

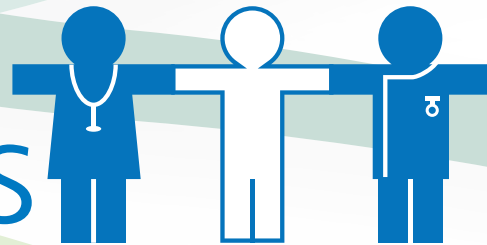


helping us  
to help you

South Western Ambulance Service **NHS**  
NHS Trust



nhs pathways



Community service and urgent care services



helping us  
to help you

## Introduction to Directory of Services and Skills

If you are a provider of community services that are in the Directory of services and skills your commissioner will have explained that your service may receive referrals from SWAST.

Some patients who call 999 do not need to be taken directly to hospital by an emergency ambulance. Many of them call about lesser health complaints and can be treated much more quickly by other providers.





helping us  
to help you



## How the patient referral gets to you – the system overview

The Pathways system is the 999 clinical triage software that is connected to the Directory of Services, so if the patient is not seriously ill then the Directory can be searched for an appropriate provider.

It will search using:

- locality information;
- time of day;
- clinical skills profile from the call assessment.

The Directory only has the details that you or your Commissioners have agreed and the way you prefer to work:

- Whether you work out of a centre, visit patients at their home or offer telephone consultations;
- You will not be matched if you are closed, about to close or if you have marked your service status as RED on the CMS webpage.



helping us  
to help you

## The step by step process

- After the patient has gone through the first stages of triage, life threatening or ambulance responses are quickly dealt with;
- The triage continues using the Directory to see what other clinical services and skills there are locally that can help that patient;
- While the patient is still on the line the call taker will then call either the best match or if there is one which is less busy only a little further away may contact that centre and ask if that service can accept the referral;
- The referral process will always include a telephone call to refer the patient to the community service, even if there are electronic interfaces for sending the patient information to you;
- When the referral is accepted the triage call summary with the patient's demographic and clinical information will be passed to the service as well as the timeframe that the triage recommends the patient is treated in;
- The patient is informed that a booking has been made or some places are "walk in" rather than appointment based. The patient will also be given the address if they do not know how to get there, and details of the closing time.



helping us  
to help you

The recommended disposition is:

**Speak to Primary Care Practitioner within 1 hour**

The individual needs to speak to a primary care practitioner within 1 hour.

This option is for use when the individual accepts the disposition.

**Services available**

St Gemma's Hospice 229 Haregate Road, Moortown, Leeds, LS17 6SD Monday to Friday 8.30am to 5pm	0113 218 9500	<input type="checkbox"/>
Sue Ryder Care Vibestfields, Grove Rd, Headingley, Leeds, LS6 2AE Can contact 24 hours a day	0113 276 7248	<input type="checkbox"/>
Local Care Direct Palliative Care patients This line is accessible 24 hours a day and assessment will be made by a GP Advisor	0245 605 8888	<input type="checkbox"/>
District Nursing Night Service D23 WPA House, West Park Ring Road, Leeds, LS18 6PF Nursing Service 9pm - 8.30am 7 days a week	0845 1207067	<input type="checkbox"/>
Robert Ogden Centre St James' University Hospital, Leeds, LS8 7TF, Inpatients only 24/7	0113 2064563	<input type="checkbox"/>
Yorkshire Ambulance Service NHS Trust - Palliative Care Team Springhill, Unit 41 Business Park, Brinsley Way, Wakefield, WF3 6DD 7 days / week, including weekends and bank holidays, between 09.00 and 19.00.	0845 124 1241	<input type="checkbox"/>

Caller

Caller: Jenny Smith  
Tel: 0113 872043  
Patient No: Test Patient 2  
Age: Adult  
Location: 3 City Rd, LS1 4HT  
Summary: The consultation has identified

Resulting and resolved:  
Pre-determined management

- The pre-determined plan specified that palliative care services were required. User Comment -
- A patient with pre-determined management was described.
- Major blood loss was not described.
- The individual was described as breathing and conscious.
- A call from a health professional was not described.

Example of the Directory search that the SWAST call taker will see when they are searching for alternative providers of non-emergency care for a caller



helping us  
to help you

## What happens if we are not equipped to deal with that patient's problem or if we are just too busy to see them in the specified timeframe?

If the service does not accept the referral when the call taker rings, then the reason for the refusal will be recorded against the call and these will be reported to the Commissioner so that they can investigate whether it is the wrong opening times, wrong skills or whether there are capacity problems with the service that they may be able to address.

This information can be used to shape future commissioning decisions, to ensure capacity and skills are available where they are most frequently needed.

