

Consultant Connect & SWFT: Keeping the Elderly and Frail out of Hospital

Press coverage is very positive

OWarwickshire world

Read | New health technology can cut out 50 per cent of unnecessary A&E referrals for the over 80s in south Warwickshire



Watch | BBC West Midlands: How SWFT has been using Consultant Connect for Frail and Elderly patients



Listen | BBC Radio CWR (Coventry and Warwickshire): SWFT & Consultant Connect



Patient experiences are better

- of calls to the Frailty Assessment PIFU line result in a **Community ACP visit** removing the need for patients to contact their GP or take themselves to ED
- 63% of calls from GPs to Care of the Elderly result in a hospital attendance being avoided
- of West Midlands Ambulance Service paramedic calls to the frailty unit result in a **hospital** attendance being avoided



Michelle Danhay, Advanced Clinical Practitioner SWFT: "Consultant Connect provides a quick access route for our team to consultants in the acute hospital. Clinicians can contact colleagues for advice whilst still in the patient's home, ensuring an agreed multidisciplinary management plan is devised."

Clinician experiences are better

25 seconds (average time taken for a call to be answered)

- **Dr Eliza Griffiths, Consultant SWFT:** "We had a system before for crews to call through a number, but calls didn't cycle through. Calls were unanswered. Now the fact that they can always get hold of someone is a huge benefit."
- **Dr Baskar Varadarajan, Consultant SWFT:** "It's about the simplification for end user to call one number for all things frailty and behind the scenes ensure the right person to answer the call is the game changer."

Direct access to high quality decision making from Consultants



The diagram below illustrates how the technology is used across the trust which ultimately works towards keeping patients out of hospital where appropriate or expediting discharge. All IG secure data, call recordings, and activity reports are available via the Consultant Connect platform for project leads to access when required.

Two-way communication between teams

Advanced Clinical Practitioner (ACP) Community Team

Calling Frailty Unit for Advice & Guidance

- >900 calls (incoming from Frailty consultants / Primary Care / Place-Based Teams - calls regarding referrals for same day assessments of deteriorating patients to prevent hospital admission)
- 29% of calls resulted in hospital avoidance

Read our blog article here

West Midlands Ambulance Service (WMAS)

Calling Frailty Unit for Advice & Guidance

Plan, Do, Study, Act (PDSA) initiative (1&2) results

- >230 calls placed to the Frailty Unit
- 16 seconds connection time
- 49% hospital avoidance
- 30% triaged to ED
- 21% triaged to Frailty

Read our blog artcle here

(over a 6-week period)

for February 2021

Data correct for PDSA 2 from April to June 2021

Data correct for PDSA 1

Primary Care

Calling Care of the Elderly for Advice & Guidance

 Incoming calls to primary care are directed to GP practice bypass numbers removing the need to wait on the general reception switchboard.

Two-way communication between teams

Frailty Unit

>2000 incoming Advice & Guidance calls to the frailty line from WMAS and ACP clinicians **39%** triaged to Primary Care/ Community / given advice for self-care 31% 29% triaged to ED to Frailty

Two-way communication between teams

Care of the Elderly

>600

Advice & Guidance calls (from Primary Care)

63% hospital avoidance

SWFT Frailty Service / Care of the Elderly

Patient Initiated Follow Up (PIFU)

PIFU: Frailty Service (coming soon)

This service will reduce bed stays for patients. Long-term patients will be able to talk directly to hospital clinicians after a hospital ward discharge, to avoid an unnecessary GP visit or ED attendance.

Virtual consultation service

Clinicians can use Patient Connect to deliver IG secure virtual consultations.

PIFU: Frailty Assessment Area (FAA)

This service allows patients who have attended the Frailty Assessment Area (FAA) and have received same-day treatment (were not admitted), to talk directly to the FAA following their attendance.

80% of these calls result in an advanced community practitioner (ACP) visit for the patient, preventing patients from contacting their GP or taking themselves to the Emergency Department (ED).

*Data correct as of September 2022 excluding PDSA. All outcome percentages are based on outcomes left.