



Acute Access Pathways from Primary Care

James Pawsey



In a Nutshell

Arising from the NHS 10 Year Plan ESNEFT has been asked to:

- Provide clearer and more consistent electronic acute pathways into secondary care
- Improve the mechanism for accessing advice and support short of admission, to improve the capacity of Primary Care to manage patients safely in the community



Deliverables

1 Audit

- Comprehensively audit clinical pathways for patients requiring emergency access to secondary care at Ipswich Hospital.
- It specifically excludes pathways to and from the Emergency Department and all 2 week-wait or 18 week pathways which are already well established.
 - It includes services, which fit the overall criteria, that the Trust may variously choose to deliver from sites other than the Heath Road Campus.

2 Simplify

Consider appropriate ways of standardising emergency pathways to simplify access based on the presumption that a referral from primary care constitutes a 'trusted assessment'.

3 Document

Develop a Directory of Services to effectively communicate service status and pathway information. The preference here is to use existing systems if possible.

4 Handover

Improve handover of core clinical information between primary care and hospital departments.

5 BAU

Deliver an ongoing business-as-usual process which embeds innovation, stakeholder engagement, and continuous improvement of service, whilst preserving simplicity of access.

Audit

- We've engaged with every hospital specialty to map out their current pathways and services. Sounds simple, but actually a lot of services develop organically over time, e.g. nurse specialists to manage specific patient cohorts.
- Each service has a simple Directory of Services entry including the basics such as description, contact details, hours of operation and so on



Simplify

Emergency

Life/limb threatening emergencies requiring immediate assessment and treatment.

No discussion or referral required.

Likely ambulance transfer to ED.

Specialty Admission

Direct to specialty admission for patients requiring same-day assessment and treatment.

Generally involves a call to relevant specialty to discuss.

Same Day Advice

Immediate access to specialty advice from a consultant/registrar or nurse specialist

Rapid Access Clinics

Rapid access clinics for patients requiring assessment/treatment within 1-7 days.

Referral via Rapid Access clinic template available on DXS.

Document

- Developing a decision support tool for the primary care to choose the right pathway for patients which will show a 'service status'
- Some debate about whether to expand what's available in DXS or develop something else, but either way it needs to be comprehensive and easily accessible to everyone



Handover

- Improving the hospital's access to the primary care record improves effective decision making in secondary care
- To support this:
 - 'Referral Letters' for admitted patients will be replaced with a single referral form or template
 - The hospital has implemented Health Information Exchange to allow full access to the GP record from within the hospital's own IT systems



Business As Usual - Getting Involved

- A key part of the project is to embed a cycle of continuous improvement and engagement with primary care
- Suggestions/improvements/comments:

IpswichPathways@esneft.nhs.uk

