

Adastra System – Clinicians Guide

Introduction

The following guide gives a brief overview of the Wiltshire Medical Services GP Out of Hours (OOH) Service and how to use the Adastra System when working within it. The guide is by no means exhaustive and any queries should be directed to the SPA Coordinator Team on 4008/4009 or 01249 454065. They are the lynch pins of the OOH and SPA services and will be able answer any operational queries.

Logging On

If logging on with a Smartcard you should do this before opening Adastra. When logging into it is important to check that you are logged into the correct location. See screen shot below.

Welcome to Adastra

Please only attempt to login if you are an authorised user.

User: Password:

Smartcard Login Shutdown

Your Location Details

Your location: WMS FTH Triage

DN:

Case Source

The majority of our workload is passed from 111 providers. Our main 111 service is provided by Harmoni and operates from their Bristol based Call Centre. Cases are passed electronically for telephone triage, directly booked into face to face appointment slots or passed electronically as potential home visits.

At WMS we also take some cases directly via our Health Care Professional (HCP) line. The initial WMS HCP line was launched when the 111 service commenced. It is now part of 'normal' OOH service delivery and gives the following groups direct access to the GP OOH service for Wiltshire patients via 0300 111 5818:

- Paramedics
- Minor Injury Units
- Community Hospital Wards (including Cotswold House)
- Neighbourhood Teams
- Maternity Units
- Erlestone Prison
- Marlborough College (Nurses only)
- Pharmacies
- Center Parcs (Nurses only)

Following the 111 launch, additional direct access to the OOH service was requested as a contingency by commissioners in order to support the 111 service. We expanded the HCP line to include direct access for the following groups:

- Acute Pathology Labs

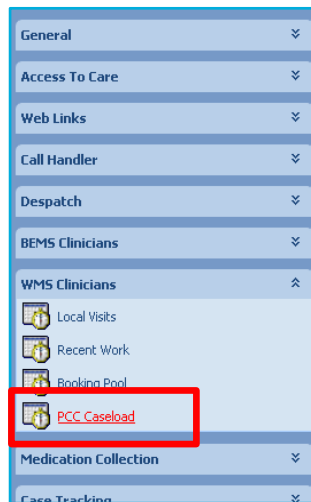
- Residential Homes
- Nursing Homes
- Palliative patients on the EoL register
- Hospices

At present this contingency remains in place and 20-30% of our OOH activity is generated via this line.

Accessing Your Patients

Each Primary Care Centre has its own case load screen that can include both telephone triage calls and face to face assessment cases. All cases will be booked into an appointment slot. Each case will have an assigned case type that will indicate the action required. A breakdown of the case types can be found on the last page.

The caseload screen is called '**PCC Caseload**' and can be found under the Menu Heading 'WMS Clinicians'. Please see the screen shot below.



Once in this screen you will see the cases that have been assigned to you with a Case Type, Appointment time and Urgency. Again please see the attached document outlining which Case Types are Telephone Triage and which are Face to Face. ***If time allows please call any Telephone Consultations before their allocated time slot. Emergency or Urgent Cases may be double booked over an existing appointments and the Coordinators will then block out appointment slots later.***

Once you have double clicked on the patient you wish to view you will enter into the consultation screen.

Please see below for an example of the PCC Workload Screen.

PCC Caseload															
Location: WMS Chippenham PCC (Count=4)															
Pe...	.	Priorit...	Case Type	Case Tag...	C...	Active Time	Fullname	DOB	Age	Ap...	Arri...	Locked...	Last failed cont...	Sex	Current Home Address
1		Emergency...	Paramedic ...			10008 17:22 14-Jan-13	Test Test	21-Ma...	24 years	18:00				Male	Wiltshire Medical Services Unit 4 Bellinger Close Chippenham...
4		Less Urgen...	MIU PCC			10002 16:13 14-Jan-13	Test Test	31-Oct...	24 years	17:00	12:21			Male	Wiltshire Medical Services Unit 4 Bellinger Close Chippenham...
4		Less Urgen...	MIU PCC			10003 16:21 14-Jan-13	Test Test	31-Oct...	24 years	17:00				Male	Wiltshire Medical Services Unit 4 Bellinger Close Chippenham...
4		Less Urgen...	Ward Calls			10005 16:56 14-Jan-13	Test Test	21-Ma...	24 years	17:30				Male	Wiltshire Medical Services Unit 4 Bellinger Close Chippenham...

Forwarding

Following assessment the case should be 'finished' or forwarded.

If an appointment is required please forward the case to the 'Booking Pool'. A Coordinator will then call the patient back and book them into the most appropriate appointment.

If a visit is required the case should be forwarded as a 'Confirmed HV' (Confirmed Home Visit).

Mobile Doctor

In addition to 'Confirmed HV' cases being forwarded to the cars via the Toughbook there may also be a requirement for Clinicians to call 'Potential Home Visits' from the car. These are cases that will have been passed to us via 111 as cases that are judged likely to need a visit. From our experience with Pathways, we know that the threshold for offering visits can be low; we will therefore manage these cases to ensure the service is sustainable. These are passed through to the car or to the PCC as a 'Potential HV' for the clinician to assess and ascertain whether a visit is the most appropriate management.

If, after visiting a patient, you wish for the District Nurse to attend the patient, please relay this to the Coordinator who will arrange this for you. DO NOT finish the case as a DN outcome as it will not be actioned and will remain "in limbo."

Summary

- All patients are accessed through the 'PCC Caseload' screen
- All cases are assigned an appointment time whether they are face to face or telephone consultations.
- The case type assigned indicates the action required.

Repeat Callers

Any caller that has accessed the 111 service more than 3 times in 96 hours will be flagged on the system. There will be a note on the patient's case notifying you of this and also a visual case tag which will be visible before you access the case.

Case Type Glossary

Case Type	Details	Initial Input Required
HCP	This call has come from a Health Care Professional (i.e. District Nurse) via the WMS HCP line. The telephone triage will take place with the HCP.	Telephone Triage
Paramedic HCP	This call has come from a Paramedic who is waiting with the patient. The telephone triage will take place with the Paramedic. These cases will always have an 'Emergency' priority.	Telephone Triage
Prison	This call has come from Erlestoke Prison. The telephone triage will take place with a member of the Prison personnel.	Telephone Triage
111 HCP	This call has come from a Health Care Professional who has called 111 initially and they have then passed the case to WMS. The telephone triage should take place with the HCP.	Telephone Triage
Dr Advice	This call has been passed via 111 and requires a clinician to carry out a telephone triage with the patient.	Telephone Triage
PCC Clinician	This patient has had an appointment booked by 111 following a 111 telephone assessment. They will be attending the base for you to review them face to face.	Face to Face Assessment @ Primary Care Centre
Repeat Medication Request	This call has come via 111 and the patient requires a repeat medication script. Please return the call to the patient with a view to providing a script, if appropriate.	Telephone Triage
Blood Test	This call has come from a hospital laboratory. Please review the results and carry out a telephone triage with the patient as per the results.	Telephone Triage
MIU PCC	This patient has been assessed by the Minor Injuries Unit or SFT ED who have requested an appointment for them at your base. You will need to review them face to face.	Face to Face Assessment @ Primary Care Centre
Potential HV	This case has been received from 111 and will require a Clinician to call the patient to ascertain whether a visit is required. Forward or finish as appropriate.	Telephone Triage
Dental Triage	This case has been received from 111 regarding a dental issue and requires a clinician to carry out a telephone triage with the patient. If you feel a patient needs a dental appointment following this assessment please forward the case as a Dental DACS case to the booking pool. There are limited dental appointments available on weekends and bank holidays.	Telephone Triage
Dental PCC	This case has been triaged by a WMS Clinician and they have requested the patient is seen by a WMS Clinician at a PCC for assessment of a dental issue as there are no dental appointments available.	Face to Face Assessment @ Primary Care Centre
Ward Call	This call has come from a Community Ward at your base. You will need to attend the Ward and review the patient face to face. Please advise the SPA Coordinator when you will be going and they will ensure you are 'blocked out'.	Visit
Confirmed HV	This patient requires a Home Visit. You will need to attend the patient's home and assess them face to face. Please liaise closely with the SPA Coordinators so they can ensure you are blocked out.	Visit