

REDUCING A&E ATTENDANCES THROUGH BETTER COMMUNICATION

By enabling GPs and Acute Specialists to talk and share information patients are diverted away from A&E



Gloucestershire CCG and Gloucestershire NHS Foundation Trust wanted to redesign their urgent care service. One aim was to encourage GPs and others working in primary care to speak directly with Acute Specialists at their local hospitals to ensure patients get the best care in the most appropriate setting. To achieve this they implemented SmartReferrals by Cinapsis which allows GPs and hospital specialists to use their own devices to talk and securely share information in order to improve patient flow.

IMPROVING PATIENT FLOW - TWO REAL CASE STUDIES

Case study 1 - avoiding A&E attendance

Patient with lung cancer presents to her GP short of breath. A pulmonary embolism is suspected. Prior to Cinapsis, patient would have been sent to A&E. After redesign, the GP connected directly to an Acute Medical Consultant who advised prescribing anticoagulant immediately and sending patient home. A CT scan and an Ambulatory Care Unit appointment were organised for the following day.

Case study 2 - management in the community

Patient with unilateral leg swelling presented to his GP who suspected a DVT. Using Cinapsis, images were shared by the GP with an Acute Medical Consultant who helped diagnose a complex baker's cyst and advised management with pain relief in the community.

62% REDUCTION IN A&E ATTENDANCES FROM PRIMARY CARE

13% MORE PATIENTS TREATED IN THE COMMUNITY

9% NET ANNUAL SAVING

£1.8 MILLION ANNUAL SAVING FROM TOTAL OF 17,700 A&E ATTENDANCES FROM GENERAL PRACTICE

AMBIWL

NA265

SIGNIFICANT IN-YEAR COST SAVING

Closer collaboration between primary and secondary care clinicians delivers on the NHS Long-Term Plan by improving patient flow and reducing A&E admissions.

Feedback from CCG and Trust:

"Most patients can appropriately bypass A&E and some can avoid unnecessary hospital admission."

"Patients are being better directed to the most appropriate healthcare setting, with fewer unnecessary overnight stays."

"It helps consultants to control the flow of patients to Cheltenham General Hospital or Gloucestershire Royal Hospital depending on demand and stagger referrals so that patients can attend at an appointment time and spend less time in the department."

Helen Brock, Commissioning Manager for Urgent Care

Gloucestershire Hospitals **NHS**
NHS Foundation Trust

"It's quick and easy to use."

FOR MORE INFORMATION:

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