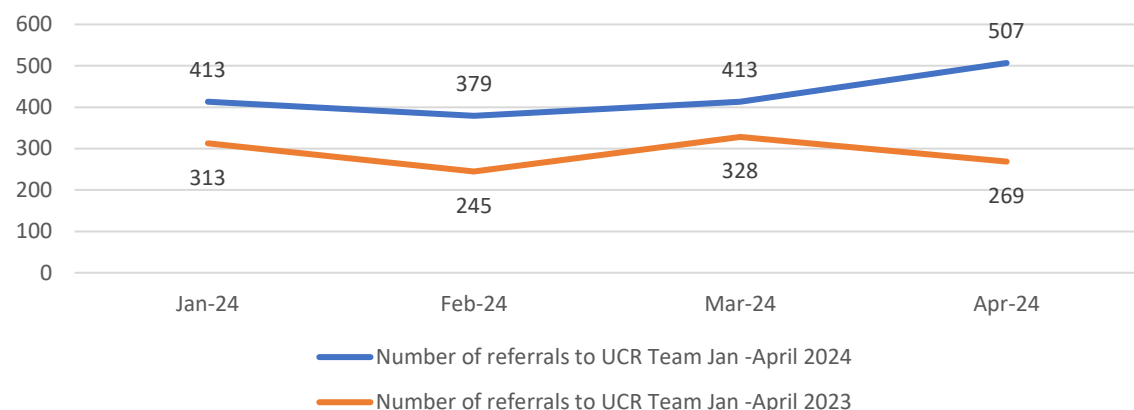


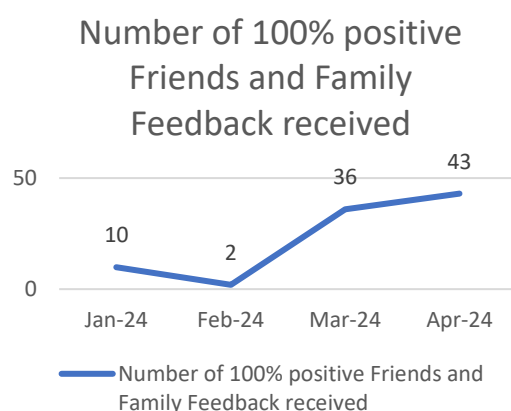
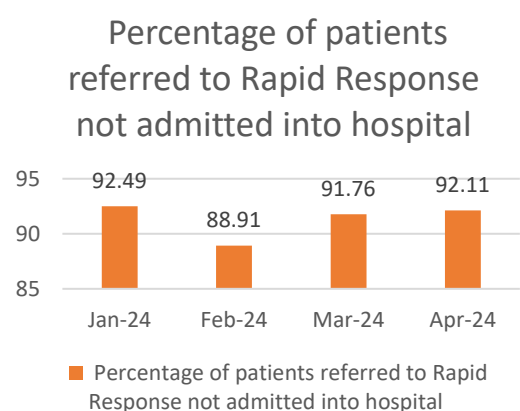
Urgent Community Response-Surge SOP

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Abstract

In March 2024 UCR implemented a 24-hour service to meet the demands of the 2-hour urgent community response standard working in partnership with WMAS, GP's, Social workers and health professionals. To support with the increase of capacity the Surge SOP was introduced to allow for patients to be safely risk assessed and monitored whilst awaiting a UCR visit. This saw a partnership between UCR, Care Navigation and the Virtual Ward Team.



Why was this Implemented?

Community UCR services may have received a surge of referrals which outstrips their capacity and means they are unable to provide a response within 2 hours of receiving a call. As a result, the service may have had to temporarily close to new referrals until capacity becomes available which could have resulted in conveyance to hospital whereby home treatment was available has capacity been available.

F&F Feedback April 24- UCR- I have received better treatment than being in hospital. We have been kept well informed. Excellent service being treated and cared for in the comfort of my home.

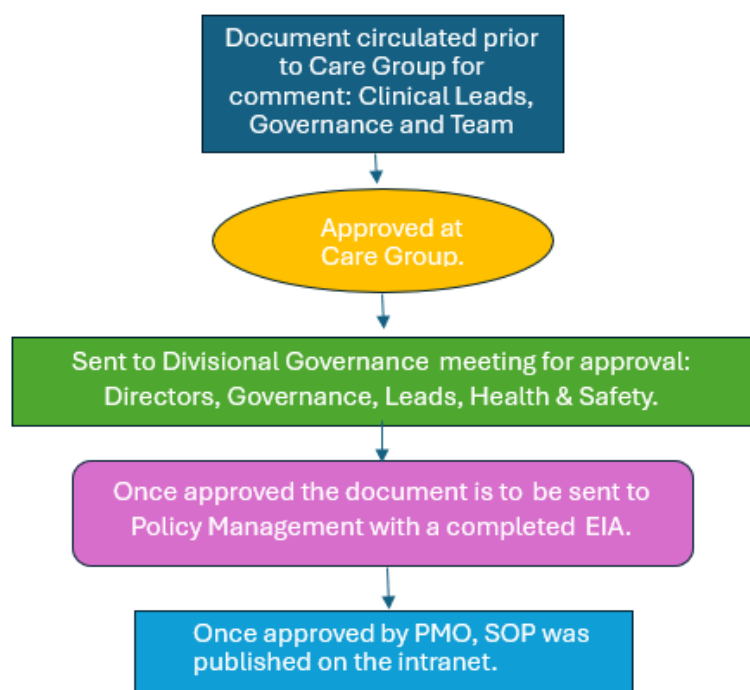
F&F Feedback Mar 24- UCR- You came so quick So impressed with the service We've been going round in circles for months and you've help sort out my problems in a day- got rid of some of my medications as well which is great , I was rattling!

Impact since implementation?

The team took an increased number referrals, with a reduction in the overall declined referrals. The change lead to review of patient flow, across all service which created the opportunity to reassign the task of allocation to a central service, thus ensuring effective oversight of all services capacity. As displayed in the graphs patients are positive about the changes, referrals have increased significantly and patients are not being admitted to hospital.

SOP created by:

- Fiona Micheli- Clinical Lead Urgent Community Response.
- Jessica Holmes- Stanley- Lead Advanced Clinical Practitioner - Community Division, Non-Medical Prescribing Lead for Community, Service Lead for EHCH Team.
- Matthew Dodd- Director of Operations, Walsall Together.
- Dr Simon Harlin- Community Division Clinical Lead.



The next Steps:

- Continue to provide a responsive UCR service to meet the demands of the population of Walsall
- To review current workforce structure
- To evolve and support the current ACP workforce including trainee ACP's
- To upskill ACPs to deliver close working relationships with the Inpatient Palliative Care Unit (Hospice)

Urgent Community Response

'UCR Team is a Rapid Response Hospital avoidance team providing urgent care to people in their own homes to avoid hospital admissions and enable people to live independently for longer'

Working in partnership
 The Royal Wolverhampton NHS Trust
 Walsall Healthcare NHS Trust