

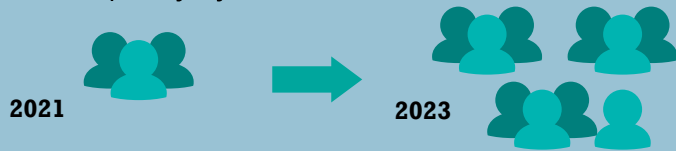
Ensuring Patient Safety

Acute Home Visiting Service: Sutton Primary Care Networks

Led By Dr. Monika Nawrocka, Clinical Lead for Acute Home Visiting Service Team

INTRODUCTION

The AHVS was established in 2018 and was led by GPs until 2021 and is now led by paramedics. Since then we have continuously worked to improve the service, increase capacity and ensure patient safety. Since 2021, we have increased staff capacity by 200%.



AIM

To ensure and manage patient safety for seriously unwell patients who are unable to attend their GP.

SOFTWARE USED

EMIS, Excel and Actus, Microsoft Forms.

METHODOLOGY

The pathway for patients is referral, triage and communication with patient and surgery, task. We discovered improvements could be made at several points. We gathered feedback via forms and face to face meetings to further understand the issues each stakeholder was having.



Area for Improvement

GPs were unsure of referral process and patients were being referred who were inappropriate.

Increased demand for appointments and specialist services.

Our team were struggling to get through to the GPs via the phone.

Improvements Made

We visited each practice in person and ensured all practitioners understood the referral process.

Originally we worked Mon-Fri 9-5pm but we changed to 8-8pm, 7 days week including bank holidays.

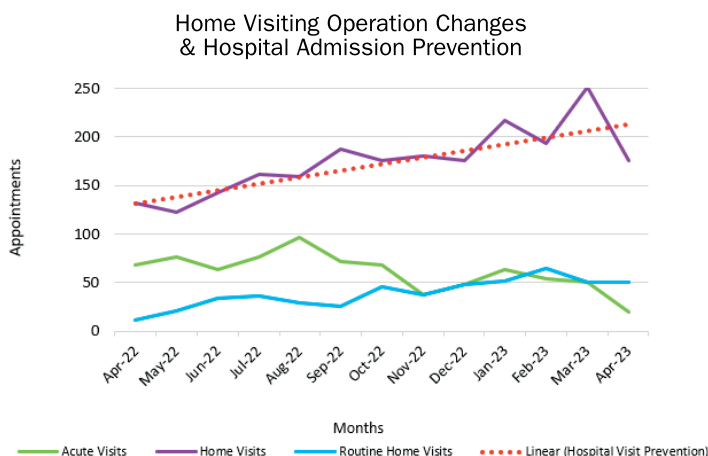
We implemented a system via tasking to ensure no communications were missed and tasks were completed, with a nominated person for dealing with the tasks. As of May 2023, all 23 practices have this nominated person in place.

We set up a mobile number that routed to two staff phones, to make sure GPs could always speak to someone.

Implemented mobile ECG unit to ease pressure on GPs and allow us to pick up on any heart issues faster for patients.

IMPACT

As the graph demonstrates, by the red line, **hospital visit prevention has continued to increase month on month.**



FUTURE STEPS AND REFLECTIONS

We're are planning to implement a more robust coding system using KPIs for coding to improve our processes.

We have discovered that the key is fostering good communication with practices. It is a constant learning process for us and we hope to continue improving our service to ensure we manage patient safety and provide the highest quality level of care.



SUTTON
PRIMARY CARE
NETWORKS

