

MARCH 2022

IN THIS ISSUE

- **Information on the next educational event:** 29th March
- **Cas Service Update:** SDECs, 24/7 MH Helpline, Bolton Service, ED live attendance info
- **Operational Issues:**
 - I. Booking ED slots,
 - II. Do not Cherry Pick Cases
 - III. Video Consultations
 - IV. Locked cases
 - V. EPS

EDUCATIONAL EVENT

The next educational evening event ‘**SAFEGUARDING**’ will be on **29TH March 6.30pm-8pm via teams**. Please contact your training department for more details. The evening will cover making best interest decisions remotely, Mental capacity and capacity assessments and an opportunity to discuss some cases. This can provide 1.5hrs of Level 3 safeguarding training.

We welcome feedback and encourage clinicians to contact Rachael Ingram rachaelingram@nhs.net with any suggestions for future events as these are very much your events. If people would like to discuss cases as a session, please get in touch.

CAS SERVICE UPDATE:

SDEC (Same Day Emergency Care) Medical and Surgical at Stepping Hill are available and can be booked directly into slots without the need for a verbal referral. SDEC surgical have increased these slots. We would encourage CAS clinicians to use them as much as possible.



Other SDEC sites are:

- Wythenshawe – AMRU
 - Wigan – SDEC
 - HMR – SDEC: ACU
- These require a clinician-to-clinician referral.

Please check each SDECs on CAS for their exclusion/ inclusion criteria (this is found on Adastra under the service description).

BOOKING ED SLOTS

Please ensure you book patients into ED slots rather than advising to attend ED. This not only helps manage patient flow in ED but is also better for patient care as it provides information to your fellow ED colleagues about the reason for attendance.

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.

VIDEO CONSULTATIONS

Please can we remind clinicians (GPs, ACPs and Clinical Practitioners or equivalent) that you should do video consultations if you feel it is appropriate for the case. Please do not forward these for someone else to do as this is an extra step in the patient's journey. If you are experiencing technical issues on shift, please contact the shift lead for support.



LOCKED CASES



We have seen an increase in locked cases. Please only lock cases if you are waiting for a call back/ referring a patient to another service. **Do not lock multiple cases** as cases may breach and may delay another clinician trying to contact the patient. For example, if you are on a complex case and you have locked 2 other cases think of the impact this may have on the 2 other patients waiting for a call.

ELECTRONIC PRESCRIBING

Electronic prescribing is available via EPS on the CAS service.

This allows prescribing clinicians to complete an episode of patient care, avoid unnecessary onward referrals to local providers and ensure patient's do not repeat themselves numerous times.

If triage or non-prescribing clinicians feel a case can be managed with a prescription i.e. analgesia or antibiotics remotely, please forward to 'GP Advice' within the CAS – do not forward to local provider.

Please ensure that you are correctly set up on CAS GMA Adastra to take full advantage of this function. If you are unsure or need it setting up, please contact your local CAS service lead or contact GMA IT on gma.servicedesk@nhs.net

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.

NEW REFERRAL PATHWAY ACP SERVICE – BOLTON PATIENTS ONLY

From Thursday 10th Feb CAS will be able to refer into the Bolton Advanced Practitioner Admission Avoidance Service, which is available 7 days a week. The service will initially provide 5 slots a day between 9am and 1pm. Aimed response time of 2 hours following referral (subject to demand and availability). The ACP pathway is supported by the multi-disciplinary team Admission Avoidance Team who can provide an assessment of patients within a variety of community settings

Inclusion Criteria:

For patients aged 18 years and above, registered with a Bolton GP

Appropriate conditions for referral include:

This service can provide assistance with the following presenting complaints:

- Abdominal Pain
- Back Pain
- Breakdown of Care
- Cellulitis
- Chest infections (not triggering sepsis pathway)
- Concern for Welfare
- COPD/Asthma
- Diarrhoea and Vomiting
- Delirium/Acute Confusion
- Falls
- Frailty
- Minor Illness
- Minor Injuries (including minor head injuries)
- Syncope
- Urinary tract infections (not triggering sepsis pathway)

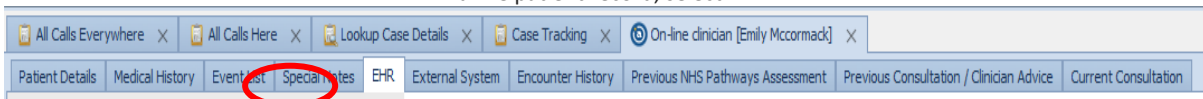
Exclusions: pregnancy, mental health, substance misuse, self-harm, signs of sepsis

To make a referral please ring: 07899844715 and speak to an AP for clinician-to-clinician referral. If the case is accepted, you can then transfer the case on Adastra by clicking on the UEC forward button and selecting the Admission Avoidance calendar under the Bolton location.

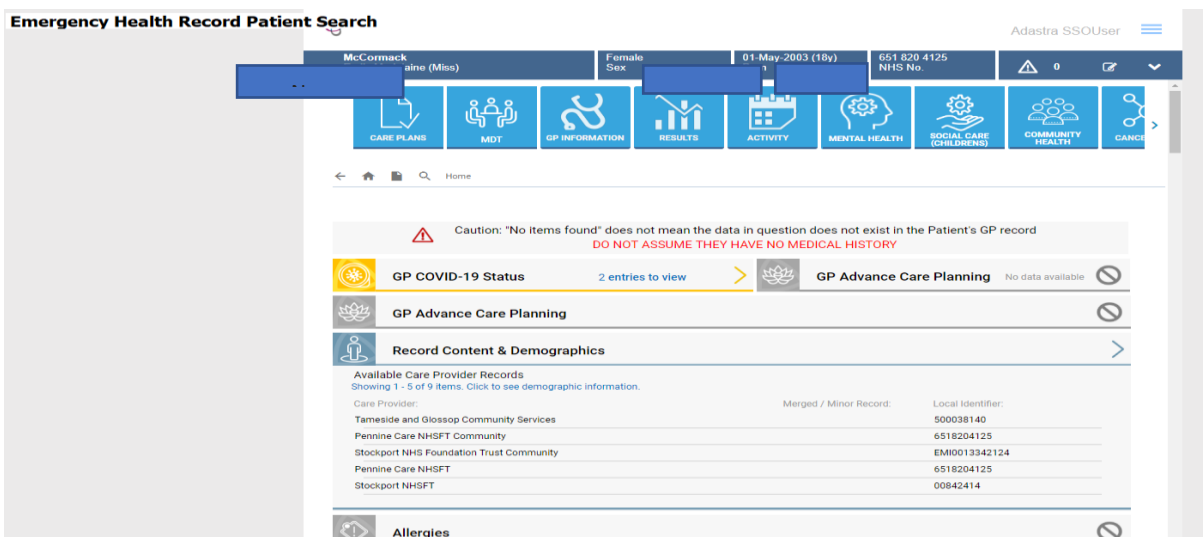
ACCESSING LIVE EMERGENCY DEPARTMENT ATTENDANCE FEED.

In E.H.R there is a function to see if a patient is in an ED department. This may be useful for failed contacts or when patients have been passed back to CAS in the DNA safeguarding queue.

In a live patient record, select 'EHR'



Click 'Search' and select the appropriate drop-down option. This will load the patient's Emergency Health Record as below:



Scroll down this page to 'Hospital Activity Summary' to see a live feed of hospital activity. In this example you can see the patient attended the Emergency Department on 26th February 2022 at 12:52.

Hospital Activity Summary ➔

Latest Outpatient Activity

- Showing 1 - 2 of 31

Outpatient Appointment (Stockport NHSFT)			
13-Aug-2021 10:00	Clinic Name	DR OWEN FRI AM	
	Specialty	OBSTETRIC	Type
			FU OBSTETRIC SCAN
Outpatient Outcome (Stockport NHSFT)			
30-Jul-2021 13:17	Clinic Name		Outcome
	Specialty	PHYSIOTHERAPY	Type
			DISCHARGED

Latest Inpatient and Emergency Activity ➔

- Showing 1 - 3 of 3

Emergency Attendance (Stockport NHSFT)			
26-Feb-2022 12:52			Outcome
Inpatient Discharge (Stockport NHSFT)			
31-Jul-2021 14:21	Admission Source	Specialty	OBSTETRIC
Inpatient Admission (Stockport NHSFT)			
29-Jul-2021 09:58	Admission Source	USUAL ADDRESS/NFA	Specialty
		OBSTETRIC	



If you have any ideas about future training events or bulletin articles, please contact rachaelingram@nhs.net