

The Challenge of Reducing Avoidable Emergency Admissions - Acute Care GP Service

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Practice Based Commissioning

- Somerset PBC Consortium
- Addressing unnecessary or inappropriate emergency admissions
- Implementation in 2008 at
 - * Yeovil District Hospital NHS Foundation Trust
 - * Taunton and Somerset NHS Foundation Trust
- Acute Care GP Service Models
 - * Plymouth
 - * Salisbury

Acute Care GP Service - Aims

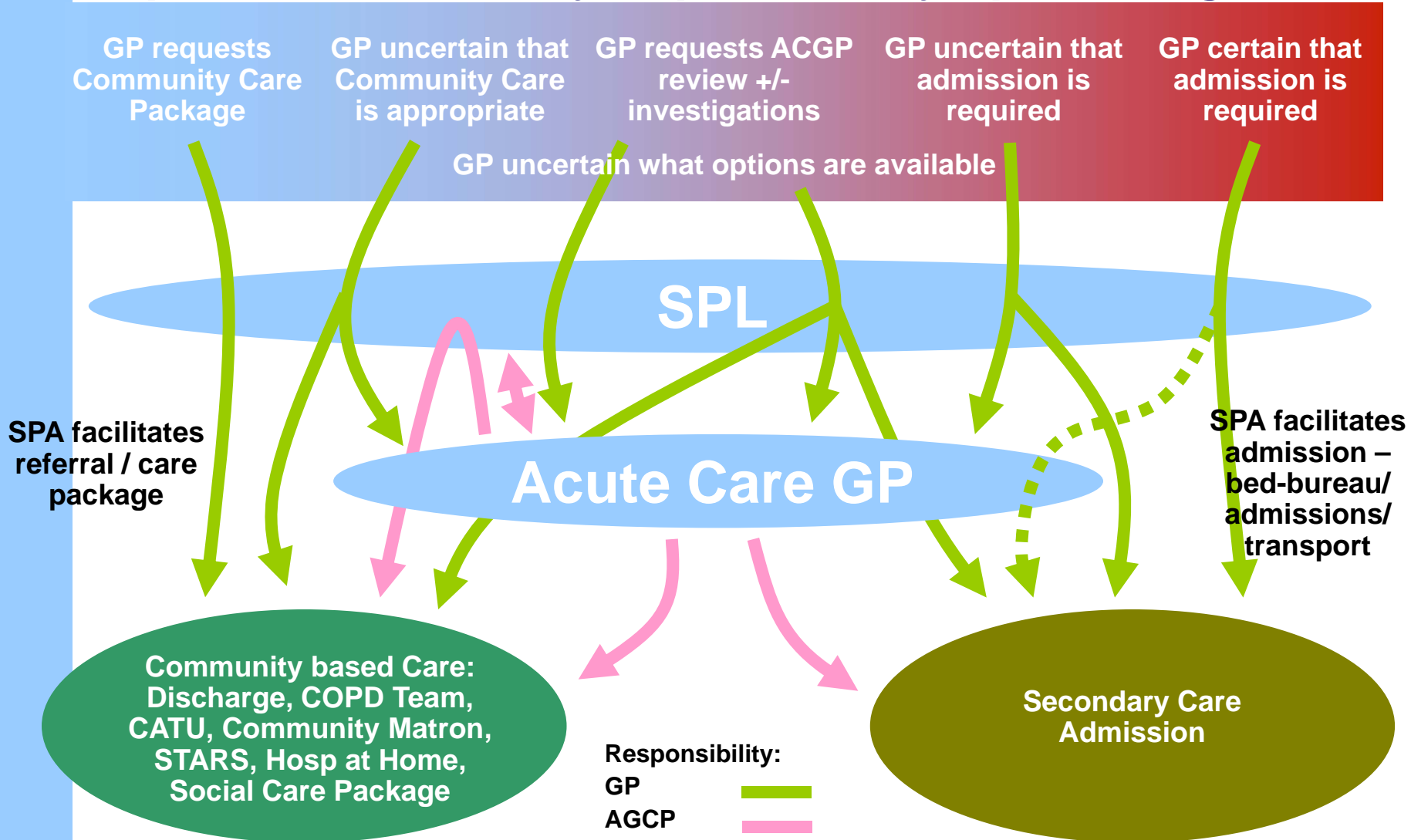
To review 'soft' admissions, to actively gate keep

- based in Secondary Care admission facilities - MAU/HAU/A&E
- ready access to investigations
- offer peer review for admitting GPs where appropriate
- be able to review appropriate/inappropriate admissions via Accident & Emergency
- offer clinical advice and guidance to 'on scene' ECPs
- provide clinical support to the Single Point of Access service
- experience GPs with knowledge of local networks

Somerset Acute Care GP Service

- Monday to Sunday, 10am to 7pm
- Location – Accident & Emergency/MAU
- Experienced GPs with knowledge of local care networks
- Patients referred by GP through Somerset Primary Link
- One-stop assessment of needs
- Liaison with acute care clinicians
- Patients ‘turned around’ at point of contact back into the local community with appropriate care arrangements

Spectrum of severity of patient's symptom/diagnosis



GP Acute Care – Key Stakeholders

- Deputy Director of Primary Care Development
- Director of Operations
- Divisional Director
- Medical Director
- Consultants
- Operations Manager
- Directorate Manager Acute Medicine
- Matron for Urgent Care
- Devon Health Acute Care GP Clinical Lead
- Devon Health Primary Care Operations Manager
- Devon Health Project Manager
- Wyvern Health GP Representative
- Wyvern Health General Manager
- Patients

Acute Care GP Service - Activity Data

	Yeovil District Hospital (Since January 2008)	Taunton & Somerset (Since April 2008)
Total number of patients referred to the service	1646	1938
Number of patients on trolleys	122	128
Average length of patient journey	2 hrs 11 minutes	2 hrs 24 minutes
Number of 4 hr breaches	67	112
% of patients requiring transport	7.4%	5.8%
Number of x-rays ordered	837	1087
Number of ECGs carried out	526	552
Number of blood tests ordered	1084	1357

Clinical Governance Framework

- GP job description and specifications
- Integrated clinical governance framework
- Induction and training program
- Risk management framework
- Review of complaints, PALS and adverse incidents
- Re-admission audits
- GP clinical supervision
- Joint clinical review meetings
- Patient and staff questionnaires
- Monthly service review meetings

Acute Care GP Service - Patient Experience

'I was put at ease by the Nurse who collected me from A&E. She was caring and understanding. I received excellent service throughout. Thank you very much.'

'I would like to express how impressed I was with the whole service/treatment from everyone, from reception to doctor. The advice, treatment and care was outstanding. Thank you for making me feel at ease and making sure I was well looked after during my time at the clinic.'

Patient comments, January 2010, Yeovil District Hospital

'An excellent service idea, I had a thorough check up without taking hospital time and space.'

'Very impressed by the service. Was very glad to be referred to this service rather than the medical admissions/assessment unit next door. Both Nurse and Doctor were excellent.'

Patient comments, January 2010, Taunton and Somerset

Acute Care GP Service - Challenges

- Clinical engagement
- Cultural and organisational issues
- Transport
- Four hour wait target
- Reputation

Acute Care GP Service - Benefits

- Collaborative working
- Integration of services
- Proactive management of patients
- Patient satisfaction

Acute Care GP Service - Next Steps

- To continue to reduce numbers of avoidable emergency admissions
- Improve systems for accessing urgent care
- Develop new pathways
- Clinical engagement across healthcare providers
- Portfolio of care options in local communities
- Develop choice and access options for patients
- Urgent and Emergency Care – a whole system approach