



Lincolnshire
Clinical Commissioning Group

NHS Lincolnshire Clinical Commission Group (CCG) uses Eceptionist as the platform to manage its Elective Activity Coordination Hub (EACH), a central referral service supporting general practice, community, nurse practitioner, and hospital-based referrals to specialty care. The service went live on Eceptionist in August 2021, processing thousands of referrals each month from initiation through to the booking of a patient appointment or alternative outcome.

Lincolnshire EACH relies on the efficiencies created by the referral platform to meet the NHS key performance indicator that referrals be processed within 7 days. Staff depend on the time tracking, real-time dashboards, and automatic routing of referrals that Eceptionist provides to keep them on track. Managers utilize summary data to evaluate processing time and identify inefficiencies in the existing process.

The project onboarding only took a matter of months as the CCG was operating under a strict deadline to begin processing eReferrals. Phase one included rollout of a web-based platform with capabilities to automate text and email communications to patients and triage providers. Phase two, currently in progress, includes integration with the NHS eReferral service platform.

NHS Lincolnshire Clinical Commission Group (CCG) is an NHS organization responsible for planning, commissioning or buying, and developing healthcare services for the population of Lincolnshire.



Eceptionist ReferralCX

Transitions of care will be seamless and efficient with Eceptionist ReferralCX. A powerful workflow engine with the ability to insert clinical guidelines and intelligence into the referral process to ensure referrals are prioritized correctly and routed to the appropriate specialty with the right information.

ECEPTIONIST SERVICE USED

Referral**CX**
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