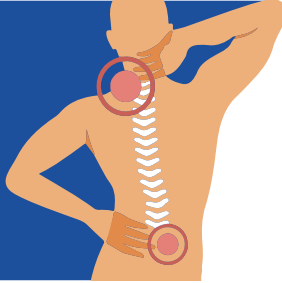


Case Study

Streamlining MSK Referrals: The SMART Solution



BestPathway
POWERED BY DXS

The Challenge

Jemma O'Brien, GP Engagement and Community Integration Lead, and Harry Vickers, Advanced Practice Physiotherapist & FCP Team Lead, are key members of Circle Integrated Care, part of Circle Health Group which provides NHS services for patients with Musculoskeletal (MSK) and dermatology problems across the country, including in Greenwich.

The NHS commissioners in Greenwich had already instigated DXS for GPs to use for referrals and, realising the potential of DXS' SMART features, Harry and Jemma recognised an opportunity to improve the standard MSK referral form which was utilised by Greenwich practices hundreds — sometimes thousands — of times each month.

The existing form was cumbersome, often leading to critical sections being overlooked due to its length. Additionally, excessive auto-population of patient data added unnecessary complexity, overwhelming users and complicating the referral process.

The Solution

Collaborating with DXS, Jemma and Harry developed a bespoke SMART MSK Referral Form that is dynamic, streamlined, and significantly more interactive.

The SMART Form features the 'Show and Hide' functionality that reveals necessary sections based on user input, a more compact layout, enhanced mandatory fields, direct integration with e-RS, and additional interactive elements, all designed to improve the user experience.



Circle Health Group

The Results

Since the implementation of the SMART form on January 29, 2024, Jemma and Harry have witnessed a transformation in the MSK referral process. The new functionality has simplified and enhanced the experience for both referrers and patients.

By capturing more accurate data and significantly reducing referral rejections, the triaging of patients through the MSK referral service has markedly improved.



Enhanced Patient Care



Increased Efficiency



Improved Accuracy

Circle Health Say



“The SMART form has been an excellent tool to streamline referrals and ensure patients are triaged to the right place, at the right time.”

“The DXS team are able to make changes to the form instantly, making it bespoke for our service which is extremely helpful!”

Harry Vickers, Advanced Practice Physiotherapist & FCP Team Lead

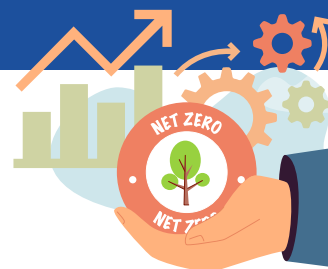
“The interactive nature of the form makes it user-friendly and allows us to prompt (and sometimes compel) referrers to give us the specific information we need, depending on the nature of the referral, thereby reducing unnecessary to-ing and fro-ing.”

Jemma O'Brien, GP Engagement and Community Integration Lead

SOME BENEFITS OF DXS' UNIQUE SMART REFERRAL FORMS

- Reduced Inappropriate Referrals
- Accurate Patient Record
 - ▶ Fully Coded
 - ▶ Automated Field Population
- Zero Digital Bias – Reducing Inequalities

- Greener NHS – Contributes to Net-Zero
- Streamlines Efficiency/Productivity
- Optimised Pathway Management
- EPR Integration (via metadata)
- [Click here](#) to see all SMART Referral Form features



Want to know more?



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www.bestpathway.co.uk