NHS

Central Cheshire
Integrated Care Partnership

Community Based Advanced Practice Rapid Response Teams

Transformation: Community Matron to Rapid Response Advanced Community Practitioner

Laura Lane

- Advanced Community Practitioner

laura.lane@mcht.nhs.uk

- Twitter: @CCICPNHS @lauraellislane

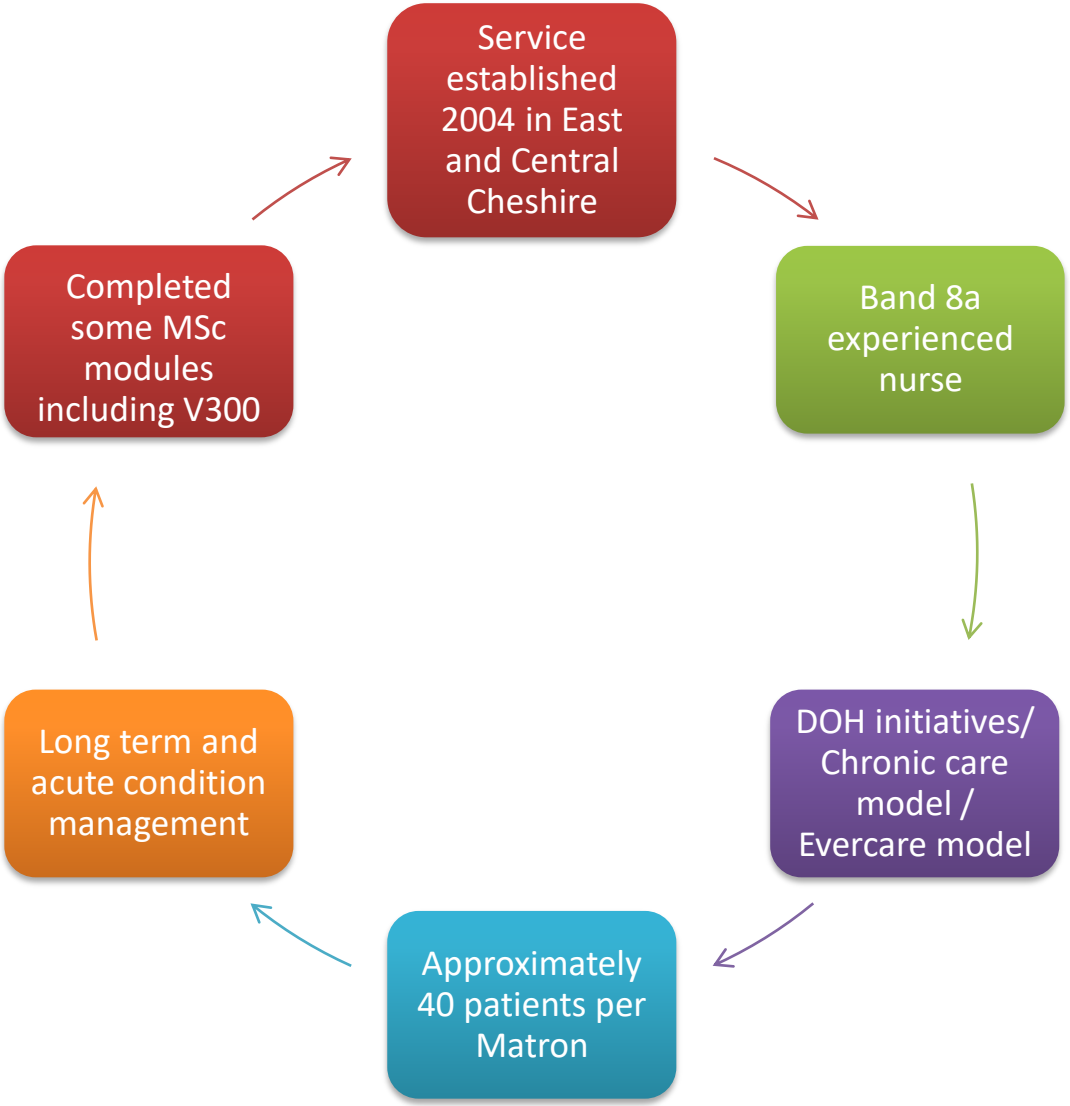
Provided by Mid Cheshire Hospitals NHS Foundation Trust (MCHFT), Cheshire and Wirral Partnership NHS Foundation Trust (CWP) and South Cheshire and Vale Royal GP Alliance.

Warrington Hospital NHS Trust
Cheshire & Wirral Partnershop NHS Trust (Mental Health)
Countess of Chester Hospital NHS Foundation Trust
East Cheshire NHS Trust
University Hospital of North Staffordshire NHS Trust
Victoria Infirmary Northwich (VIN)
Weaverham
Northwich
Vale Royal
Winsford
Middlewich
Mid Cheshire Hospitals NHS Foundation Trust
Sandbach
Crewe
Scholar Green
Alsager
Haslington
South Cheshire
Nantwich
Wrenbury
Audlem
CCG Boundaries
NHS South Cheshire CCG Localities:
S.M.A.S.H
Crewe
Nantwich
NHS Vale Royal GP Practices
Hospitals

Previous role: Community Matron

NHS
Central Cheshire
Integrated Care Partnership

'The Community Matron is an advanced level nurse, concentrating on case management for patients with long term conditions, aiming to reduce unplanned hospital admissions, support patients, encouraging self-management and early recognition and treatment of condition change'
King's Fund (2010)



NHS
Central Cheshire
Integrated Care Partnership

Transform

Responsive

Population needs

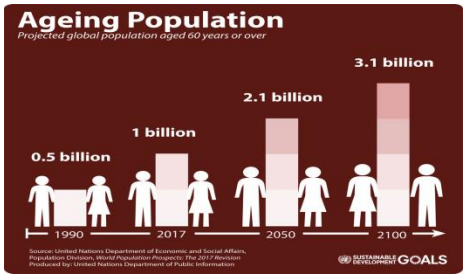
Urgent assessment

Policy recommendations

Empowering patients and staff

Gaps in service provision

Equality across geographical footprint



The needs of a modern NHS

Benchmarking

Small pool of evidence available - there are a limited number of established Rapid Response Teams within the NHS to review with a predominant workforce of only advanced clinicians

All the rapid response teams reviewed offer a seven day service

All the rapid response teams reviewed offer extended hours of work

All the rapid response teams reviewed have a mixed MDT with a varied skill mix

All the Rapid Response Teams have a SPA and triage referrals

Variety of criteria including palliative and IV care

All the rapid response teams looked at took referrals from GP's/ Emergency Department s/wider MDT /Nursing Homes/Residential Homes and Ambulance staff who all followed a referral criteria pathway.

Variety of response times dependant on urgency of referral

Management of change

NHS
Central Cheshire
Integrated Care Partnership

Transformation team

Five care communities

Integrated working

Ethical considerations

Change of Trust

Accountability

Preparing patients and staff

Process mapping → Patient journey → Criteria and pathways → Integration and roll-out

Rapid Response Advanced Community Practitioner Service

NHS
Central Cheshire
Integrated Care Partnership

New Advanced Practitioner Rapid Response service

Hospital admission avoidance

(Adults only 18 years +)

.

The service is led by Advanced Practitioners who will offer an urgent-2-hour response time between

9-4pm Mon-Friday (excluding Bank Holidays).

01270-275823

Possible conditions that could be supported:

- Cellulitis/red legs/swollen legs
- Off legs/reduced mobility/acute falls
- Acute confusion (not alcohol, drug related, or due to a head injury)
- Urinary symptoms/foul smelling urine/suspected UTI
- Diarrhoea or constipation
- General malaise/off food
- Chesty cough or increased breathlessness in line with a COPD exacerbation, heart failure decompensation or a chest infection

The Advanced Practitioner rapid response service will offer a real alternative to hospital admission avoidance for patients who are having an acute episode of ill-health, e.g. having an exacerbation of a long term condition that, with appropriate and timely health assessment could remain at home

Please note that although this is a rapid response service it is not an alternative in an emergency situation such severe breathlessness, or where a CVA or myocardial infarction is suspected.

Please discuss with the service if you are unsure whether to refer in. Patients who are able to access the GP practice would be excluded from this service.

- 9 ACPs across 5 care communities
- Band 8a Registered nurse / AHP
- MSc Advanced Practice
- Input for up to 72 hours
- No caseload
- Timely referrals onto other services
- Phased implementation period Summer 2017

Mid Cheshire Hospitals NHS
NHS Foundation Trust

NHS
Central Cheshire
Integrated Care Partnership

CCICP Rapid Response Pathway

Patient has a condition that requires rapid response support

Telephone referral received.

Patient triaged using referral details and EMIS record

Is referred person suitable for 2 hour rapid response?

No → Referral rejected. Referrer informed. Outcome recorded on EMIS.

Yes

Referral accepted and recorded on EMIS system

The patient is seen within 2 hours of the referral at normal place of residence.

Is the person safe to remain in their own home and additional diagnostics not required ?

No → Liaise with Urgent Care/ Ambulatory Care/frailty to handover clinical information and record assessment and outcome on EMIS

Yes

Diagnose, treat and prescribe as appropriate.

Are additional services required?

Yes → Liaise with the Care Community Team/ appropriate professional for ongoing support.

No

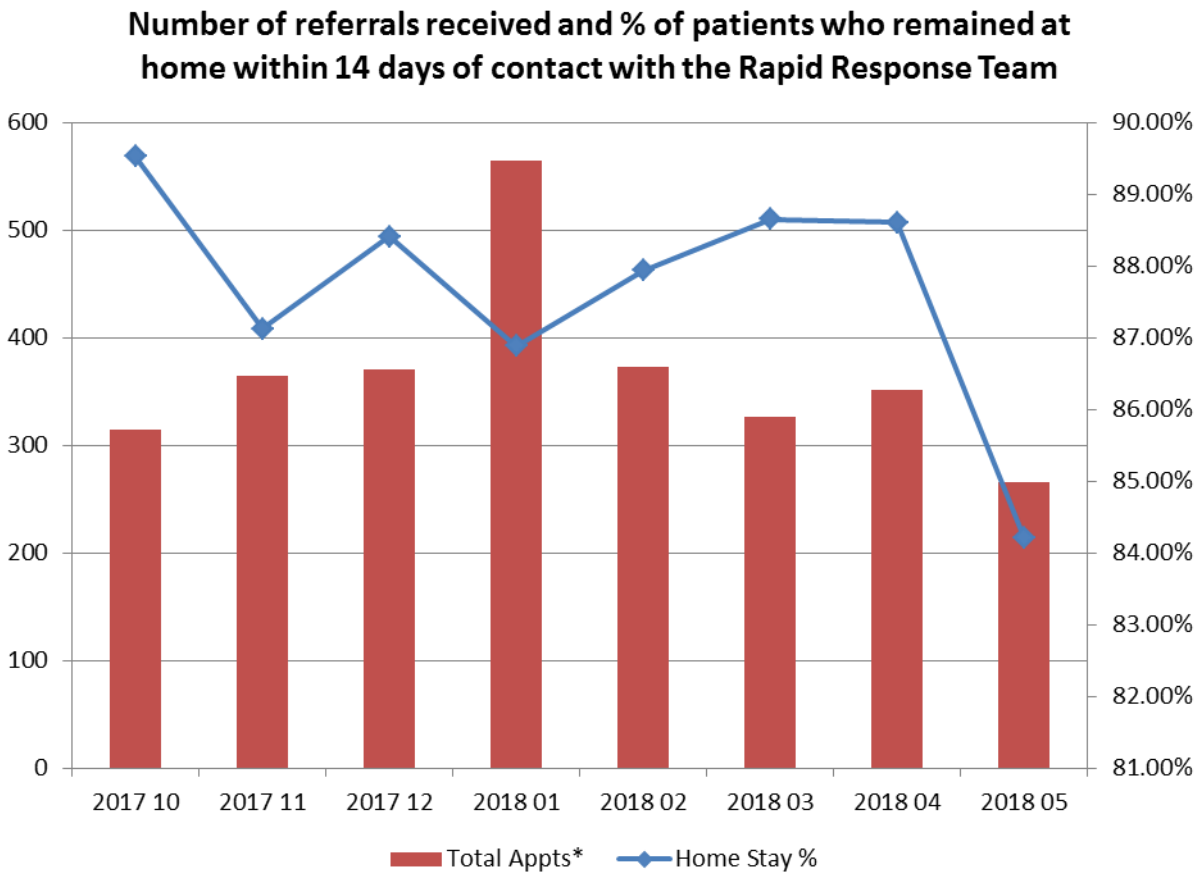
Record assessment and outcome on EMIS

Arrange a follow up visit or telephone contact as needed

- Monday – Friday 9am – 5pm
- Accept referrals from whole of MDT
- GP – how many
- Community nurses
- Therapists
- Nursing and residential homes
- Future: Ambulance service / A&E

NHS
Central Cheshire
Integrated Care Partnership

Hospital avoidance



September 2018-March 2019: 2481 patients seen across all areas

September 2018 – March 2019: 4176 contacts made

86% avoided hospital admission, all avoided GP visit

85 per cent scored 5 or more Rockwood score

Average 81 years

Staff survey and patient/carer questionnaire

NHS
Central Cheshire
Integrated Care Partnership

STAFF	
Positive / negative comments	"We find this service very helpful with getting vulnerable patients seen quicker and helps to reduce the GP home visit workload."
	"An excellent service which keeps people out of hospital."
	"More ACPs to cover holidays, sickness and other absence."
	"Please increase capacity and access."

PATIENTS/CARERS	
98.81% were very satisfied with the quality of the service they received	"At the time of his fall and speaking on the phone with his doctor. We had immediate response from the team – no waiting at all."
	"Very efficient and helpful and friendly."
	"The speed of examination, prescribing the necessary medication and organising equipment from the suppliers. Also putting into motion the possibility of visiting assistance."
99.28% would recommend this service to a friend	"The option to be treated at home and without the fuss of hospital."

Promotion

Embedded into the integrated team

Increased referral sources via SPA – Ambulance service can refer directly in

Local papers and national news – Channel 5

Social media contacts

Presented model of care to NHSI regionally and nationally, HEE conference

Shortlisted Nursing Times Awards – Community Nursing Category

Journal article submitted

Shadowing and support from acute / secondary care

Education - Guest lecturers at the University of Chester

Attend meetings in acute and community sectors

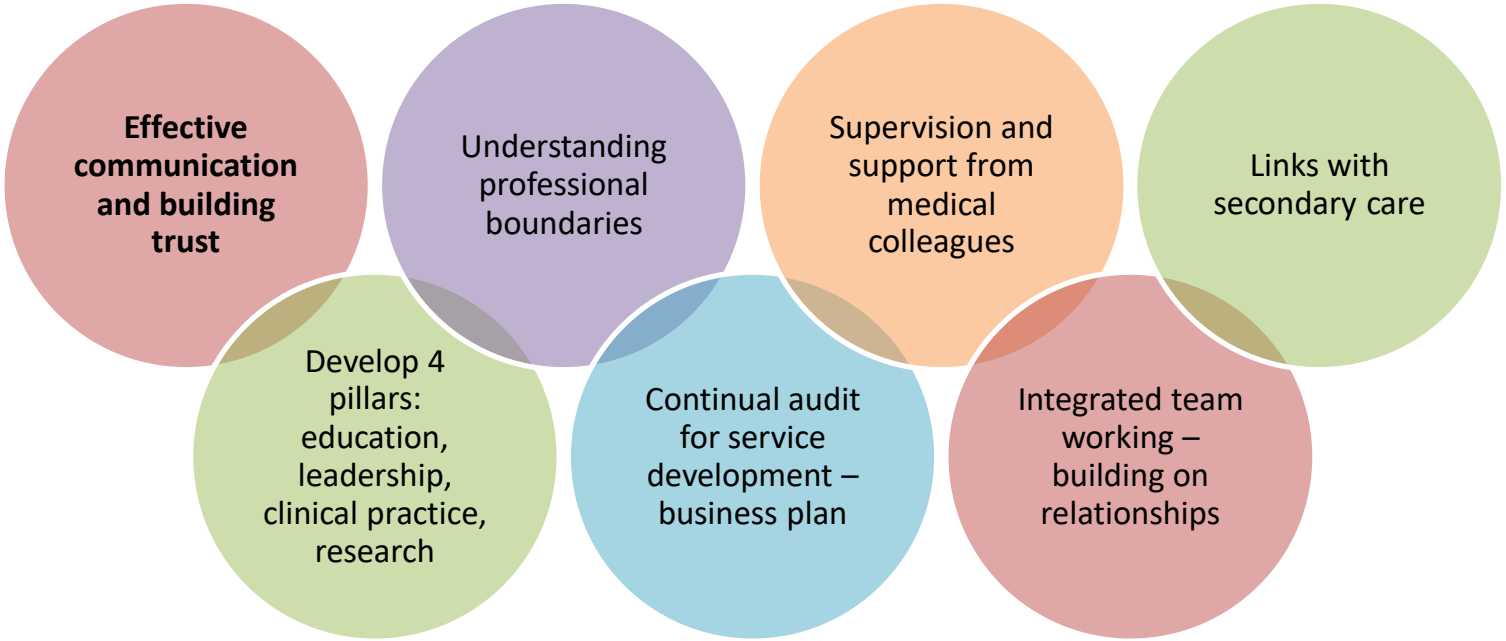
Training programmes for ACPs

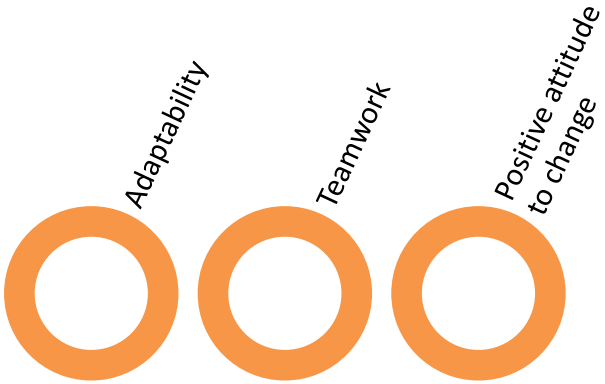
Joint training sessions with secondary care

HEE conference and invites to present at national conferences

NHS
Central Cheshire
Integrated Care Partnership

Sustainability and Plan





THE NEW

NATIONAL HEALTH SERVICE

*

Your new National Health Service begins on 5th July. What is it? How do you get it?

It will provide you with all medical, dental, and nursing care. Everyone—rich or poor, man, woman or child—can use it or any part of it. There are no charges, except for a few special items. There are no insurance qualifications. But it is not a "charity". You are all paying for it, mainly as taxpayers, and it will relieve your money worries in time of illness.

NHS
Central Cheshire
Integrated Care Partnership

Questions……