

Making it simpler to access urgent and emergency care

Ensuring patients receive the most appropriate service

We all know that not everyone who attends an emergency department needs emergency care. King's Mill Hospital in Sutton-in-Ashfield operates a 'single front door policy'. When patients visit the emergency department, they are triaged by a qualified specialist who decides whether they need acute care (given to patients who are seriously ill) or primary care (treatment for less serious conditions.) Based on this assessment, patients are directed to an appropriate medical professional within the hospital.

For the six months up to October 2017, 66,481 patients attended King's Mill single front door, with 14,366 being streamed to the primary care service.

999 response according to need

The ambulance service focuses on providing the right response to the right patient based on their clinical need. Not every 999 patient needs to go to hospital and many patients are offered alternative options for treatment to avoid an unnecessary visit to accident and emergency.

To reduce the number of ambulance patients admitted to hospital, the Partnership has formed a 'non-conveyance group'. By analysing data about which alternative services are available and which patients are being taken to them, the group is able to identify and develop new services.

This focused approach is also unblocking issues to ensure the right services are open and available to meet patients' needs. The aim is to achieve a three per cent reduction in the number of ambulance patients taken to hospital.

Avoiding hospital admissions

A Call for Care service, based at Ashfield Health and Wellbeing Centre, is helping health and social care professionals make best use of the various local services available to patients. By calling a single telephone number, professionals are able to access urgent and crisis support for those at risk of admission to hospital for physical healthcare needs. This means that more people can be supported in their own homes, often within two hours, where a full assessment of their ongoing needs can be established and a comprehensive care plan put in place. The Call for Care service is also available to health professionals in hospital to get the right support for people to help them return home.

Dr Thilan Bartholomeuz, a GP and clinical chair of Newark and Sherwood CCG said: "Call for Care is a vital means of co-ordinating responses so that patients get the care they need without automatically being sent to hospital."

