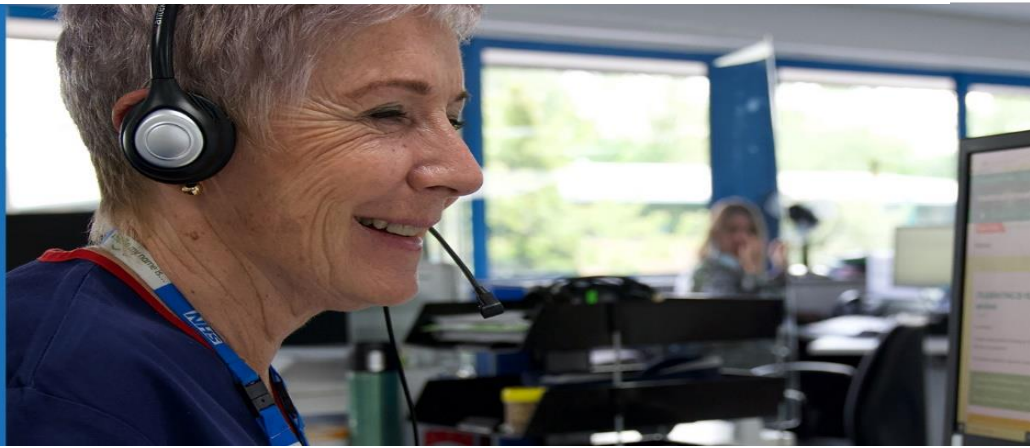




## At a glance

- Thank you
- Failed contacts
- Service updates:  
TGH UCC update  
Oldham paediatric service  
Bury rapid response  
Bolton admission avoidance  
MH helpline update
- CAS educational evening event



### THANK YOU!

As another year draws to an end, we wanted to take the opportunity to congratulate and thank you all for your hard work throughout the year and your continued commitment and dedication to the CAS service.

In December the CAS contract was extended for 12 months and commissioned to increase activity from 550 to 600 cases per day (900 per day in support to the industrial action on 21<sup>st</sup> December).

This is a credit to all who work on the service and behind the scenes. You should be proud of the service you provide.



### FAILED CONTACTS

Please ensure that if you pass a failed contact back to NWS, consider if the priority of the call, after a clinical review of information available to you i.e

upgrade/downgrade the response as appropriate.  
Please be aware **3 attempts** to contact the patient should be made, unless the call has breached.

### FAILED CONTACTS AND BREACHES

If the call has breached, please **only make one call**, if no answer then pass back to NWS.

If it is an LCAS call and the call has breached make a decision **after one** failed contact i.e, if a clinical concern either contact 999 or 101 (police welfare check), close the case and provide a rationale i.e. voicemail left and given presenting complaint safe to close.



### CAS SERVICE UPDATE:



### TGH URGENT CARE CENTRE

UCC now has 3 diaries:  
2 x ENP 8am-7pm (2 slots per hour\*)

1 Physio 8am-7pm (2 slots per hour\*)

\* Excludes paediatric cases.

### OLDHAM PAEDIATRIC NURSE PRACTITIONER

Clinics are Monday to Friday for children 0-18 years living in the Oldham area.

Parents/carers must be informed that they will receive a call from the CCNT, inviting them to clinic with an appointment time and location.

The service covers:

- Acute respiratory disorders
- Exacerbation of asthma
- Acute gastroenteritis
- Tonsillitis
- Otitis media
- Acute constipation
- Acute eczema

They will make contact with the parent/ carer.

Afternoon clinics only.

### BURY RAPID RESPONSE TEAM

**0161 253 6292** 8am-6.30pm 7 days a week. Offers a 2hr response.

## BOLTON ADVANCED PRACTITIONER ADMISSION AVOIDANCE SERVICE

The service is available 7 days a week. The service provides 5 slots a day between 9am and 1pm. Aimed response time of 2 hours following referral (subject to demand and availability)



## MENTAL HEALTH HELPLINES

Please consider referrals to the MH helpline when dealing with mental health cases. They can also offer the following:

- If the person is known to services such as CMHT, they can liaise directly with their Care Co/Team requesting follow-up contact either face to face or via telephone consultation.
- They have the option of referring unknown Service Users into CMHT's/GP/telephone consultation with a mental health practitioner from the helpline.
- They can refer into the Crisis cafes/recovery lounges.
- They have access to IAPT services if indicated
- If clinically indicated, they are able to initiate an assessment of the Mental Health Act although this will more than likely mean an A&E attendance.
- They also have access to voluntary sectors partners

- Referrals can be made to the Home Based Treatment Teams for immediate crisis interventions.
- They have links into CAMHS services both community and in-patient, wrapped around these is the Rapid Response Team for CYP.

## GM MH HELPLINE

Please be aware you can electronically refer patients to the mental health helpline via the Mental health referral button in Adastra for both Pennine and Greater Manchester.

Or you can contact GM MH or Pennine helplines via phone if you wish to discuss a case.

### GM Mental Health Direct Number for health care professionals only 07435927273

This is a direct number to the MH practitioner for referrals and was used during the Adastra outage, but this number can still be used if you want to discuss a case.

### PENNINE

**Pennine Mental Health helpline 0800 014 9995.**

For Stockport patients consider a referral to **Stockport open door. 0800 138 7276**

**WIGAN HELPLINE** for all referrals - **0800 051 3253**



### NHS SERVICE FINDER

This is a great Directory of Service

for accessing up to date information about services.

With the ever-increasing complexity of services on offer for patients within different localities we have located an easy-to-use website which will help our clinicians access contact details for various services. Some of you may use this but if you don't, it would be worth having a look.

Clinicians will need to register with the site which is quick and easy. Please find the link below: <https://finder.directoryofservices.nhs.uk/login>



## CAS TRAINING EVENTS

### ASSESSING AND MANAGING MENTAL HEALTH CASES

19<sup>th</sup> January 2023

6.30pm-8pm via teams

**Managing Mental health cases in CAS.**

Please contact your Organisation's training department to join these sessions.



If you have any ideas about future training events or bulletin articles, please contact [rachaelingram@nhs.net](mailto:rachaelingram@nhs.net)