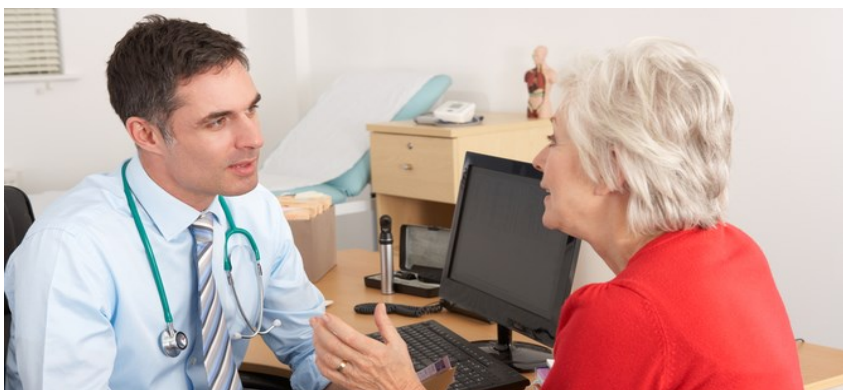


PRIMARY CARE BULLETIN



Care Closer to Home

FEBRUARY 2016

ISSUE 2

Care Closer to Home: Changes to Patient Referrals highlighted to all North East Essex GPs

Lynne Woodcock, Managing Director, ACE

Welcome to the Primary Care Bulletin on **Care Closer to Home** brought to you by Anglian Community Enterprise (ACE). If you are a General Practitioner, or part of a Primary Care Team read on to understand how changes to patient referrals coming into effect, from 1st April 2016, will affect you and your Practice.



Community Gateway

The Community Gateway is an expansion and improvement on our existing **Contact ACE** service which exists for community nursing.

As practitioners, you will be able to contact one central point to refer to any Care Closer to Home Service from 1st April 2016 covering:

- Physio
- Audiology
- Adult Community Nursing
- Cardiology
- Falls
- Life After Stroke
- MSK
- Paediatric Speech and Language Therapy, Occupational Health and Paediatric Therapies
- Pain Management



All other ACE's Health Services will start to refer into the Community Gateway from June 2016 onwards. We listened to your comments about the benefits of both a 'single point of access' for services and the ability to talk to the team managing your patients.

As a result, we have structured the new service so that it manages new referrals only; registering the patient and checking that all the information necessary to ensure a safe transfer of care is available within the referral, and then forwarding the referral to the right team for triage.

The Integrated Care Teams drawn from ACE's Community Health services will still be available to discuss patients you have been treating prior to April 2016. The email address for referrals into the Gateway will be: ACECIC.communitygateway@nhs.net Telephone numbers and information on the referral process for referring clinicians will be circulated globally in CHUFT in early March 2016.

The introduction of the Community Gateway ensures the time of Primary Care and Community Health clinicians is protected for clinical delivery and not overburdened with unnecessary administration.

Positive changes your practice can expect include:

- A more streamlined, integrated process for making referrals.
- Integrated Care Managers responsible for care across smaller localities in post from January 2016.
- New GP Neighbourhood Teams with dedicated ACE clinicians for your practice.

Referral Management

ACE are using the opportunity of the introduction of the Community Gateway to launch a new referral process and forms.



Referring clinicians have reviewed existing referral forms over the last 12 months and, based on their recommendations, we now have a version that ensures patient safety during transfer. This will also minimise the administrative burden on GPs and community nursing teams; they will not be ringing around to seek more information before being able to make a decision on the best service and response for the patient.

We have been working hard with some Practice Managers and our IT teams to ensure that the forms can all be completed through your web browser and in many instances, where your system allows it, the forms will be able to be automatically populated. Those of you on S1 will be able to refer via the system.

The new referral forms are generic for the first two pages, gathering important information. The final page is specific to the service you are requesting.

The referral forms will be on our website and once registration is completed and you are logged on, you will be able to click on the link, complete the form and submit from one site. As part of our improved referral management, we will be returning referral forms which are incorrect or incomplete. This is to protect both the patient during transfer of care, and our clinicians time. They will be returned from the Gateway with the reason for return. By doing this, we can release clinical time back to patient visits - a definite benefit for all.

Faxes

We are also looking to eliminate faxes as an option for referral - the quality of faxes by the time they come through are introducing unnecessary risk for patients and are resulting in us having to contact you again.

It is also a national mandate to move to electronic referrals **only** by 2017.

We are presently looking at the best way to phase faxes out and our staff are presently auditing the volume we receive and where from to make sure we can work with you to ensure any issues as a result of this are minimised.

Telling my story only once



Knowing where I can get help



Book your visit!

Book a visit from your new GP Neighbourhood Team at a time that's convenient for you and your practice team by simply emailing:

@ emma.connell@acecic.nhs.uk



Integrated Care Managers have already met with 20 practices across North East Essex since Christmas, and want to reach all practices by April 2016 to talk about gearing up for Care Closer to Home.

Your Integrated Care Manager is happy to meet with Practice Managers, individual GPs and teams in your practices, depending on what works for you.

See the next page for details of your local Integrated Care Manager.

Want to know more about Care Closer to Home, the benefits for Primary Care and changes to expect for your surgery?



Meet with your locality's new Integrated Care Manager (ICM) who has responsibility for the operational functioning and delivery of ACE's Integrated Care Teams in your locality and your designated point of contact. ICMs are designed to improve joined up working across the local health system.

Simba Chandiwana Integrated Care Manager Colchester North

simbarashe.chandiwana@acecic.nhs.uk

Locality GP Cluster:

- Highwoods Surgery
- North Colchester Health Centre
- The Ardleigh Surgery
- The Hawthorn Surgery
- North Hill Medical Group
- Parsons Heath Medical Surgery
- Mill Road Surgery
- East Hill Surgery
- Bluebell Surgery
- Castle Gardens Medical Centre
- Colchester Medical Centre
- Wivenhoe Surgery
- Colne Medical Centre

Robyn Williams

Integrated Care Manager
Tendring North

robyn.williams@acecic.nhs.uk

Locality GP Cluster:

- Fronks Road Family Surgery
- Harewood Surgery
- Lawford Surgery
- Mayflower Medical Centre
- The Riverside Health Centre
- Mayflower MC – Wynne
- Caradoc Surgery
- Walton Medical Centre
- The Hollies
- Thorpe Surgery

Kelly Carrington

Integrated Care Manager
Colchester South

kelly.carrington@acecic.nhs.uk

Locality GP Cluster:

- Wimpole Road Surgery
- Abbey Field Medical Centre
- Rowhedge Surgery
- West Mersea Surgery
- Creffield Medical Centre
- Portland Medical Centre
- Shrub End Surgery
- Layer Road Surgery
- Winstree Medical Practice
- Tollgate Practice
- Ambrose Avenue Practice
- Tiptree Medical Practice

Nicola Caslin

Integrated Care Manager
Tendring South

Nicola.caslin@acecic.nhs.uk

Locality GP Cluster:

- Jaywick Surgery
- St James Surgery
- Crusader Surgery
- Ranworth Surgery
- Great Clacton Medical Practice
- Epping Close
- Old Road Surgery
- East Lynne Medical Centre
- Frinton Road Medical Centre

Feeling safe and independent



Having all my needs met

