E-referrals and resource matching in North Cumbria

John Roebuck
Interim Programme Director – IM&T
The case for electronic referrals

- Short term urgent Home Care
- Short Term Intervention Service (nursing/therapy/SW)
- Care Homes
- Liaison Nurse
- DGH
- GP/other clinician referral
- Community respiratory team
- Community IV antibiotic service
- Single point of access
- Community Urgent Care Hub
- Step-up Step-down beds
- Primary Care Assessment Service
- All Cat C, others diverted after discussion with PCAS
- Impossible without ICT - the business case
- 999 Ambulance
- DGH
- Walk In
- Liaison Nurse
Connecting Health Cities participants

- NCUHT Acute
- Integrated Care Communities
- Care Homes / Domiciliary care
- Specialist services – North East
- CPFT
- Crisis resolution
- CHOC Out of Hours
- General practices
- Adult Social Care
- Palliative care
- Vol Sector

Great North Care Record
Benefits for CHC project

Academia - totally new data sets that link health and social care, or acute and community data together to analyse patient care pathways.

Commissioners – ability to see a comprehensive directory of services across North Cumbria; extent of usage of services between organisations, analysed by care pathways; average wait times for receivers to respond to e-referrals; ability to support decisions re commissioning / de-commissioning services based on usage of services.

Staff – reduction in wasted time and effort associated with processes transferring referral information by paper and fax; ability to devote time to positive action to support patient care.