- DSPA 24/7 **01302 566 999**
- Rapid Response Team (RRT) 08:00-20:00 (7 days) with next day visits out-of-hours
- Community Nursing Team (CNT) 24/7
- Consider referrals to GPs and ECPs for those needing medical treatment but not supportive needs
- Non-urgent falls referrals through Clinical Hub (see below)
- AMBER/BLUE Paramedic Pathfinder (PP) outcomes
- Non-registered clinicians, NQP's and non-PP trained to contact Clinical Hub for advice before contacting DSPA

Referrals to: Respiratory Nurses; Community Nurses;

Physiotherapists/Occupational Therapists; Social Support and Recovery; Geriatrician; Mental Health Liaison; GPs; Emergency Care Practitioners

- Patients who have fallen with a BLUE PP outcome
- Fall occurred in the last 24 hours
- Safe to be left overnight
- Able to mobilise and transfer safely
- Low risk of subsequent fall or deterioration
- Referral through Clinical Hub 0330 330 0274
- Same day contact by DSPA if referral between **08:00-18:00**
- Out of hours referrals prioritised by DSPA the following day
- No patient contact exceeds 24 hours from YAS referral

Priority dependant on information provided so be as detailed as possible on PCR/EPR

- Initial call to a call handler who will organise a call back from a clinician within 20 minutes
- Provide SBAR handover with relevant observations and findings (NEWS2 score and 12 lead ECG, if appropriate)
- DSPA clinician will then take clinical responsibility for follow up of patient care
- If referral is not agreed then responsibility remains with YAS clinician and alternative care option should be devised
- Report any failures via the PP App and DATIX
- Complete all relevant paperwork (PCR/Non-Conveyance/EPR)

Doncaster Single Point of Access (DSPA)





- Patients at risk of admission to hospital from poor mobility; have fallen; have a diagnosed respiratory condition or a social care need requiring support (See NICE/JRCALC guidelines on respiratory/COPD)
- Management/treatment of minor injuries, illnesses and wounds including uncomplicated head injuries but not requiring sutures
- Community nursing and therapy interventions (e.g. catheter care, strength and balance training)
- Reduction in mobility/high risk of falls/fall prevention
- Social care/isolation and EoLC patients

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This list is not exhaustive and clinician should contact DSPA on an individual patient basis

- All RED PP outcomes or TIME CRITICAL features
- Patients under 18 years old
- Acute asthmatic episodes
- All presentations not applicable to PP:
 - Stroke and NEWS2 of 5 or greater
 - Non-traumatic chest pain
 - Obstetric and gynaecological presentations
 - Acute mental health presentations
 - Overdose of possible lethality
 - Patients intoxicated with alcohol or drugs

PROCESS INFORMATION

AVAILABILTY

ASSESSMENT

NON-URGENT

REFERRALS

INCLUSIO

•Documentation should include: the name/grade of the clinician accepting the referral; the expected time of intervention; the referral time; safety netting advice, including the contact number of the team A Patient Information Leaflet detailing the agreed care plan should be left along with the usual documentation for the attending team