

4.3 EMERGENCY CARE PRACTITIONER (ECP) SERVICE

4.4.1 ECP Service Outline

The aim of the ECP service is to support the wider urgent care system in Doncaster and help to avoid unnecessary admissions to/attendances at hospital by working in a community setting and treating patients in their usual place of residence where an urgent need has been identified. The ECP service provides a key urgent care first contact service, accessed by a range of professionals through referral.

The ECP service will be predominantly community based and will work closely with existing community services, with the ultimate aim being to bring patient care closer to home and in doing so, support the reduction of hospital admissions and attendances.

The service will run 24 hours a day, 7 days a week, 365 days a year (366 in a leap year).

4.4.2 Benefit Aims

The aim of the ECP service is to provide support to the wider urgent care system in Doncaster and help to avoid unnecessary admissions to/attendances at hospital by working in a community setting and treating patients in their usual place of residence where an urgent need has been identified. It is expected that the service will provide the following where a health or social care professional has identified an urgent need:

- Reduce avoidable patient attendance at the DRI ED
- Contribute towards the avoidance of patient admissions to hospital by providing assessment, diagnosis, treatment, referral, review or discharge as appropriate for the patient at initial point of contact which may be in a clinical or non-clinical environment
- Refer to the Rapid Response service, where appropriate, for health and social care support in order to avoid conveyance to the hospital
- Contribute towards a reduction in 999 ambulance transportations
- Provide care in a variety of clinical and non-clinical settings such as residential and nursing homes, patient's homes, schools and other settings as necessary
- Enhance the quality of the patient/service user experience
- Work in partnership to complement existing and future urgent care services in Doncaster

4.4.3 Service Description and Requirements

The ECP service will:

- Assess, plan, treat and evaluate urgent care at an advanced level
- Work autonomously, exercising a high degree of critical judgement to improve outcomes and experiences for patients
- Provide expert clinical advice and expertise to patients, service users, carers and colleagues
- Work as an expert practitioner, diagnosing, initiating treatment and referring onwards when indicated
- Evaluate and manage a patient's response to treatment

The ECP service will be provided to any patient excluding children aged under 5 years old (i.e. to include patients registered both locally or elsewhere, unregistered patients and those ineligible for UK primary care services but deemed in need of immediately necessary treatment) referred with a condition or complaint that requires an urgent response and can be most appropriately managed by the ECP service.

In addition, the ECP service will develop close working relationships with bordering commissioners in order to agree cross border protocols so that patients always receive access to healthcare services and there is no undue delay due to disagreement over which commissioner is responsible for a patient.

The ECP service must include the following as a minimum, however this list is not exhaustive:

- Management of acute medical conditions/presentations to avoid hospital admissions
- Recognition and treatment of acute exacerbations of the following long term conditions and ambulatory care sensitive conditions:
 - Influenza and Pneumonia
 - COPD
 - ENT
 - Dehydration and Gastroenteritis
 - Cellulitis
 - Convulsions and epilepsy
 - Asthma
 - Heart Failure
 - Angina
 - Diabetes complications
 - Deep Vein Thrombosis
 - Stroke
- Treatment of minor injuries
- Treatment of minor and moderate illnesses
- Be able to issue prescriptions in line with Doncaster formularies, national and local guidance
- Prescribe within NHS Doncaster CCG Patient Group Directions, ECP Clinical Guidelines and the scope of professional practice
- Information and advice on self-care and healthy living
- Follow-up telephone contact if appropriate (but not to repeat assessment already conducted)
- Any other urgent treatment and/or services as may be deemed appropriate and in the best interest of the patient including determining whether to treat, discharge, transport, organise transport or refer patients to other services

4.4.4 Staffing

The ECP service will be staffed by Emergency Care Practitioners, supported by call handlers who will respond to the initial call into the ECP service.

4.4.5 Access

Access to the ECP service will be for health and social care professions only, as listed below, and will be via an identified telephone number.

The ECP service will receive referrals from a number of sources in Doncaster including:

- Directly from GP Practices
- GP Out of Hours Service
- Yorkshire Ambulance Service
- NHS 111
- Community Nursing Teams
- Mental Health Services
- Senior Nurse/Officer in Charge at Residential/Nursing Homes
- Social Care Bed Based Services
- Social Care Urgent Response Services
- Schools
- Domiciliary Care providers

All consultations and external visits are to be assessed and prioritised in all cases according to clinical need and must be delivered within 1, 2 or 6 hours depending on clinical need.

4.4.6 Place of Residence Visits

The decision for the need for a face to face consultation at the patient's current location will be made by a suitably trained member of staff. Such visits will be made by a clinician, using a suitably medically equipped vehicle, who will treat either in situ, arrange for further site based treatment to be provided or send the patient to the appropriate assessment unit.

4.4.7 Diagnostics

The Provider must agree direct access pathways with Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust for appropriate diagnostic services to avoid unnecessary ED attendances, for example x-ray.