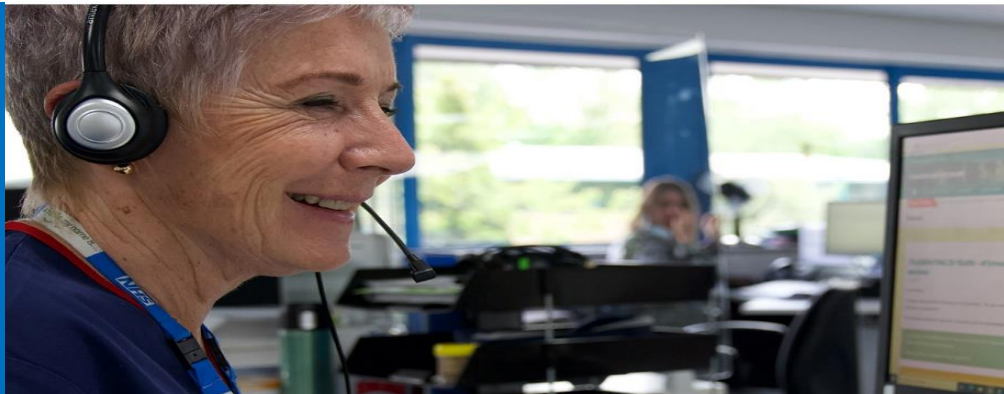


At a glance

CAS Service Update:
CAS Triage
NHS Service Finder
TGH UTC/ UCC
GP Connect viewer.
Smart cards
Wigan
Salford Primary care Together



IT SERVICE DESK

If you have any issues with IT, please contact at the time:

servicedesk@gmupca.co.uk

Please note: If we do not know about a problem, we cannot resolve it.

CAS SERVICE UPDATE:



CAS SERVICE UPDATES



CAS TRIAGING

The innovative GMUPCA CAS has been a great success and is making a huge difference to the number of patients conveyed to secondary # care. The reduced ambulance delays, and ED 4 hr waits, significantly reducing patient harm. A great achievement by all involved, congratulations and thanks are due, but they are areas of improvement.

Three areas of activity currently under review are:

1) REFERRED TO ED

A recent audit has shown an increase in cases being sent to ED. We appreciate this outcome may be appropriate, but please try and

consider alternative services such as UTCs. Please use NHS service finder as this will show all services in the area.

Please be aware of the pressures on ED departments and where possible if we can utilise more appropriate services this will give our patients better outcomes and improve patient experience whilst reducing the burden on ED colleagues. Please remember that wherever possible we need to ensure resources are used effectively.

Please can you ensure that alternative options are considered in your triage and a rationale for ED is clearly documented.

2) "PRIORITY UNCHANGED"-

This refers to cases which are returned to the stack with no change in priority. Audit has shown that some of these cases have limited clinical history. Exploration of whether ambulance transfer is appropriate, whether the priority is appropriate, or whether patients could make their own way to ED has not been documented. Please consider all those options carefully when making your decisions.

Please be aware of the pressures on NWS 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**.

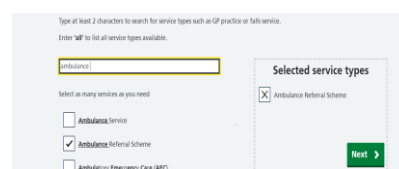
We will continue to audit these cases and will feedback to individual clinicians where we feel an alternative to a Cat 3 ambulance should have been explored.

3) CASES SENT TO OOH

We have seen cases which could have been closed in the CAS. Clinical excellence includes avoiding excessive patient journeys and avoiding wasteful duplication. GTD have audited CAS cases sent to the local OOH service and found that 50% can be closed with telephone triage. Most could have been closed in the CAS with use of video consultation EPS etc. As always, please avoid forwarding cases you can safely close yourself. Patient delays and poor use of limited clinical resource are patient safety issues.

NHS SERVICE FINDER

Please note that if you add **ambulance referral scheme** in the service type this will make **all** services visible which may not be available to see if you do not put this in as it may only show those that are available to the public.



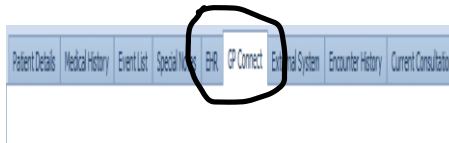
GP CONNECT VIEWER

GP CONNECT VIEWER: PATIENT RECORD ACCESS IN ADASTRA

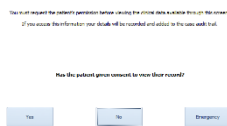
We are now able to use GP connect to see the GP record, and this should be accessible for most cases unless the GP surgery has not given access rights. Separate comms have been sent out regarding this but below is a summary of how to access this.

The GP connect tab will provide much more useful information than the EHR tab as it will contain information on recent GP 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.



Please note: once selected 'GP Connect' you must ask the person for consent to access their medical records or provide a reason if you select emergency.



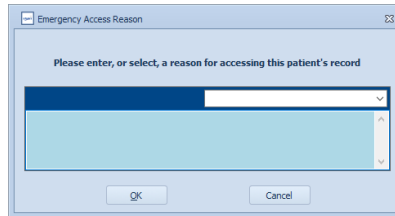
When you click yes this will open up the record.

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

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

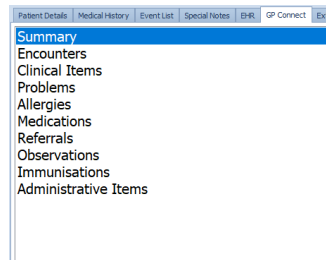
You can click **emergency** if you are unable to get consent from the

person, for instance if they have advanced dementia and select from the drop down the most appropriate option.



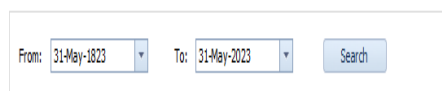
Please note these will be auditable.

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.

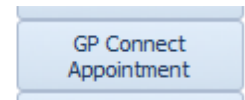


Please utilise GP Connect Viewer and please let me know if there are any issues so we can feed this back.

GP CONNECT FOR BOOKING GP APPOINTMENTS

Please note the **GP connect** tab for booking appointment slots will remain on the right-hand side of the

consultation screen and this is different to GP connect Viewer. We appreciate the confusion as both are called GP connect.



This can be used to electronically book an appointment at their registered GP practice. Please note in most cases this is for a remote consultation.

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

SMART CARDS

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

Please contact your line manager if you have not got a smart card set up.

TGH Urgent Treatment Centre and Urgent Care Centre

Unfortunately, we have had several cases where patients are being booked into the wrong service at Trafford.

Trafford is divided into 2 services. The Urgent care Centre (UCC MFT) and The Urgent Treatment Centre (UTC Mastercall)

There is some confusion as to what service patients should be booked into.

Below is the information that should make the decision process much clearer:

Urgent care Centre (MFT)

This service has 4 diaries that can be accessed daily.

ENP 1

ENP2

PHYSIO (AHP)

Each clinician has the capacity to see 2 patients per hour from 8am until 19.30, most days there will be 3 diaries available to offer patients arrival times. ENPs will see all minor injuries and will see children 1 year old and above (The Registrar will see paed's under 1 with minor injuries), when booking a slot in one of the ENP diaries, PLEASE write in the notes child under 1.

CRITERIA FOR ENPs: Injuries

- Ankle and foot
- Tib /fib
- Knee
- Wrist and hand
- Forearm
- Elbow
- Humerus
- Shoulder
- Simple neck RTC no neurology
- Trunk injuries <45 years
- Head Injury – no LOC , GCS 15 1 year and above
- Eye injury no penetrating trauma, eye FB.
- All wounds and lacerations if tendon injury plastics W/shawe
- Simple burns and scalds
- Human Bites / animal bites

CRITERIA FOR AHP (PHYSIO)

Inclusion:

- All limb injuries
- All MSK injuries – both traumatic and atraumatic including spinal

- Minor abrasions where the wound is not the primary reason for attending.

Exclusion:

- No paediatric patients
- No head, trunk or abdominal injuries

UCC LCAS

If booking an arrival time for UTC that requires some investigations, is not a minor injury and needs a Medic / ACP to see then the diary to be used is **UCC LCAS**.

The unit has the facility to do some investigations such as X rays / bloods/ some swabs and CT head with a view to discharging patients. Any patient who is likely to require admission should be directed to ED at Wythenshawe/ MRI / Salford as there are no admitting beds at Trafford.

Urgent Treatment Centre (formerly known as the WIC managed by Mastercall)

This service has 1 Diary that can be accessed daily with arrival times between 8am and 8pm

8-8 CENTRE WIC TRAFFORD

GPs and ACPs will see patients with Primary Care type presenting complaints, no injuries.

Mastercall can only do minimal tests such as Urine dip / Urine Pregnancy tests /BM tests. They **cannot do** bloods / swabs or direct referrals to Outpatients clinics.

OUT OF HOURS

This diary is used only by the call handlers to book OOH GP

appointment at Trafford between 7pm and 11pm

Moving forward, we will be writing to individual clinicians to raise awareness and identify and training issues.

WIGAN GP ALLIANCE

If anyone has any issues referring cases to WIGAN GP Alliance, please contact rachaelingram@nhs.net so we can feed this back.

GMMH/ Pennine MH Helpline

They have access to adastra and should receive cases electronically. If you have any issues referring to the MH Helpline, please let the CAS shift lead at the time and they will raise this.

SALFORD PRIMARY CARE TOGETHER are now migrated onto the GMA single instance of Adastra.

Please note this is for out of hours cases only and so please forward any cases to Salford using the forwarding to local out of hours provider function.

For all Salford ED cases **you must** use the UEC function and book a slot as you would do for other ED departments.

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