



NHS Pathways

Integrating urgent and emergency care

Single Point of Access for Urgent Care

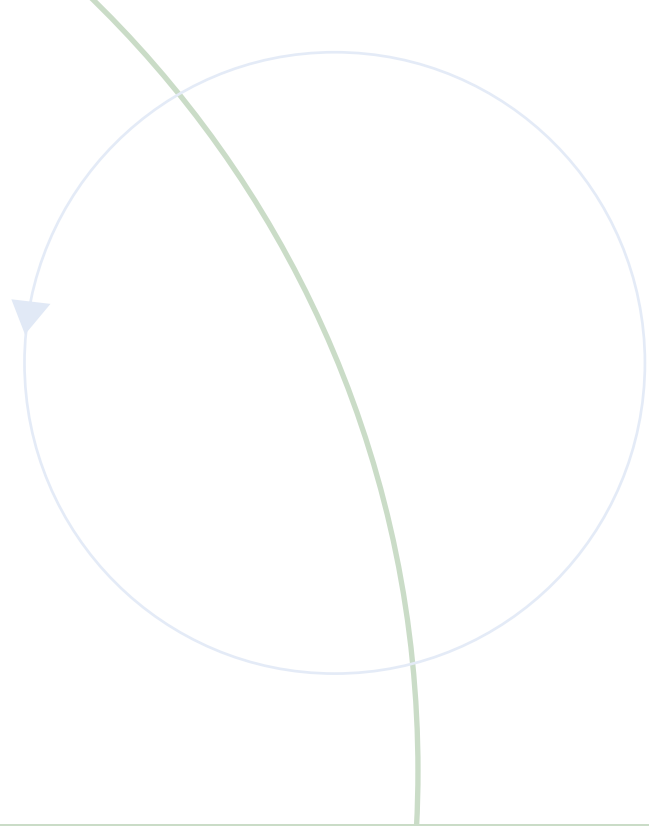
Creating a Single Point of Access for Urgent Care is a key strategic target for almost every Strategic Health Authority under the Darzi Next Stage Review plans. This requires clinical tools to support those answering the telephone to:

- Effectively identify emergencies and rapidly dispatch ambulance support without delay.
- Effectively identify the level of urgent care needed and refer, at first contact, to the most appropriate local provider.
- Seamlessly map an individual patient's specific clinical requirements to the clinical capabilities of all local service providers that are open, have capacity and are close to the patient.

NHS Pathways

Urgent and Emergency care can sometimes be fragmented and disconnected as different organisations use different clinical assessment tools. Ambulance services use one tool, NHS Direct use another and GP Out of Hours services use a variety of different tools. This can lead to inconsistent responses to patients, great difficulty sharing pertinent information with other providers and limited ability to cross refer to the multitude of primary care services available to deliver urgent care.

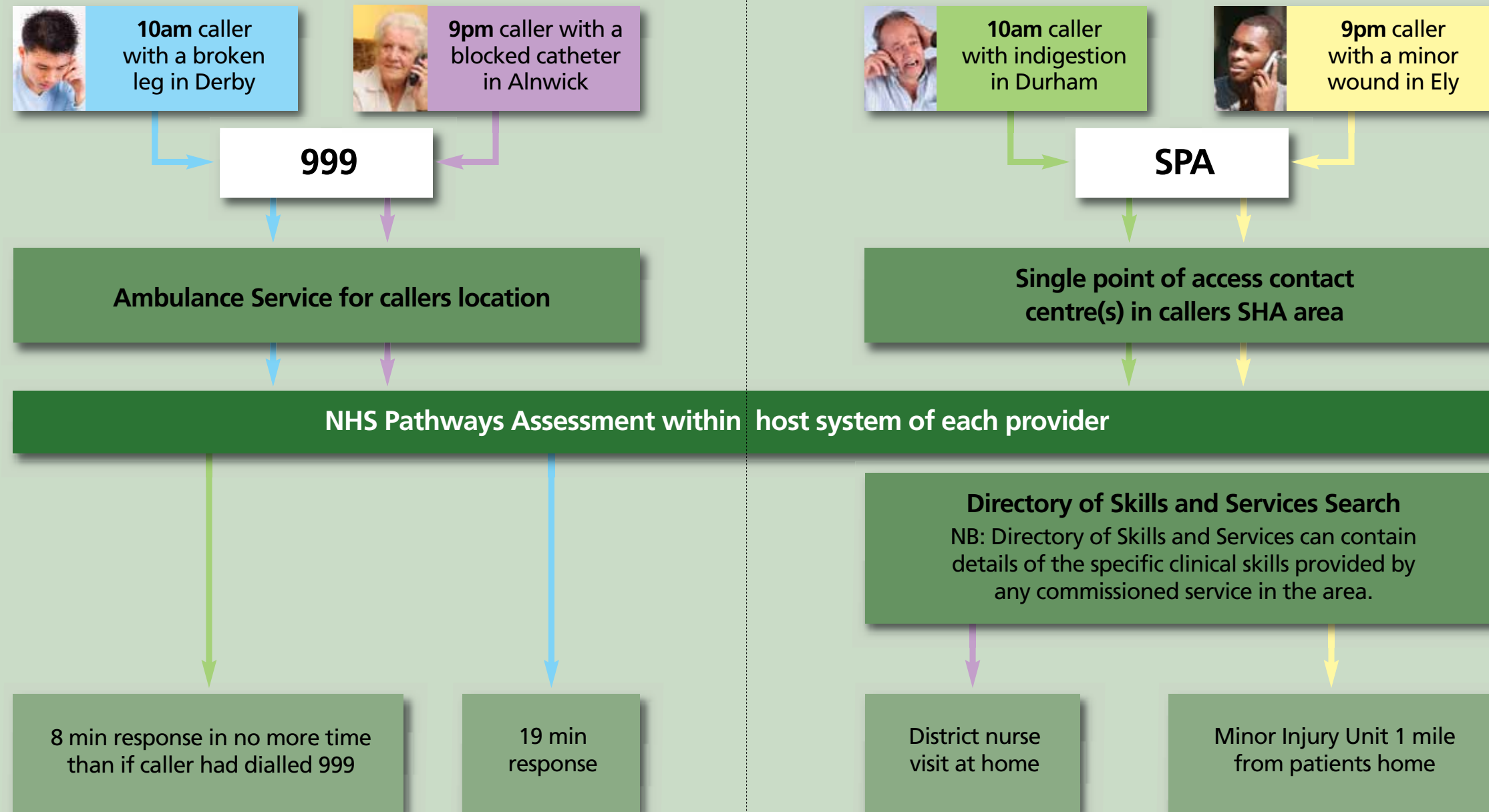
NHS Pathways is a comprehensive suite of clinical content, specifically designed by NHS clinicians for use in 999 control, GP Out of Hours and NHS Direct. Extensive pilots and academic evaluation led to a Ministerial license of NHS Pathways for use in the NHS. NHS Pathways provides a single point of access for patients by using consistent evidence based assessment to identify the patient's specific clinical needs. With this information NHS pathways is able to cross match these needs through an integrated directory to a local service provider as close to the patients home as possible. This Single Point of Access is now possible.



Proven benefits:

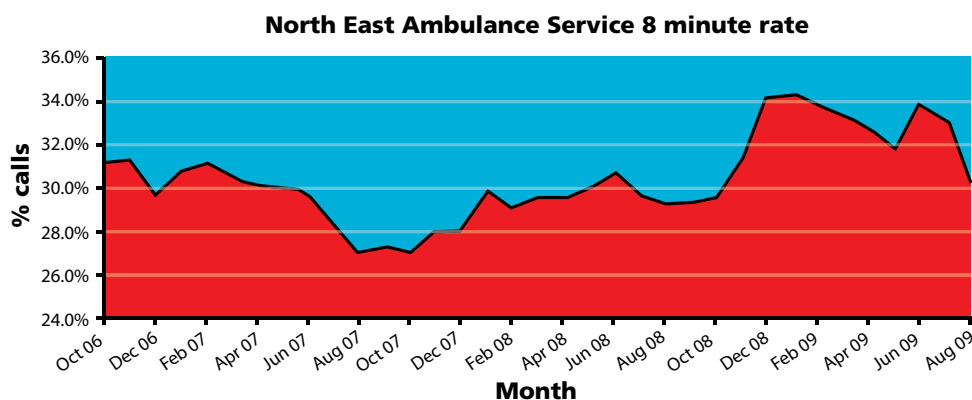
- The ability to redirect callers to an appropriate primary care service when they call 999 is avoiding 2000 inappropriate ambulance journeys a month in the North East
- The NHS Pathways system collects 'markers' that spell out the clinical skills the patient needs. This is mapped against a record of clinical skills in primary care services local to the patient using the integrated directory of services
- Commissioners are provided with detailed data showing actual clinical skills needed in their area by time of day and postcode.
- NHS Pathways offers the NHS the means to achieve fast effective referral to appropriate urgent care. Resulting in delivery of a viable Single Point of Access for all urgent and emergency care calls on first contact

Single Point of Access - Delivering the promise



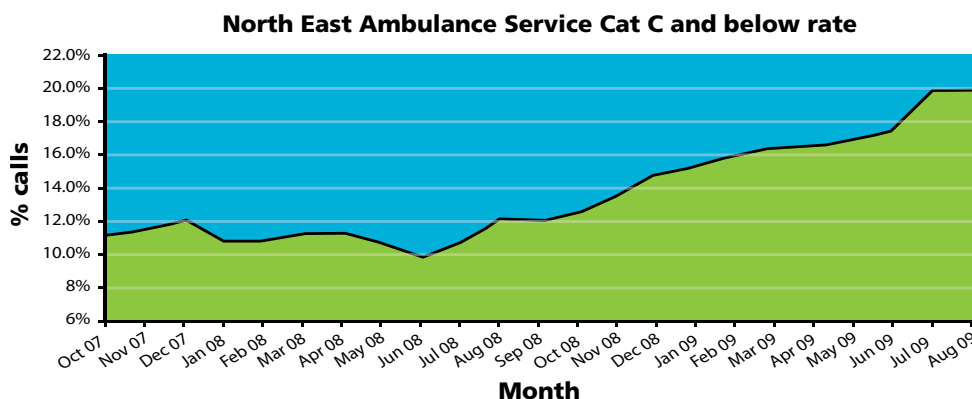
NHS Pathways and Continuous Quality Improvement Monitoring

% of 999 calls referred to 8 minute ambulances



- Winter average Category A rate 30.1%.
- Supports dispatch on address using an Auto-stand Down mechanism triggered before assessment is completed but after last point when ambulance outcome is possible.
- The continuous clinical review of the clinical content, questioning delivery and training efficacy has enabled NEAS over the last year to increase the percentage of calls to CAT C and below to 19.9%.
- This has avoided over 2000 inappropriate ambulance journeys a month, the equivalent to releasing four fully staffed vehicles on every 12 hour shift to attend real emergencies

% of calls referred to Cat C and below



NHS Pathways and World Class Commissioning

NHS Pathways is built to provide an unparalleled level of reporting, specifically to enable the:

- Identification of specific training needs and improve individual and organisational performance with targeted support.
- Identification of demand for specific clinical skills in any given area. The Directory of Service records all searches so Commissioners can receive comprehensive data on the specific skills needed by time of day, post code and the degree to which the skills are available in the area.
- Comparison of different organisational performance rates on key metrics (such as referral rates).

