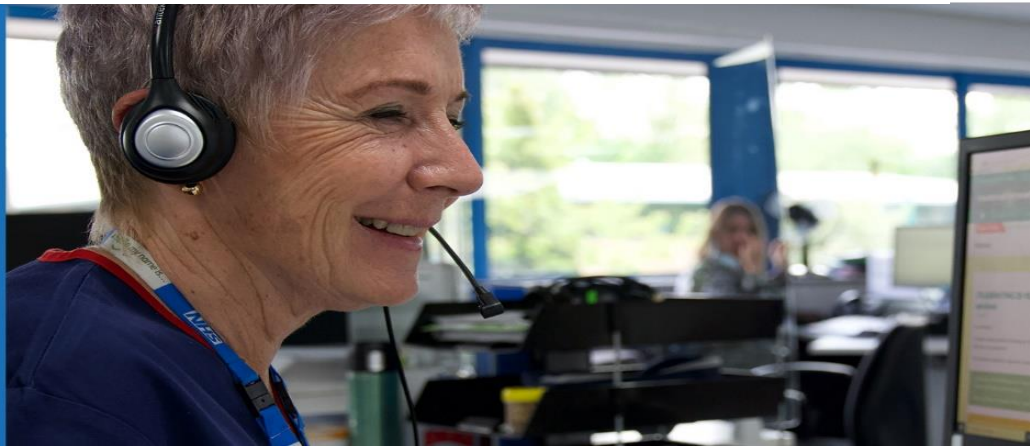




At a glance

CAS Service Updates:

- Service Finder
- Trafford General
- Mental Health Helpline
- IT issues
- Lessons learnt: Patient details, failed contacts, cherry picking cases
- Cas training events



CAS SERVICE UPDATE:



About NHS Service Finder

NHS Service Finder gives health and care professionals a fast way to access accurate, real-time information to help signpost patients to available services.

This information includes non-public telephone numbers and instructions about who is eligible for services and how to refer a patient. Maps and directions to the services are also available, and you can email service information directly to your patient.

You can access it from any device with an internet connection, using an up-to-date browser.

<https://digital.nhs.uk/services/nhs-service-finder>

Benefits

- Quicker access to real-time service information
- Demand distributed across the wider urgent and emergency care system
- More time available for patient care
- Better awareness of the range of available services
- Ability to shift to lower acuity services where appropriate
- Greater confidence in referrals
- Improved patient experience

How it works?

NHS Service Finder works by retrieving service information from the [Urgent and Emergency Care Directory of Services \(UEC DoS\)](#) and the [NHS website](#). This directory is maintained by regional teams across the country to make sure it's as accurate and up to date as possible.

IT ISSUES

If you are experiencing any issues i.e. GP connect, EHR, EPS then please contact the IT team.



TRAFFORD GENERAL

After discussions with MFT we are pleased to inform you that Trafford General is no longer a cold site.

Any patient who fits the criteria for Urgent Care Centre or Walk in centre can be booked in via Adastra, unless they are **confirmed covid (lateral flow positive)** or based on their clinical presentation i.e. severe abdominal pain, they will need **admitting via medics/ Surgeons**.

Patients with confirmed covid or who need for medical or surgical review must be advised to attend Wythenshawe Hospital.

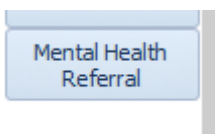
Mental Health Cases

24/7 MENTAL HELPLINE

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

- 1) 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.
- 2) They have the option of referring unknown Service Users into CMHT's/GP/telephone consultation with a mental health practitioner from the helpline.
- 3) They can refer into the Crisis cafes/recovery lounges.
- 4) They have access to IAPT services if indicated
- 5) 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.
- 6) They also have access to voluntary sectors partners
- 7) Referrals can be made to the Home-Based Treatment Teams for immediate crisis interventions.
- 8) They have links into CAMHS services both community and in-patient, wrapped around these is the Rapid Response Team for Children and Young Persons.

Please be aware you can electronically refer patients to the mental health helpline via the Mental health referral button in Aadastra



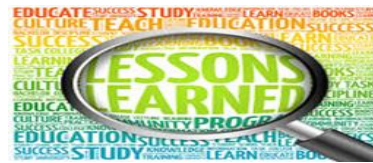
GM Mental Health helpline. Direct Number **07435927273**
This is a direct number to the MH practitioner for referrals and was

used during the Aadastra outage, but this number can still be used to ensure ease of referrals

Pennine Mental Health helpline 0800 014 9995.

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

Wigan helpline -0800 051 3253



PATIENT DETAILS

We have had a recent case passed through from Nwas with the incorrect name for a patient. Please can we remind colleagues to ensure that they complete all demographic details and match patients to the NHS spine with the NHS smart card? This enables us to complete accurate patient records and is essential for patient safety.

Please check dates of birth and the first line of their address at each interaction to mitigate this risk.

FAILED CONTACTS

Please ensure that if you pass a failed contact back to Nwas, 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. If the call has breached, please **only make one call**, if no answer then pass back to Nwas.

CASES ON SCREEN:

DO NOT CHERRY PICK!

Please can we remind clinicians not to 'cherry pick' cases from the call stack. It is important that cases are managed within priority and time order. If the CAS shift leads have asked you to deal with specific cases (those close to breaching, clinical concerns) then please support them in managing these calls as this impacts on CAS performance and patient safety.



CAS TRAINING EVENTS

We have 2 events in November:
IRIS specialist domestic violence and abuse (DVA) training, support and referral programme on **16th November 12pm-1.30pm via Teams** and **29th November Managing Mental health cases in CAS 6.30pm-8pm via teams**
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
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