



SERVICE ON A PAGE: CLINICAL ASSESSMENT SERVICE (CAS)

Hours of operation: 24/7

Service Overview

The Clinical Assessment Service (CAS) involves patients receiving a clinical triage/telephone post non-clinical call handling/algorithmic outcome via NHS111/ 111 online or 999. Dispositions include:

1. Low acuity ambulance (cat 3 and 4)
2. Advised to attend ED outcomes/ETC outcomes
3. Same day Urgent face to face outcomes
4. Some same day primary care dispositions.

These cases are digitally transferred to a clinical assessor in the alliance (Bardoc, GTD and Mastercall) for an enhanced clinical assessment.

Aim of the Service

To ensure the patient is managed the best possible way using the most appropriate service (think about the services we can access)

“Right care at the right place at the right time.”

Objectives

Reduce unnecessary conveyance to emergency and urgent end points.

Allow NWS to focus on higher cat patients 1-2.

Better patient outcomes: Improved ambulance response times saves lives

Ensure the patient is on the most appropriate onward care pathway, Ambulance upgrades when appropriate

Supporting cost-effective commissioning; right place, at the first attempt AT SCALE across GM

CAS Criteria

Inclusion:

1. Low acuity ambulance (cat 3 and 4)
2. Advised to attend ED outcomes/ETC outcomes

EXCLUSION CRITERIA

Cat 1 and 2 ambulances



CONTACT

**PLEASE NOTE THIS IS NOT A
REFERRING SERVICE AS
CALLS ARE SENT FROM 111/**