



Paccs and Out of Area cases

Cas is going live with out of area cases on **23rd January 2023**. We have designated clinicians working on shifts who will prioritise these cases, but it is expected that all Cas clinicians will support with the management of these cases. The out of area cases are to support areas and the wider system who do not have a CAS service.

The cases will be visible in the Cas queue as:

CAS - OOA

CAS – OOA which stands for CAS Out of Area and will tag any case that falls outside a Greater Manchester Postcode.

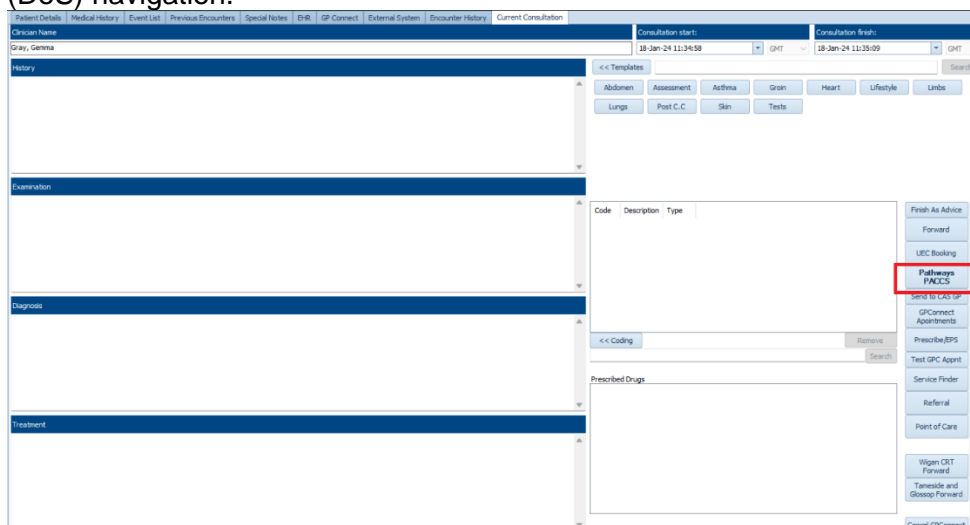
In order to provide safe and effective care we have introduced the use of Paccs to support clinicians in navigating out of area cases.

Please note for GM CAS cases we should use the UEC button and forward functions if you know the service you wish to use. Please continue to follow the normal onward referral process, please **do not use** Paccs for these cases. However, on occasion you may find it useful to use Paccs if you are unsure of service provision in the area and it is a service that is not currently accessible via the UEC button i.e. District Nursing service.

What is PaCCS?

Pathways Clinical Consultation Support (PaCCS)

The PaCCS module sits within Aداstra on the right hand side of the consultation screen (see below) and allows direct booking into certain services such as ED departments and provides information on services in the area where the patient is via Directory Of Services (DoS) navigation.

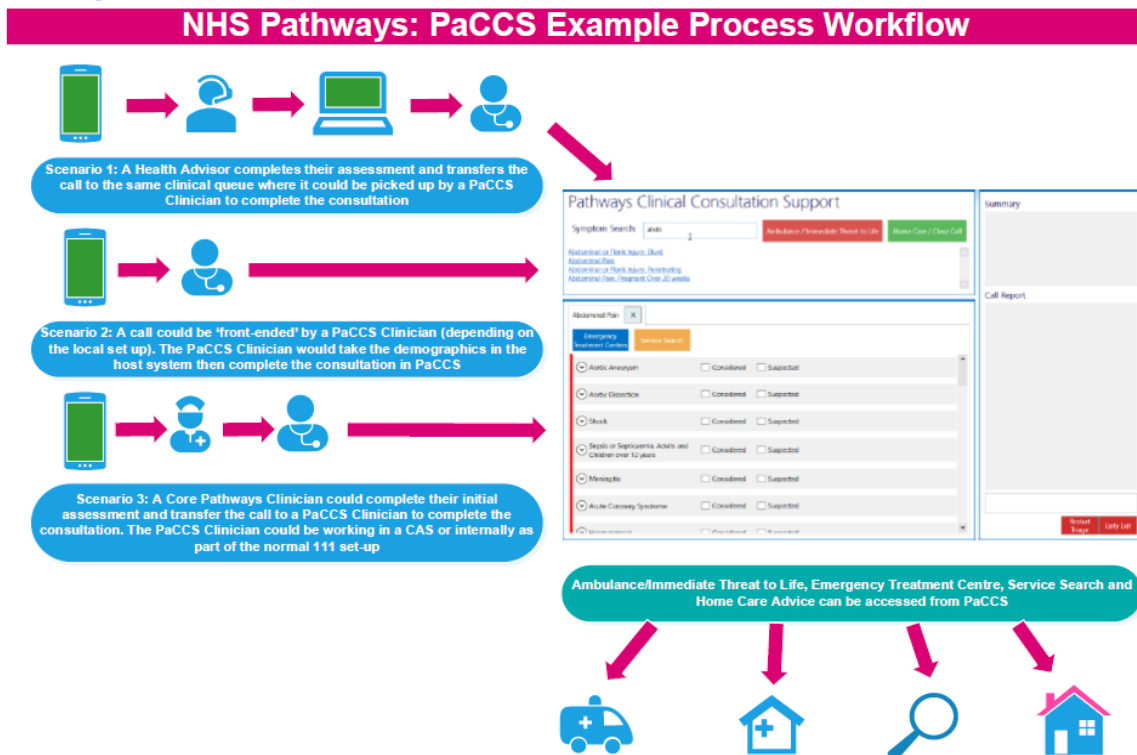


The aim of using Paccs is to expedite patient care, provide safe information transfer of patient consultation notes whilst cutting down on handling time of onward referrals, freeing up Cas clinician time when referring on and can improve patient safety by sending people to the most appropriate service.

An outline of PaCCS

- PaCCS offers either consultation support and/or a quick route to service search.
- PaCCS enables clinicians to navigate between each symptom template easily and quickly so that they can consider multiple symptoms during their consultation. The user will determine which symptom is most relevant to enable an appropriate DoS search/referral.

Example Workflow



Training

Anyone using Paccs must have completed the training on the Digital learning solutions platform (DLS). If you have not completed this **you must not** use Paccs. Links have been sent out. If you have not received an email, please contact:

MAHE.MastercallTraining@nhs.net

Please note the Paccs button should not be visible to non Pacc trained clinicians. Participants will have access to modules electronically through the DLS. Further information and support using the system can be found within the DLS platform.

It is also important that clinicians complete release update training when required to ensure they are compliant with this as it is also a licence requirement.

Paccs users have a professional responsibility to ensure any gaps in knowledge or technical skills are addressed before using the live PaCCS system.

19th January 2024

Directory of Services (DoS)

The Directory of Services (DoS) is a central directory that is integrated with NHS Pathways. It provides real time information about available services and Clinicians across all care settings, that are available to support a patient as close to their current location as possible. It contains information for a wide range of health and care services across England, and referrals can be made automatically such as booking an appointment, by Clinicians using PaCCS.

PaCCS Clinicians can utilise the Service Search functionality to search on the DoS and a list of recommended services is presented based on a combination of search parameters that can meet the needs of the individual.

GMUPCA has worked with the relevant DoS Leads in our areas (including the out of area cases) to ensure that the DoS is adequately profiled and tested before go-live for successful use of PaCCS.

Further information about the DoS and information about DoS training is available from the <https://digital.nhs.uk/services/directory-of-services-dos/request-for-access-to-nhs-digital-urgent-and-emergency-care-dos>

Performance Management

All clinicians will be audited via clinical guardian.

Rachael Ingram will be hosting a drop in clinics on Monday 22nd January 11.30am-12.30pm and Tuesday 23rd January 1-2pm

Teams links below:

22nd Jan

[Click here to join the meeting](#)

Meeting ID: 335 178 052 49

Passcode: nCUtqV

23rd Jan

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 320 910 222 971

Passcode: 3eRYyv

Kind regards

Rachael Ingram

UEC Programme Lead/ Clinical Safety Officer