

SERVICE ON A PAGE: TRAFFORD PATIENT ASSESSMENT SERVICE

Hours of operation: 8am-8pm, 7 days a week

Service Overview

Trafford patient assessment service (TPAS): Remote assessment of patients who otherwise would have gone to accident and emergency. Based within the urgent Treatment Centre.

People are encouraged to ring 111 if they need urgent clinical attention, or 999 if they require emergency care. The outcomes of these remote assessments are not always what the patient needs. TPAS gives clinicians the opportunity to better assess and guide the patient to the correct care. TPAS calls come from a higher acuity than standard OOH calls being made up of ex 999 calls and 111 calls that would have been streamed to an A&E but we know that these cases do not all need this level of care, after assessment we deflect approximately 70% of calls away from the emergency departments.

We ring the patient to assess them and either give advice, treat remotely by sending an electronic prescription to a pharmacy near to the patient, book a patient into the Urgent Treatment Centre (UTC) at Trafford, book them into an in-hospital speciality or escalate to emergency care if needed.

Aim of the Service

- Assess patients remotely and match them to the care they need.
- Support safe care closer to home
- Effectively assess and book patients into the service required thus manage resources
- Reduce inappropriate presentations at local A&E departments.



CONTACT

The service should be accessed calling 111 or 111 On-line

**Please note referrals are between 8am-8pm, 7 days a week.*

Criteria: Unscheduled Urgent Care

EXCLUSION CRITERIA

Patients presenting with immediately life-threatening illness and/or injuries: **Ambulance or A and E.**

Acute mental health unless accepted by the GMMH team onsite.

- High mechanism trauma (for a Trauma centre)
- Acutely unwell adults and paediatrics: **A and E or a children's A and E as appropriate.**
- Paediatrics under 2 years (unless a primary care presentation). **Under 2 Minor injuries will not be seen in the Injury stream at Trafford. GP appropriate presentations of the under two's are ok if not acutely unwell.**
- Patients suitable to stream to Emergency Multidisciplinary Unit: **Complex medical patients with urgent presentations such strokes, heart attacks, significant head injuries, uncontrollable bleeding or complex medical or surgical presentations that may require immediate admission to a speciality.**
- Patients likely to be admitted as there are no admission beds at Trafford.