

Single Point of Access & Flo

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What is Single Point of Access?

SPA is a one stop shop for referrals in and out to a variety of services within acute and community services

SPA facilitates discharges and avoidance of hospital admissions where possible

SPA are an appointment-booking service
 SPA works in partnership with social workers and mental health nurses OOH

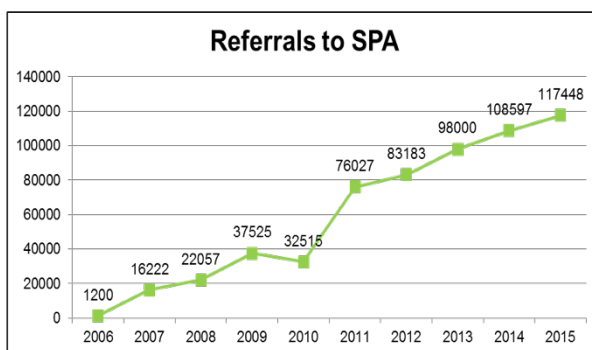


Who are Single Point Access ?

SPA is made up of 50 Administrators, 13 Nurse Advisors, Social Care Managers and a Business Management Team

SPA Contact Centre is located at Community House, Northern General Hospital Campus

Hours of service: 0800 to 2200 hours, seven days a week (out-of-hours cover provided by the GP Collaborative)



SPA, Florence & The Telehealth Pathway

SPA nurses triage Flo & Telehealth pathway patients

This optimizes community resources and enables patients to self-manage their LTC

SPA nurses have a wealth of telephone triage experience and are usually able to deal with the presenting situation over the phone and only pass on visits for community nurses were clinically indicated

SPA Telephone calls for January 2016	
Incoming	23,094
Outgoing	11,027
Average year to date	402,912

VISION

Primary & Community Care Staff will consider technology solutions as an integral part of the individualised assessment and care planning process, and embed use of a range of technologies to support improved quality outcomes.
 Provide opportunities for individuals to utilise technology solutions to empower them to be able to manage their long term condition and thereby increase quality of life.

PRINCIPLES

- Empower patients to enable them to proactively manage their own health needs
- Consider the use of technology to enable Self-care or assist individuals to be supported in their own home
- Adopt the use technology to enable informed clinical decision making and effective & timely intervention
- Have a proactive approach to care delivery: Right First Time
- Demonstrate effective and efficient use of resources

ACTIONS

- Explore the use of agile working and mobile devices in line with STH digital first strategy
- Explore innovative ways of working to enable efficient use of resources
- Develop a robust telemonitoring triage in SPA to support Telehealth delivery across community nursing services (SPA mobilisation)
- Embed the use of technologies including Florence to support patient care within Primary and Community Services
- Raise awareness of available technologies across the organisation
- Engage with key stakeholders: Commissioners , providers, Devices 4 Dignity, research, industry, NHS England