



Smarter outpatient referrals with Novari

Faster access. Better outcomes.

“We are now requesting that all NHS providers reduce their corporate cost growth by 50% during Quarter 3 2025/26. These savings should be reinvested locally to enhance frontline services.”

[Sir James Mackey, Chief Executive, NHS England](#)

The challenge faced

With NHS outpatient backlogs growing and corporate cost savings mandated at 50%, hospitals are under immense pressure to reduce administrative overhead while improving access to care.

Outdated, paper-based referral systems and inconsistent triaging processes lead to bottlenecks, duplication, and delays, undermining patient outcomes and wasting precious capacity.

Trustmarque, with Novari, helps you digitally transform outpatient referral management.

Streamlined referrals. Improved flow.

Novari eRequest, delivered by Trustmarque, is a proven digital referral management platform that centralises, digitises, and tracks every outpatient referral — end to end. Integrated with your existing systems, Novari removes duplication, improves triaging, and gives staff real-time visibility across the full referral journey.

This system has been used in Australian hospitals like the Royal Adelaide and Queen Elizabeth, which have seen:

- ✓ **40%** reduction in referrals requiring outpatient appointments
- ✓ **25%** of patients exiting the pathway without needing a procedure
- ✓ **5x increase** in monthly patient throughput — from 114 to 571
- ✓ All while delivering:
 - ✓ Real-time dashboards to optimise scheduling and load balancing
 - ✓ Algorithm-based triaging aligned to best practice clinical criteria
 - ✓ Enhanced patient access and staff experience

With Novari, Trusts can modernise outpatient referral processes and unlock real savings, without compromising care. The system reduces unnecessary appointments, streamlines waitlist management, and equips your teams with the tools to do more with less.



Why Trustmarque and Novari

- ✓ Digitises all referrals including paper based
- ✓ Improves triage accuracy and consistency
- ✓ Supports nurse-led triage with real-time referral tracking
- ✓ Enables multi-site workflows and load balancing
- ✓ Reduces paper, spreadsheets, and manual handoffs
- ✓ Solutions are co-designed to mirror each Trusts' pathways
- ✓ Supports single point of access care models
- ✓ Delivers ROI within 12 months



Proven benefits from live deployments

- ✓ 40% drop in referrals needing OPD assessment
- ✓ 400%+ increase in completed appointments
- ✓ Dashboards showing live bottlenecks and KPIs
- ✓ Shorter wait times and fewer unnecessary procedures
- ✓ Improved communication across teams and departments



Transformation is underway

Trusts that implement Novari through the Smart Spend initiative are:

- Reducing backlog and administrative burden
- Enhancing patient flow with data-driven insight
- Supporting national reform goals with scalable, future-proof tech

Let Trustmarque work with your clinical, operational, and IT teams to assess your current outpatient process and map the path to rapid referral optimisation.



NHS Smart Spend Initiative

Trustmarque is a UK-based, proven and trusted IT partner to the NHS, supporting over 60% of healthcare organisations across all four UK nations.

As one of the top seven IT suppliers to the NHS, we've launched our Smart Spend Initiative to help the NHS release rapid savings, increase capacity to care, enabling Trusts to transform at speed.

Let's build your business case.

Trustmarque can help you model the cost savings, patient flow improvements, and efficiency gains for your Trust.

Get in touch today.

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