



East of England Ambulance Service NHS Trust

Whiting Way
Melbourn
Cambridgeshire
SG8 6NA

1st June 2020

Eastern Region CCG's – sent by email

Dear Colleagues

Since October 2019, the referrals that ambulance staff make into our Single Point of Contact (SPOC) have been reviewed by our 3 appointed Safeguarding Social Workers, currently employed by EEAST on fixed-term contracts.

From December 2019 through to February 2020, we have made important changes to our referral pathways to Social Care Teams and have successfully reduced inappropriate referrals to these Teams by over 50%. The result of these changes has meant an increase to the number of referrals being made to patients' GP's. However, GP's across our region should also have noticed that we no longer send them a copy of Adult Social Care referrals for their patients.

We will shortly be making some final adjustments to our pathways and I am pleased to inform you that we have created a new GP Mental Health Referral pathway, which will assist GP's to identify which referrals require immediate attention.

I would be grateful if you could forward this information to all GP surgeries so that they will be aware of this change and give them an opportunity to feedback any concerns or queries they may have.

Yours sincerely

Dr Tom Davis
Medical Director