequisites

Knowledge of the NHS and patient pathways.

#### Objectives

Delegates will gain the following skills and competencies:

- Understand the Referral to Treatment waiting times target
- Confident in the recording of patient pathways and RTT measurement
- Ability to identify whether RTT clock starts should apply
- Correct application of RTT status codes
- Management of Inter provider transfers and other referral sources
- Appreciate data quality issues and the importance of accurate information

#### Quizzes and Assessment

The course includes interactive quizzes to consolidate learning and a final assessment to provide reassurance that your staff have achieved the required level of competence.

#### Further training

- Clock Starts and Stops - Outpatients
- Clock Starts and Stops – Inpatient Waiting List

#### Specific requirements

We understand that you may have specific requirements such as:

- Delivery of the course to a specific audience
- Tailoring of the course content
- Delivery of the course at a particular location
- Analysis of the training needs of your staff

#### Course content

- Introduction
- RTT Measurement
- Referral Sources
- Consultant-led Services
- Interface, Referral Management & Assessment Services
- Inter-provider Transfers
- Referral FAQs
- Non RTT Referrals
- RTT Status Codes
- Access Policy & Data Quality

For further information please contact the Ideal team on 01483 45350

