NHS

Lincolnshire Clinical Assessment Service

Wendy Martin
Executive Lead Nurse/Midwife
Lincolnshire West CCG

NHS

Why a Clinical Assessment Service?

- Rising Emergency Department attendances
- Concern about patients diverted from 111 to GP Practices & OOHs
- Fragmented Patient Journey
- Requirement for professional clinical advice
- Care Home hospital admissions
- Lack of utilisation of alternatives
- Vision for Lincolnshire Urgent & Emergency Care

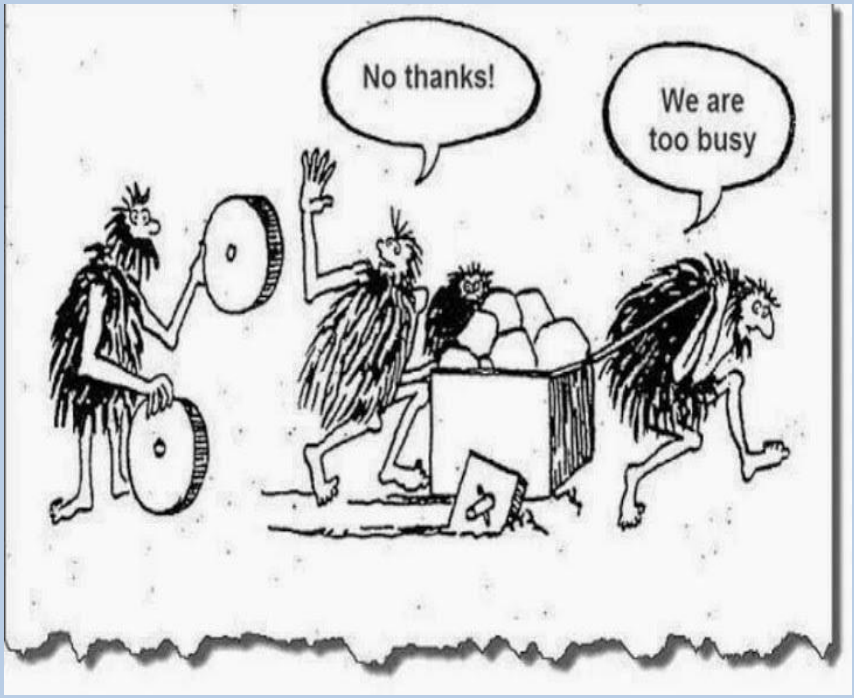
Implementation

- Alliance model
- Staged implementation
- Clinical Governance
- Pilot Areas
- Comms & Engagement

Live date	OOH, EMAS crews, HCPs Green cards	DHU 111 go live	999 Green ¾ calls	System testing	ED DX codes	Health Info	Dental	Clinical Advice (interim dispositions)	? Pharmacy calls	Other EMAS & community calls for CAS eg. In-hours GP
7/09/16										
9/10/16										
5/11/16										
2/11/16										
5/12/16							1st Dec 14.30hrs - implementation Board Meeting - review progress with ED dispositions; further planning of new year (2017) milestones.			
3/12/16										
9/12/16 - 3/01/17	XMAS & NEW YEAR PERIOD - BUSY WINTER PERIOD – Consolidation/Embedding									
9/01/17- nwards								Push for national guidance/ and ? manually stream some pathways from mid January	To be decided whether will take Pharmacy calls	Begin to take calls from other EMAS pathways and other community routes (pathways to be decided)

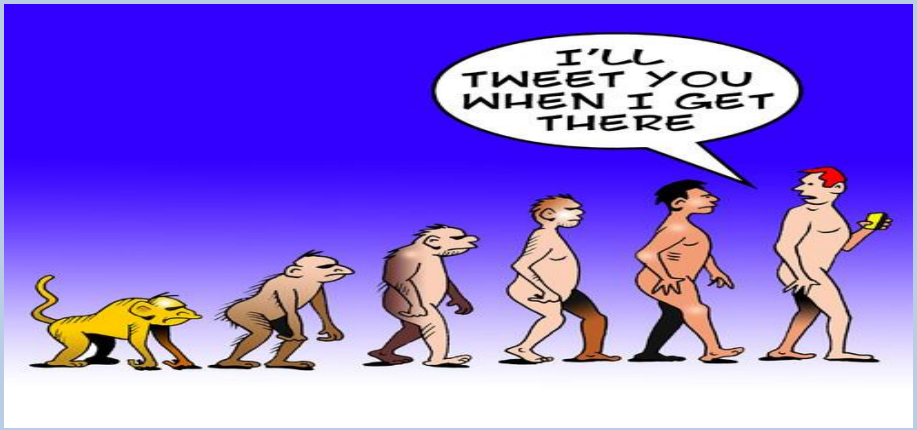
Challenges

- Pioneers – new way of working
- Change resistance
- Incompatible IT systems
- Risk management
- Team resilience
- High expectations



Evolution

- Integrated Urgent Care
- Constant review
- Expansion of Telehealth
- Expansion of support to frontline staff
- Interface with other IUC services/developments



NHS

Video link to:
Dr Yvonne Owen
Lincolnshire CAS Clinical Lead

https://vimeo.com/364510176

Questions?