

20th December 2022

Dear colleagues,

With the recent announcements that due to the rapid spread of the Omicron variant and the accelerated booster programme, NHS England and NHS Improvement have declared a level 4 national incident.

We once again must work together as a system to get into the best and safest position possible over the coming weeks as we prepare for a further surge in COVID-19 cases and hospitalisations, and as always to protect ourselves, our patients and our loved ones.

There are three key areas we can all focus on:

- Ensuring patients who do not need to be in hospital and can continue to be cared for safely in the community are discharged
- Ensuring only the patients with the most acute needs are admitted to hospital - to avoid risk of hospital acquired COVID
- Looking after ourselves and each other so that we can take care of our patients

If your patient needs urgent or non-urgent care that doesn't require a hospital admission, we have the following support available in the community:

Single Point of Access (SPA)

- Our Single Point of Access (SPA) coordinates all urgent and non-urgent referrals for community nursing, intermediate care, therapy services and our medical locality hubs.

For further information: <https://www.cshsurrey.co.uk/our-services/service-adults/single-point-access-spa>

Urgent Community Response:

A 2-hour community-based service provided by a multi skilled team to people in their usual place of residence with a very urgent care need requiring a 2-hour response. This involves an assessment and short-term interventions lasting up to 72 hrs. The 2-hour response is designed to prevent hospital admission, and this is a national standard.

Inclusion criteria:

- Patient identified as at risk of acute hospital admission

- Registered with a north west Surrey GP
- Aged 18 or over and a Clinical Frailty Scale 4-9
- Requiring a response within 2 hours to avoid a hospital admission due to inadequate support at home

Exclusion criteria

- Patient requires immediate emergency response e.g. life-threatening sepsis
- Patients requiring a specialist clinical condition pathway e.g. stroke
- Crisis mental health scenarios for functional diagnosis or dual diagnosis.

The clinical co-ordinator would signpost the referral ensuring a 'no wrong referral' approach is implemented.

Contact numbers

- UCR Clinical Coordinator direct line 0300 3034741
- Rapid Response in same office but answered by Admin 08.00-18.00hrs, and can pass to another Clinician if CC is busy or they can take information for a call back 01483 846374
- Rapid Response admin email csn.nwsrapidresponse@nhs.net. Checked 08.00-18.00
- Out of Hours covering NWS 6pm- 08.00 07506731062

North West Surrey Locality Hubs: via SPAREFERRALS (CSH SURREY) csn.spareferrals@nhs.net

Please note the Hubs operate Monday to Friday only

- **Bedser Hub:** Woking Community Hospital, Heathside Road, Woking, Surrey, GU22 7HS

Tel. 01483 545300 Email csn.bedserhub@nhs.net

- **Ashford Hub:** Ashford Hospital Site, Ashford, Middlesex, TW15 3AA

Tel: 01784 884900 or 01784 884635 Email: csn.ashfordhub@nhs.net

- **Thames Medical Hub:** Walton Community Hospital, Rodney Road, Walton-on-Thames KT12 3LB

Tel: 01932 414222 or 01932 414209 Email: csn.thamesmedicalhub@nhs.net

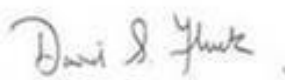
We recognise that like ourselves you will be feeling some apprehension of what is to come. We want to reassure you all that we are in a much stronger position than this time last year; armed with our knowledge and experience, therapies and treatments for patients and the vaccines to protect us.

If you have any health and wellbeing needs or concerns, please contact your line manager in the first instance

As always, we know that, despite all the personal hardships and sacrifices of the past twenty months, you will all rise to this challenge and, for that, and for everything else you do, we thank you so much.

Kind regards,

David Fluck, Medical
Director, Ashford and St
Peters Hospitals NHS
Foundation Trust



Caroline Baker, Chief
Executive NW Surrey
Integrated Care Services



Sarah Tomkins, Director of Adult
Services, CSH Surrey

