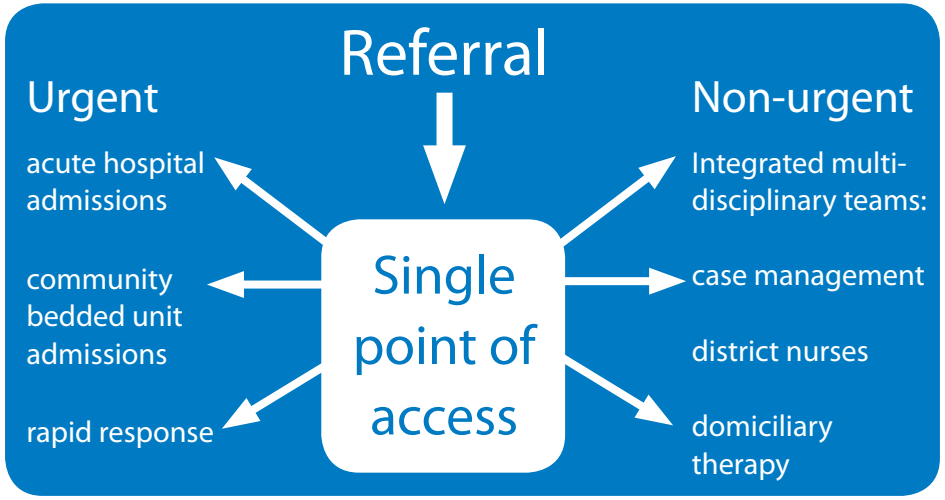
Using the single point of access



Please be ready to provide:

- the patient's details including name, address, phone number, date of birth and NHS number
- reason for referral and patient's health condition
- information on whether your patient needs urgent care so you can discuss options and agree a response with a senior nurse.

Calls may be recorded for safety, training and audit purposes. The single point of access will record, retain and update information on care plans, sharing information with services as appropriate.

24/7 phoneline 0300 555 1919
www.bhamcommunity.nhs.uk/adultSPA

This leaflet is available in a range of formats on request. Please email the communications department: info@bhamcommunity.nhs.uk.

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Birmingham Community Healthcare NHS
NHS Trust

Single point of access for adult services

24/7 phoneline 0300 555 1919

- referral management and messaging for community nursing and therapies
- urgent assessment, care co-ordination and community beds service for any patient registered with a Birmingham GP
- access to acute bed bureau for urgent medical/ surgical management.

www.bhamcommunity.nhs.uk/adultSPA

About the single point of access

Birmingham Community Healthcare NHS Trust provides adult community services citywide.

The single point of access helps professionals arrange the right care for urgent and non-urgent referrals, helping to prevent avoidable hospital admissions and effectively manage long-term conditions in the community.

Urgent calls will be dealt with by a senior nurse - direct professional to professional contact.

Who can be referred?

Any patient registered with a Birmingham GP can be referred, provided they are aged 18 or over and:

- at high risk of an avoidable admission and in need of urgent assessment
- require non-urgent nursing or therapy services in their own home
- require management of complex long-term conditions; palliative/end-of-life care in their own home.

Who can refer?

The single point of access welcomes referrals from:

- GPs and practice nurses
- GP out-of-hours service
- A&E and other hospital staff
- community health and social care services
- ambulance crews
- nursing and residential care homes
- patients and carers known to the service.

What services are provided?

The single point of access is supported by a comprehensive model of community care, which proactively supports patients in the community as the preferred action. The multidisciplinary teams include:

- senior nurses with advanced clinical assessment, diagnostic and prescribing skills
- care staff
- physiotherapy and occupational therapy support
- social workers
- registered mental health nurses.

The single point of access can co-ordinate care delivery including:

- advanced assessments within two hours for patients needing urgent health interventions and care who can remain at home
- access to acute bed bureau for medical/surgical admissions
- step-down to community nursing for longer term needs
- four-hour response for patients needing district nursing care, long-term condition management and treatment at home
- provision of urgent equipment to avoid acute hospital admission
- admission to community bed-based services, where appropriate
- intravenous antibiotics
- assessment for domiciliary therapy (physiotherapy and occupational therapy)
- liaison with patient's GP to effectively manage clinical care at home and the wider health and social care system.

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