

FOI 0360/2025 Response

Hello,

Please can you provide information on the following:

***Clarification: Request is in relation to Trust wide services.**

1. Total number of referrals received per year / per month

Year	Referrals
2022	72520
2023	81275
2024	83586
2025	77317

Note:

- Includes referrals received by any service commissioned by the Trust
- Excludes referrals where the patient was already open to another Trust service
- Patients will appear more than once per year if referred multiple times
- 2025 figures cover the year up to 31st October
- As of 1st July 2025, Forward Thinking Birmingham – service previously hosted by Birmingham Women's and Children's Trust, has been transferred to BSMHFT. For this service, the data only covers 1st July to current. Should you wish to access data prior to 1st July 2025, please redirect this element of your request to Birmingham Women's and Children's Trust

2. Average time taken to triage a referral

Please note that we are unable to provide a response to this query.

This is because triage activity is not recorded in a way we can report on across all services.

3. Process for triaging referrals - is this a paper process or electronic?

The Trust's process of triaging referrals:

- Screening via telephone, online and paper referrals
- Discussions at joint referral meeting.
- Discussions at weekly Medical Disciplinary Team (MDT) Meeting

FTB Referral Management Centre

- All FTB Referrals are received electronically, via our referral portal or email. The referral is screened and triaged in our Referral Management Centre, with associated outcomes captured on RIO.

4. If electronic what system(s) are used?

Rio

ILLY

FTB Referral Management Centre

- FTB have an online referral portal for professionals, this product is provided by a company called Riviam.

5. Number or % of referrals rejected (inappropriate/ incomplete/ needing further investigations)

Year	Referrals Rejected
2022	12680
2023	15107
2024	16312
2025	14902

Note:

- Includes referrals closed due to patients declining assessment / non-response from patient
- 2025 figures cover the year up to 31st October

6. As of 1st July 2025, Forward Thinking Birmingham – service previously hosted by Birmingham Women's and Children's Trust, has been transferred to BSMHFT. For this service, the data only covers 1st July to current. Should you wish to access data prior to 1st July 2025, please redirect this

7. Is there a dedicated referrals team?

Yes, by the following:

Single Point of Access Team (SPOA)

Please note triaging of referrals happens at team level not within the SPOA team.

FTB's Referral Management Centre is a dedicated team

8. Is so please provide a breakdown of roles and bands and number of WTE

SPOA:

- 1 Admin Lead – 37.5hrs per week – Band 4
- 2 Triage Administrator – 2 x 37.5 hrs per week – Band 2
- 2 Triage Administrator – 1 x 30 hrs per week & 1 x 21 hrs per week – Band 2

FTB Referral Management Centre:

*combine 22.10 WTE of the following:

- 1 Band 8a Lead Nurse
- 2 Band 7 Senior Nurses
- 3 Band 6 Nurse
- 9 Band 4 HCA
- x Consultant PA,
- Band 4 admin
- 4 Band 3 admin
- 1 Band 2 admin