

# At a glance

## CAS Service Update:

- CAS CASE: priority unchanged
- GP Connect viewer
- NWAS Update
- Smart cards
- Measles



### IT SERVICE DESK

If you have any issues with IT, please contact at the time: [servicedesk@gmupca.co.uk](mailto:servicedesk@gmupca.co.uk)

### CAS SERVICE UPDATE:



### CAS SERVICE UPDATES

#### CAS CASES: PRIORITY UNCHANGED

We have been conducting regular audits on CAS outcomes and have seen an increase in cases being sent back to NWAS with priority unchanged. Please note this excludes failed contacts. In some of the cases we appreciate it is appropriate to pass back but we have also seen a number of missed opportunities where we should explore if the person could attend ED by their own means of transport, including a friend/ relative or where a patient should have been offered an NWAS taxi instead of a Cat 3 ambulance. It is important you record your rationale for passing backs in the consultation notes.

Please be aware of the pressures on NWAS as each ambulance call out, we save, ensures a better outcome for patients who truly need an ambulance.

Please NOTE: an ambulance conveyance alone is **£292**.

We will continue to audit these cases and will feedback to individual clinicians where we feel an alternative to a Cat 3 ambulance should have been explored.

### GP CONNECT VIEWER

#### **GP CONNECT VIEWER: PATIENT RECORD ACCESS IN ADAstra**

We are now able to use GP connect to see the GP record, and this should be accessible for most cases unless the GP surgery has not given access rights. Separate comms have been sent out regarding this but below is a summary of how to access this.

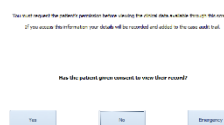
The GP connect tab will provide much more useful information than the EHR tab as it will contain information on recent consultations, investigations, referrals etc..

This should aid your decision making and management plans. GP connect is visible from the tabs at the top of the consultation screen.



Once selected 'GP Connect' you must ask the person for consent to access their medical records or

provide a reason if you select emergency.

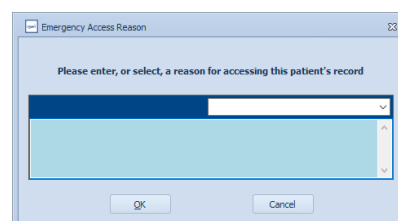


When you click yes this will open up the record.

If you click **no** access will be denied.

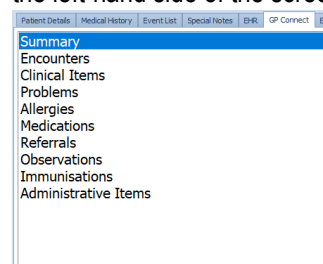
Consent has been denied - Unable to display the patient details from GP Connect

You can click **emergency** if you are unable to get consent from the person, for instance if they have advanced dementia and select from the drop down the most appropriate option.



Please note these will be auditable.

The following options will appear on the left-hand side of the screen

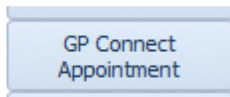


Some of the functions such as administrative items are not currently working but appear to be in development so you cannot see Docman attachments (i.e hospital discharge letters) or advanced care plans but you can see GP consultations, medications, allergies, blood results, when referrals to specialities have been made etc.

In some of the fields you can also select a date range which may be useful.

From: 31-May-1823 To: 31-May-2023 Search

Please utilise GP Connect Viewer and please let me know if there are any issues so we can feed this back. Please also note the **GP connect** tab for booking appointment slots will remain on the right-hand side of the consultation screen



This can be used to electronically book an appointment at their registered GP practice (mostly remote consultations).

It is a good function to use to try and ensure a patient has been referred to their own GP so we would encourage it's use wherever possible.

## NWAS UPDATE

Please be aware of the differences between the CAS coordinator and the HCP line and when to use them.

### CAS Coordinator

Please call the Cas coordinator to pass back **999 cases** only as details of the case will be available to NWAS.

**Call: 0151 432 5578**

### HCP Line

Please call the HCP line for **111 cases** to request a new ambulance as the person will not be known to NWAS.

**Call: 0345 1400 144.**

### SMART CARDS

Please ensure you use your smartcards when working on CAS. This enables you to use GP connect and EPS functions.

## THINK MEASLES

Measles is circulating in Greater Manchester and is a very contagious infection. **Every case of measles can transmit the infection to up to 18 unvaccinated cases.** For most people measles is a mild illness but for others it can be dangerous, leading to disability and death.

### SYMPTOMS:

Resembles a cold with runny nose, cough and slight fever. Eyes become red and sensitive to light,

As the illness progresses (3-7 days):  
Temperature may reach 39-41c

Red or raised rash appears



Small white koplik spots appear inside the cheeks and on the back of the lips



### CASE MANAGEMENT

Remotely triage using video wherever possible.

If suspected, seek advice from the local health protection unit who may also arrange swabbing.

If they need a face-to-face assessment, you must make it clear in your notes that you suspect Measles.

Ask the person and anyone accompanying them (parent/carer) to wear a mask.

**Avoid close contact** with babies, pregnant women and individuals with weakened immunity

### Exclusion period for affected individuals:

Stay off nursery, school, college, or work for at least 4 days from when the rash first appears

Further information can be found here: [Measles - NHS \(www.nhs.uk\)](https://www.nhs.uk)

<https://www.nhs.uk/conditions/measles/>

Please contact [rachaelingram@nhs.net](mailto:rachaelingram@nhs.net) if you would like to be involved in the future CAS events or have any suggestions for the CAS Bulletin.