



Implementing a Single Point of Access in South East Coast

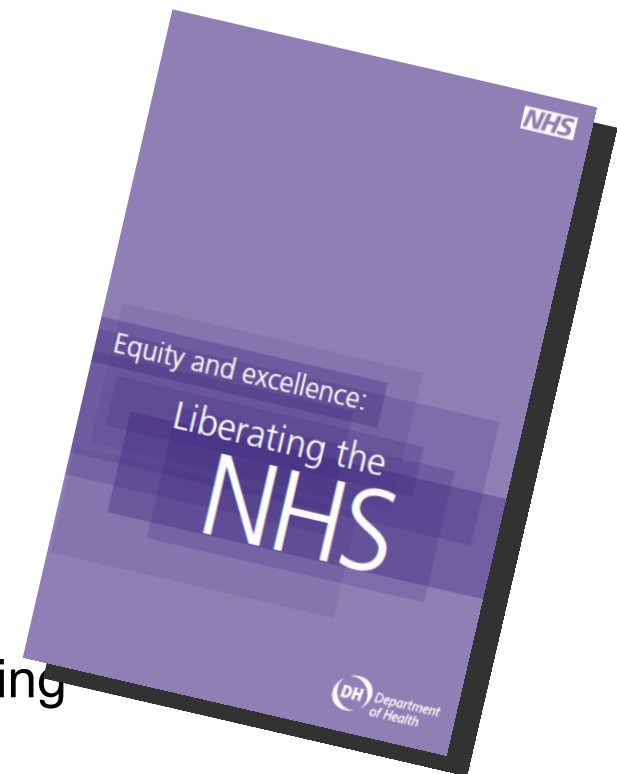
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Drivers

- Improve patient experience by simplifying access to emergency and urgent care – **right service, first time**
- Reduce duplication of service – system savings
- White Paper – Liberating the NHS:
 - 24/7 urgent care
 - GP consortia commissioning to redesign patient pathways
 - General practice leadership of QIPP (delivering efficiencies and service redesign)





Current State

- Access to urgent care services
 - Confusing
 - Inability to share information / referrals
 - Patients access services that are easy to access as opposed to those that have capacity
- Urgent Care Services in South East Coast include
 - 999
 - GP Out of Hours
 - NHS Direct
 - A&E
 - Minor Injuries Units
 - Walk In Centres
 - Crisis Resolution Teams/ Approved Mental Health Professionals
- Clinicians often unaware of the range of services available





What is NHS Pathways?

- Suite of electronic clinical content based on UK evidence
- Assess clinical needs of urgent and emergency patients, over the phone
- Match callers with a service in their area with:
 - Clinical skills they need
 - Available services
 - Capacity
- Only assessment tool fully integrated with the national Directory of Services tool
- Allows service gap analysis based on needs of local people by specific clinical skill, time of day and postcode area

NHS Pathways
demonstration version

Calling about self
Female Adult
Female Child

Calling about another
Male Adult
Male Child
Female Toddler
Male Neonate & Infant

Set Triage Cut Off
(Clinician = 0)
(Call Handler = 0)

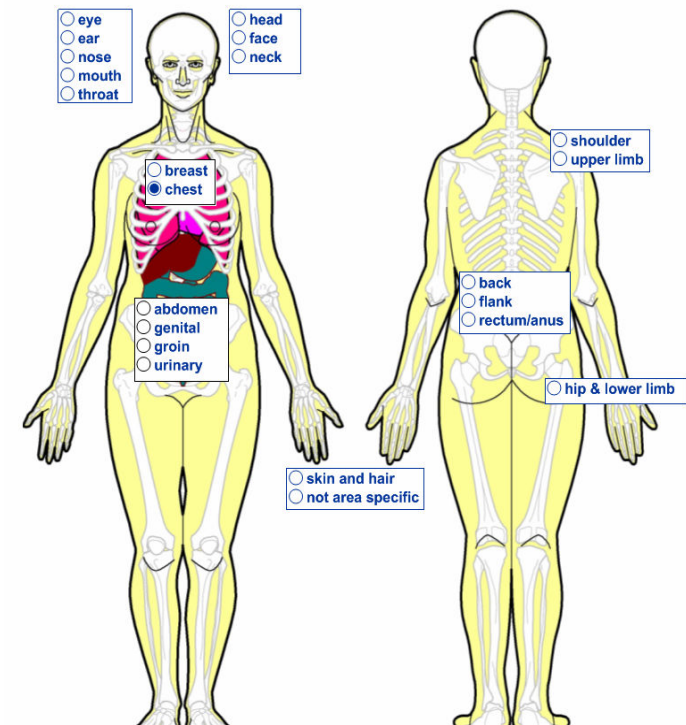
Log Off

Content date 5.8.1c System date 31.05.2007



NHS Pathways – is it safe?

- Reviewed during its development by over 200 clinicians including representatives of all Royal Colleges
- Governed by a multi-collegiate Board, chaired by the RCGP
- Academic evaluation found it to be “as safe as other systems”



Contact Primary Care Practitioner within 2 hours

Available Locations of Care :

MIU - Grindon Lane Sunderland

Open: 24 hours

Postcode:

Tel: 0191 525 2300

[Redacted]

Accept

Reject

24/7 Rapid Response Team - Sunderland OOH

Open: 17:00 Closed: 08:30

Postcode:

Tel: 07818 421576

[Redacted]

Accept

Reject

**24 7 Team do not see patients who are pregnant,intoxicated or under the age of 16
Patients can only be seen in the home enviroment and patient contact details must be forwarded to team following patient consent for team to visit rather than ambulance**

No Suitable Service



Scope of the SPA Project (1)

SECAMB Element*:

This includes:

- Implementing NHS Pathways within 3 Emergency Despatch Centres
- Directory of Service integration with NHS Pathways
- Training staff on new system

Timescale

Aug - Mar 2011

Aug – Nov 2010

Sep – Mar 2011

* Supported by Regional Transformation Funding



Scope of the SPA Project (2)

Areas for Joint Working*:

This includes:

- Benefits Realisation Plan for 999 calls
- Development of Directory of Services (stand alone DoS to be used from Nov 2010)
- Development of appropriate care pathways to ensure alternative pathways can be utilised
- Identification of technical links to be established with provider services for either appointment booking or onward referral of patients that call 999
- Development of technical links between SECamb and other providers

* Supported by Regional Transformation Funding

Timescale

Mid Sep 2010

Sep/ Oct 2010
Oct 2010

Sep-Dec 2010

Jan-Mar 2011



Scope of the SPA Project (3)

Commissioner

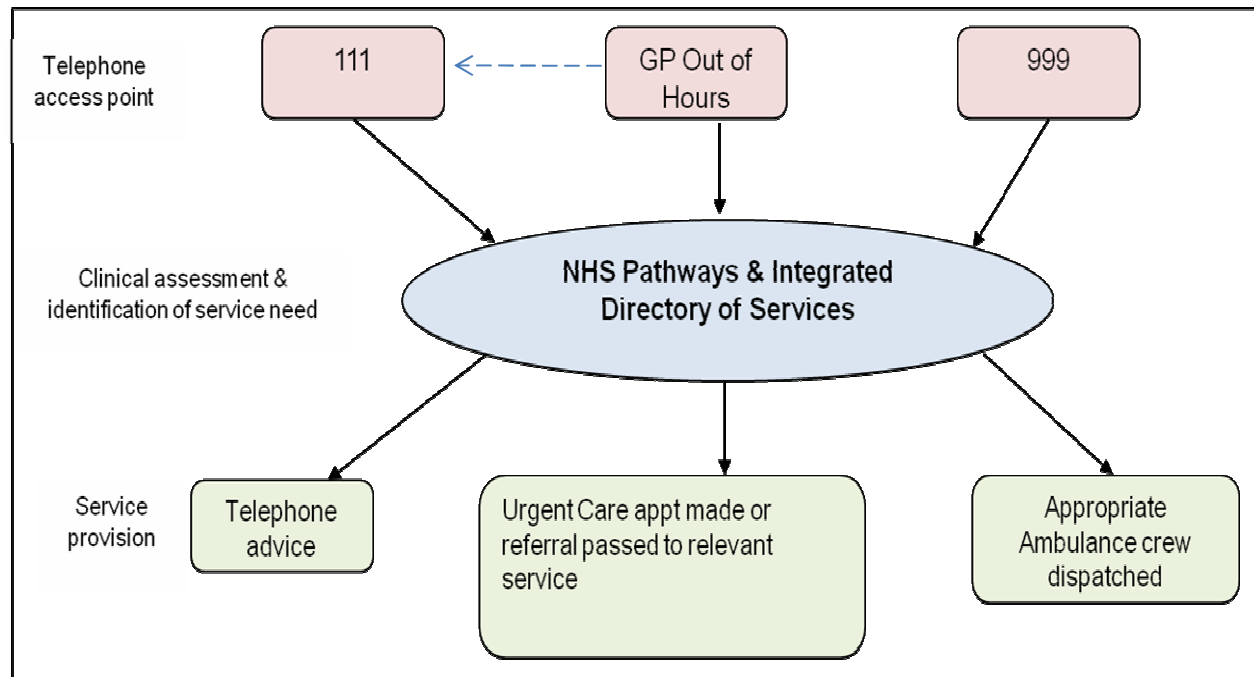
element:

This includes:

Commissioning 111 across
SEC through a competitive

tendering process
Timescale

Mid 2011/12





Initial benefits of the proposed Single Point of Access

- Improved services for patient as they receive **right service, first time**
- Increasing the use of alternative care pathways
- Increase utilisation of community services
- Reduce the number of ambulance responses
- Reduce the number of conveyances to A&E
- Initial system savings - millions not thousands



Long-term benefits

- Gap analysis will allow commissioners to purchase the right services
- Reduction in the amount of triage that patients experience when accessing urgent and emergency care
- Reduce duplication of Triage services



Thank you

Any Questions?

Contact Details

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