

COMMUNITY IV SERVICE

A CASE STUDY

Hear the real impact through the eyes of a patient

ABOUT MASTERCALL'S COMMUNITY IV SERVICE

Our community-based IV service is available 365 days a year, 8am – 10pm. Our team of experienced practitioners can complement care at home by offering:

- Rapid assessment, intervention and daily review of intravenous treatments with senior clinical support.
- Supportive clinical interventions including venous blood sampling, IV antimicrobial, rehydration therapies
- Regular clinical updates and MDT input
- Out Of Hours clinical support to ensure continuity of care

By providing IV antibiotics & IV fluids, we are able to manage the treatment of patients in their own home. These are patients who would normally have been admitted to hospital.

Referrals are taken from Stockport GP's, district nurses, secondary care settings.

PATIENT X: BACKGROUND HISTORY

The patient, who will remain anonymous was diagnosed with Pulmonary Valve Endocarditis. He has been in and out of hospital since birth with heart related issues. Then in 2022 he became very ill, requiring an ambulance. It was discovered that he had 3 holes in the heart. In May 2022 he underwent open heart surgery but had to be readmitted with an infected valve. The patient was then diagnosed with Pulmonary Valve Endocarditis and required daily antibiotics.

He was referred to Mastercall's IV service. We were able to administer IV antibiotics daily for 3 months at the patients home until the patient became well enough to stop the antibiotics.

In 2023 he became very unwell again and had to undergo another procedure. The patient was referred back to Mastercall where we administer IV antibiotics and carry out blood tests fortnightly. This is ongoing.

TREATMENT

Mastercall currently administer IV antibiotics and perform blood tests fortnightly for the patient. The patient requires regular blood transfusions. Mastercall checks blood test results on site and quite often arranges for same day care with Stepping Hill if required in order to avoid delays in the Emergency Department and improve patient flow.

THE IMPACT

By working collaboratively, Mastercall's Community IV service helps reduce the extreme strain the NHS is under. By treating patients in their own or care setting, not only do we free up vital beds, the patient's feel much more settled being treated in their own homes, surrounded by their loved ones.

THE REAL IMPACT

We can bombard you with hard hitting facts about how much this vital service is helping reduce hospital admissions and the positive impact it is having, however the real testament has got to be the day to day impact that it's having on the patient.

Below we hear directly from the patient himself about the real impact the Community IV service has had on him.

"I was diagnosed with heart disease as a baby and was referred to Liverpool Heart & Chest Clinic (was Liverpool Royal). In 2022 I became extremely unwell. I needed an ambulance. It appeared I had 2-3 holes in my heart. I was all swollen. They managed to stabilise me and I was allowed home for a few weeks then back for open heart surgery in May 2022. Due to the Endocarditis, I needed antibiotics daily. I was referred to Mastercall who gave me the antibiotics at home. **Mastercall went the extra mile for me.**

I started to get better and even went back to work. Then in 2023 I started feeling dizzy and my legs swelled. I had to have another procedure early 2024. I was referred back to Mastercall in February 2024. I needed IV antibiotics and a blood transfusion every 2 weeks. **I was going stir crazy at home so I asked Mastercall if I could come to them to have my antibiotics and bloods taken. Mastercall organised transport, did everything. They also helped with my anxiety by letting me go in a room on my own to wait, always asking if I need anything and if I'm ok.**

As well as giving me my IV Antibiotics, Mastercall also take my bloods. Depending on the results, they will sort an appointment at Stepping Hill for my Blood Transfusion on the same day, if needed. This takes away all the stress. If I had gone to the doctors, it would have been a few weeks.

Every time I go to Mastercall, I don't have to wait long at all. It's a life saver with my anxiety. I have a special bond with Zoey, she's brilliant. Everyone is great, they can't do enough for me."

SAVINGS TO THE SYSTEM

circa
188 no. of patient visits every month to enable them to have a better quality of life

circa
20 no. of patients every month

circa
37 no. of bed days saved every month

At least **£12,765** cost savings every month

In 2020/21, the average daily cost of a standard NHS hospital bed was £345. While these figures may have changed over time, and the cost can vary depending on the type of admission avoided, this highlights the significant impact of preventing hospital admissions.

Source:

UK Parliament : <https://questions-statements.parliament.uk/written-questions/detail/2023-03-14/165361>

The King's Fund: <https://www.kingsfund.org.uk/insight-and-analysis/data-and-charts/key-facts-figures-nhs>

Patient X has spent 150 days so far with Mastercall's IV service

Avoiding hospital admission saves:

Cost of ambulance: £240

Ambulance investigations: £100

Cost of A&E arrival: £100

1st bed day: £400-£600

Bed days thereafter: £220

Food for thought...



The patient also suffers with anxiety. Being able to be treated in a stress-free way is so important

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