Welcome and introduction by Dominic Cox, Director of Strategy and Development

Thank you for taking the time to read the latest update on the Out of Hospital programme. As you know we have made some real strides in our first year and we are starting to see the evidence of this work, as you will see.

Moving forward into year two of our Out of Hospital care model programme, we have ambitions we must complete. I am convinced these will be reached as we continue to expand on the good work we have achieved to date.

It seems appropriate to take this opportunity to thank everyone involved for their continuing support and commitment in developing the new integrated model of care, in order for all our communities to realise better access to timely and appropriate clinical intervention.

The programme to date has focused on initiating and establishing the operational model. This includes the development of the iSPA, Urgent Care Response, Central Hub and Place Based Teams. These developments are already contributing to enhanced patient care and improving patient experience.

The Out of Hospital Delivery Board reviewed the progress during Year One and has identified the following achievements:

- Creation of a 24/7 service that streamlines the referral processes and access to the service
- The programme provides a clinical triage function by senior clinical staff
- Urgent responses to OOH are now coordinated, within a defined timescale that meets patient needs
- There are now clear procedures for transferring or discharging patients from the Trust back to Primary Care
- The feedback from iSPA to Primary Care has been agreed and timescales to action this feedback have been set
Clinical Reference Toolkit app launch for staff to reference

A Clinical Reference Toolkit (CRT) app has now been launched for Out Of Hospital (OoH) staff after a successful pilot was concluded.

The CRT app supports clinical practice within OoH services, allowing clinicians to view relevant documentation and information.

During the pilot stage earlier this year, the application assisted clinicians in their decision making, with quick and easy access to accredited information.

Hayley Best, Practice Development Facilitator, who led on developing the toolkit, received some very positive feedback from staff during the pilot. She said: “It’s a valuable resource for staff and we have already received feedback from staff on other information they would like to see available in the app.”

A dedicated application has been created for Trust iPhones and iPads. In addition, the toolkit is available in a web version to be accessed on PCs and laptops by staff.

Out of Hospital Workforce update

The implementation of a rolling recruitment process for community staff nurses has led to increased interest in vacant posts. The feedback from key teams has resulted in two nurses being recruited to work a twilight shift (18.00-midnight).

“Recruitment and retention of registered nurses is the key to our success”

This new shift will support the work of our day teams working 8am-8pm as well as the Night Nurse team who work 8pm-8am. Recruitment to other registered and non-registered nursing posts has also been successful and includes (amongst others) two Advanced Nurse Practitioner posts and nine HCA posts.

In addition, and by way of enhanced support, all our new nursing staff will receive a more robust induction, enhanced training, 1:1 clinical and professional support, and supervision. This additional support will be provided by the Clinical Lead for Nursing, one of the Practice Development Facilitators or the Lead Nurse.
As part of the development of the Out of Hospital care model, electronic consultations (e-consultations) will be piloted between our Trust (CWPT) and two care homes from Monday 13 May 2019.

The first pilot will commence with Trinity Lodge Care Home, supported by 12 care home staff and 27 staff from CWPT; all have been trained as part of the pilot.

The Trust pilot will consist of clinician to clinician consultation during the triage process. Staff from both CWPT and the care home will undertake an e-consultation to support the assessment of care home patient wounds, following the initial referral into the Integrated Single Point of Access (ISPA). Care homes will be provided with Surface Go tablet/laptop devices to support the e-consultations.

Kim Slade, Home Manager at Trinity Lodge commented: “We are very excited about the new project. Staff members are really looking forward to using the technology devices to help support our clients.”

Pina Johnson, Team Manager at our Trust, feels the new initiative will enable partners to work more proactively and went on to say: “We will be able to use the skills and knowledge of care home staff and CWPT triage nurses in a more efficient and innovative manner.”

Diane Findlay, Deputy Home Manager at Trinity Lodge highlighted some of the anticipated benefits with using e-consultation technology: “Patient health issues will be addressed and prioritised more rapidly and this should help to reduce waiting times.”

The use of e-Consultation for remote consultations across the NHS is increasing and this is being encouraged nationally. It is already being used by a number of GPs and health providers, including University Hospital Coventry and Warwickshire NHS Trust.

If you would like further information on this pilot please contact Nicola Ward, Community Health & Wellbeing Business Manager on 07775 705146.
The Out of Hospital Service is transforming by working towards a paperless service. Staff are now using the electronic Carenotes patient system on iPads, allowing patient information to be updated on the move and recorded at the point of care.

Since the beginning of May, the nursing service are no longer providing the ‘blue care plans’ to new patients. Instead, all clinical information for patients is recorded on Carenotes through the iPads.

Patients will be given a one page ‘Care Agreement’, kept in their own home, highlighting the service contact details and summary information about the care and treatment they are receiving. Medication administration charts and the Recommended Summary Plan for Emergency Care and Treatment (ReSPECT) form will continue to be held in the patient’s home.

Greatly reducing the amount of time staff spend travelling to update records is a major benefit of using the iPads, alongside ensuring timely, accurate and up-to-date information is available and improved communication between clinical teams and patients.

Kelly Radbourne, Senior Physiotherapist for the Urgent Care and Reablement Team has recently started using an iPad and has been helping and encouraging other team members to use the new technology.

Kelly highlighted a number of benefits with the introduction of iPads, commenting: “I have access to all the systems – Carenotes, Clinical Result Reporting System, Equipment stores and Health Rostering – all I need when I am carrying out my home visits in the community. This helps me carry out my work more efficiently, saving me time and ensuring follow up actions are carried out immediately. For example, using the iPads I am able to show patients photos of the equipment we can provide for them and we can process the order immediately instead of going back to base.

“We have been able to attend urgent visits much sooner as we have access to our appointments on our iPads and we don’t need to rely on going back to base to view our appointment schedule. We now save a lot of time we normally spend driving back to base and finding car parking spaces so we are able to carry out more visits on a daily basis and this is great for patients.”
Key Achievements and Next Steps

Key Achievements:

• A new Place Based Community Team (PBCT) Steering Group has been established to help drive the implementation of Place Based Community Teams. The steering group will consist of representatives from Social Care, UHCW, CCG, CWPT and 3rd Sector. The first meeting has taken place.

• E-consultation pilot has gone live with Trinity Lodge Care Home.

• Diary appointment text messaging reminders for Speech and Language Therapy Service pilot went live.

• Plan being developed for the utilisation of Carenotes Visit Scheduling and Allocation functionality for PBTs with a go-live May 2019.

Next Steps:

• E-consultation pilot to go live with Abbey Park Care Home.

• The next OoH Development Session will take place at the Coventry Rugby Club on 18 June 2019 with GP Cluster Leads, Health & Social Care staff and commissioners.

• The Visit Scheduling Allocation Tool will roll out for Place Based Teams.

Get in touch:

If you have any feedback or suggestions regarding content for this newsletter, please email communications@covwarkpt.nhs.uk with the heading ‘Out of Hospital Communications’. We would love to hear from you.

www.covwarkpt.nhs.uk