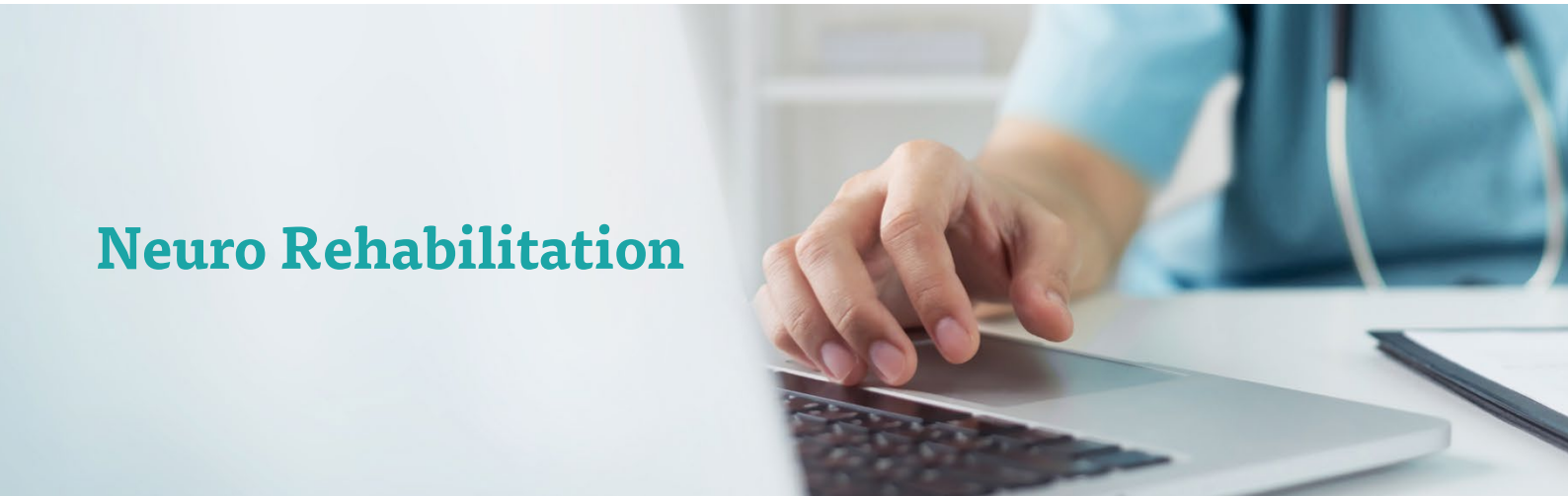




Neuro Rehabilitation

Background

Salford now has almost a 'directory of services' so that when you log onto Patient Pass you can see all the available services that are ready to receive tertiary referrals, a lot of which come from across Greater Manchester. Anyone can sign themselves up to make a referral into the service.

Each specialty has slightly different nuances to how they manage the referrals into their service. For Neuro Rehab the system takes 100% of the acute referrals.

Prior to Patient Pass, different services had different ways in which a referral could be received, for example, some would want to be bleeped, some would want a proforma sending by email, some would raise an order through EPR, and some would fax.

With Patient Pass you can see each service and make an appropriate referral.

Neuro Rehab (slower service to the acute service) – (pre stroke) received approx. 500 referrals in the last year (will be more when Stroke comes online) – All referrers told that they had to use Patient Pass so now 100% go through the system. Ways of working were updated so that Patient Pass was being monitored so that referrals were dealt with immediately and referrers had confidence that this would happen.

What were the drivers for implementing Patient Pass?

- The time it used to take to get through to clinicians in order to get advice & guidance or to make the referral – ED for example, trying to get hold of a registrar through a bleep, having to wait for them to call back, having to keep on trying whilst trying to treat other patients. For example, trying to track down say an orthopaedic consultant who may be in theatres can be very time consuming.

- Lack of governance.
- Lack of auditable documentation.
- More difficult when dealing with investigations and complaints.

How has Patient Pass improved outcomes for patients, staff, and the Trust overall?

- For Neurosurgery, spines and stroke – you put in your request, and it is dealt with straight away – this is immediate which is a game changer in terms of time, resulting in time saved for clinical staff and patients being treated more quickly. This ultimately improves Patient Safety.
- The Patient Pass bespoke forms mean they are customised to the specific service so that the referrals are well structured, and all the salient points are available for clinicians to be able to make the correct decision. Another great feature is the automatic prompt e.g. *“Has the following been completed? – PR examinations for Spinal patients or CT angiogram for stroke patients”*.
- Ensuring that 100% of referrals go through Patient Pass means that the quality of the referrals that we receive has greatly improved – salient clinical parameters are there already – also if a red flag comes up, the system requests that they phone a particular number immediately.
- Revolutionised how we manage referrals into Neuro rehab. Also means consultants aren't dealing with referrals that can be dealt with by registrars.
- Other platforms have certain levels of adaptability and functionality, but Patient Pass does exactly what the service needs it to.
- A big advantage is that Patient Pass pulls through demographic data from the national Spine and auto populates the referral form which also saves a lot of time.
- Improves timeliness and audit element so anybody can log on and see what discussions have been had on what date and at what time.
- The Patient Pass Neuro rehab module is used as a single point of access for referrals into the service. Previously, this was via many different types of referral, including fax which was not clinically safe as patients could wait longer or be missed all together. Every referral now comes through Patient Pass which takes all the details and these then go to one of the 3 weekly MDT's.
- The team then use the Patient Pass MDT module to immediately request more info or when a decision is made in the meeting the patient status can be updated or the patient is accepted. Whenever there is an update then the referring team is made aware.
- Everybody here can see when patients come in.
- See outcome of MDT – everyone can see them live.
- Because Patient Pass is used for handover in a morning, all referrals must be on the system.
- Investigations for complaints or incidents are made much easier as the audit trail is clear to see.

Testimonial

"Patient Pass has revolutionised how we manage referrals into Neuro rehab, it has been a game changer in terms of time saved".

"Anyone can sign themselves up to make a referral into the service. Patient Pass offers easy accessibility to referrals coming from across the region. The more services that use Patient Pass, the easier it becomes as everything is there in one place".

"The bespoke forms ensure the quality of the referrals that we now receive are customised to the specific service, the referrals are well structured and all the salient points are available for clinicians to be able to make the correct decision, however, if a red flag comes up, the system prompts the referrer to phone a particular number immediately".

"Because 100% of referrals go through Patient Pass it is used during handover in a morning".

"The service has seen improvements with prompt decision making, governance, and time saving".

"There has been universal agreement across the team that Patient Pass has completely changed ways of working for the better. Seen improvements with prompt decision making and governance. Time saving. No phone calls or multiple emails. Been a game changer for Neuro rehab".

"The Patient Pass team are so helpful and have ensured the system is adapted specifically to the service".

— Senior Manager, Medical Neurosciences