



Transformation: Community Matron to Rapid Response Advanced Community Practitioner

Laura Lane

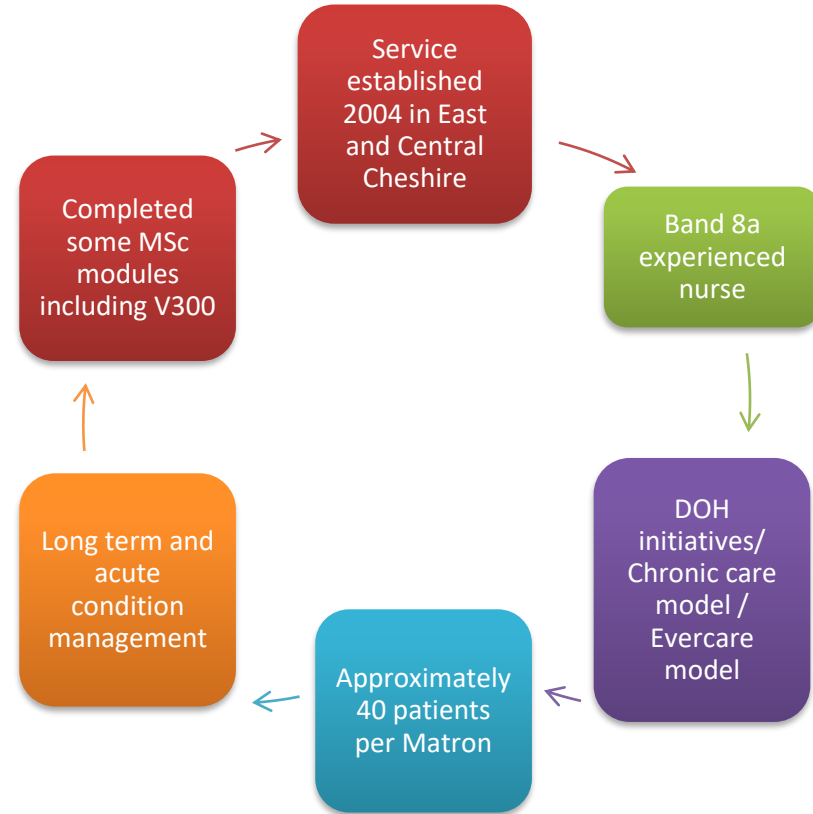
- Advanced Community Practitioner

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Previous role: Community Matron

‘The Community Matron is an advanced level nurse, concentrating on case management for patients with long term conditions, aiming to reduce unplanned hospital admissions, support patients, encouraging self-management and early recognition and treatment of condition change’
King’s Fund (2010)



Drivers and rationale for change

Responsive: Ownership of our service

Population needs

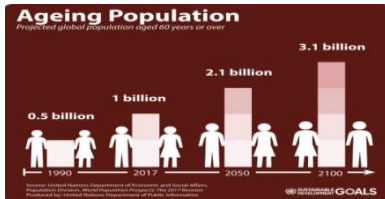
Urgent assessment

Policy recommendations

Empowering patients and staff

Equality across geographical footprint

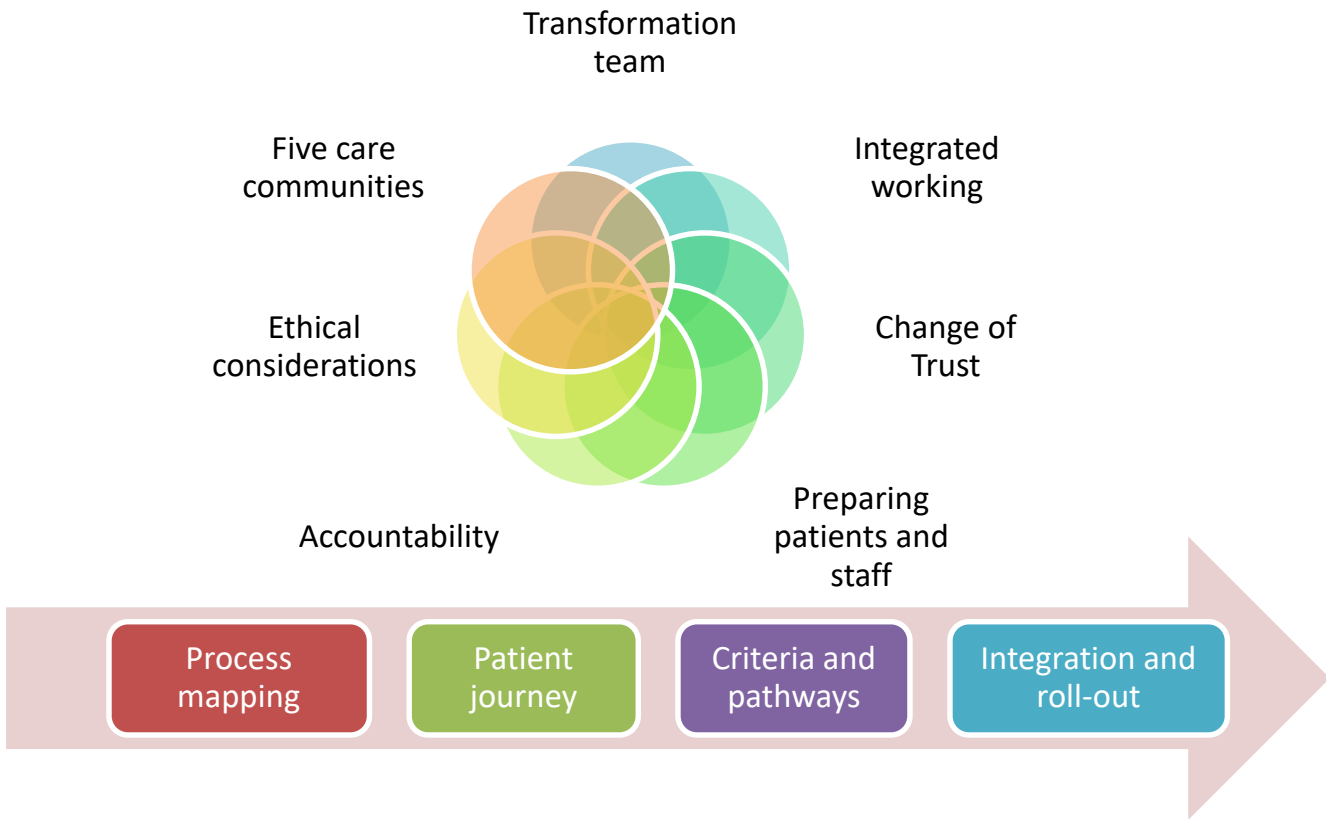
The needs of a modern NHS



Gaps in service provision



Management of change



Rapid Response Advanced Community Practitioner Service

New Advanced Practitioner Rapid Response service

Hospital admission avoidance

(Adults only 18 years +)

The service is led by Advanced Practitioners who will offer an urgent-2-hour response time between

9-4pm Mon-Friday (excluding Bank Holidays).

01270-275823

Possible conditions that could be supported:

- Cellulitis/red legs/swollen legs
- Off legs/reduced mobility/acute falls
- Acute confusion (not alcohol, drug related, or due to a head injury)
- Urinary symptoms/foul smelling urine/suspected UTI
- Diarrhoea or constipation
- General malaise/off food
- Chesty cough or increased breathlessness in line with a COPD exacerbation, heart failure decompensation or a chest infection

The Advanced Practitioner rapid response service will offer a real alternative to hospital admission avoidance for patients who are having an acute episode of ill-health, e.g. having an exacerbation of a long term condition that, with appropriate and timely health assessment could remain at home

Please note that although this is a rapid response service it is not an alternative in an emergency situation such as severe breathlessness, or where a CVA or myocardial infarction is suspected.

Please discuss with the service if you are unsure whether to refer in. Patients who are able to access the GP practice would be excluded from this service.

9 ACPs across 5 care communities

Band 8a Registered nurse / AHP

MSc Advanced Practice

Input for up to 72 hours

No caseload

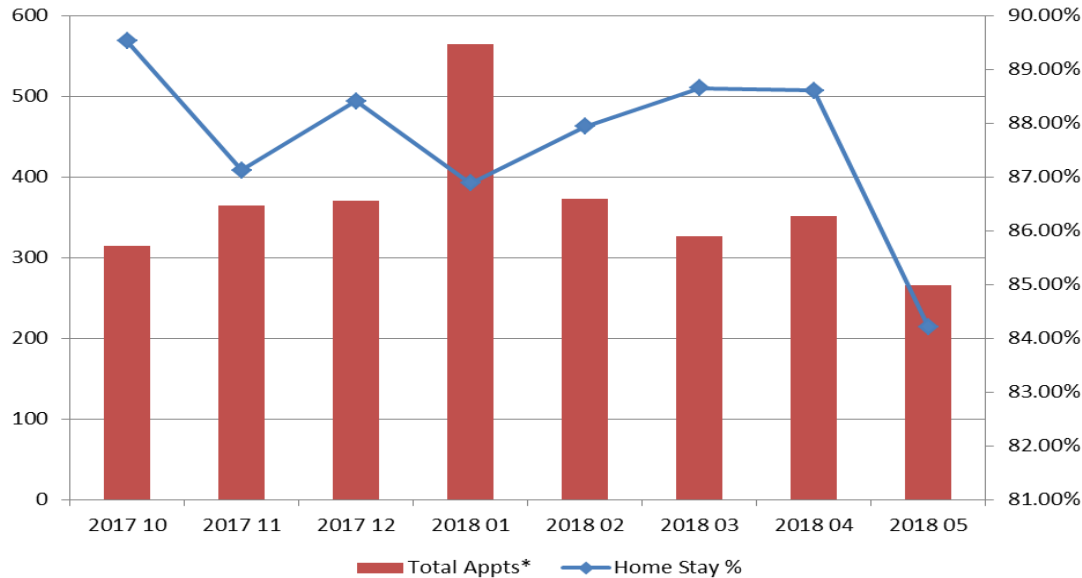
Timely referrals onto other services

Phased implementation period Summer 2017



Hospital avoidance

Number of referrals received and % of patients who remained at home within 14 days of contact with the Rapid Response Team



October 2017 – December 2018: 6000 patients seen across all areas

72 per cent avoided hospital admission, all avoided GP visit

Average amount of contacts: 1.5

85 per cent Rockwood score 5 or more

Average age of patient 81 years

Staff survey and patient/carer questionnaire

STAFF

Positive / negative comments

“We find this service very helpful with getting vulnerable patients seen quicker and helps to reduce the GP home visit workload.”

“An excellent service which keeps people out of hospital.”

“More ACPs to cover holidays, sickness and other absence.”

“Please increase capacity and access.”

PATIENTS/CARERS

98.81% were very satisfied with the quality of the service they received

“At the time of his fall and speaking on the phone with his doctor. We had immediate response from the team – no waiting at all.”

“Very efficient and helpful and friendly.”

“The speed of examination, prescribing the necessary medication and organising equipment from the suppliers. Also putting into motion the possibility of visiting assistance.”

99.28% would recommend this service to a friend

“The option to be treated at home and without the fuss of hospital.”

Promotion

Embedded into the integrated team

Increased referral sources via SPA – Ambulance service can refer directly in

Local papers and national news – Channel 5

Social media contacts

Presented model of care to NHSI regionally and nationally, HEE conference

Shortlisted Nursing Times Awards – Community Nursing Category

Journal article submitted

Shadowing and support from acute / secondary care

Education - Guest lecturers at the University of Chester

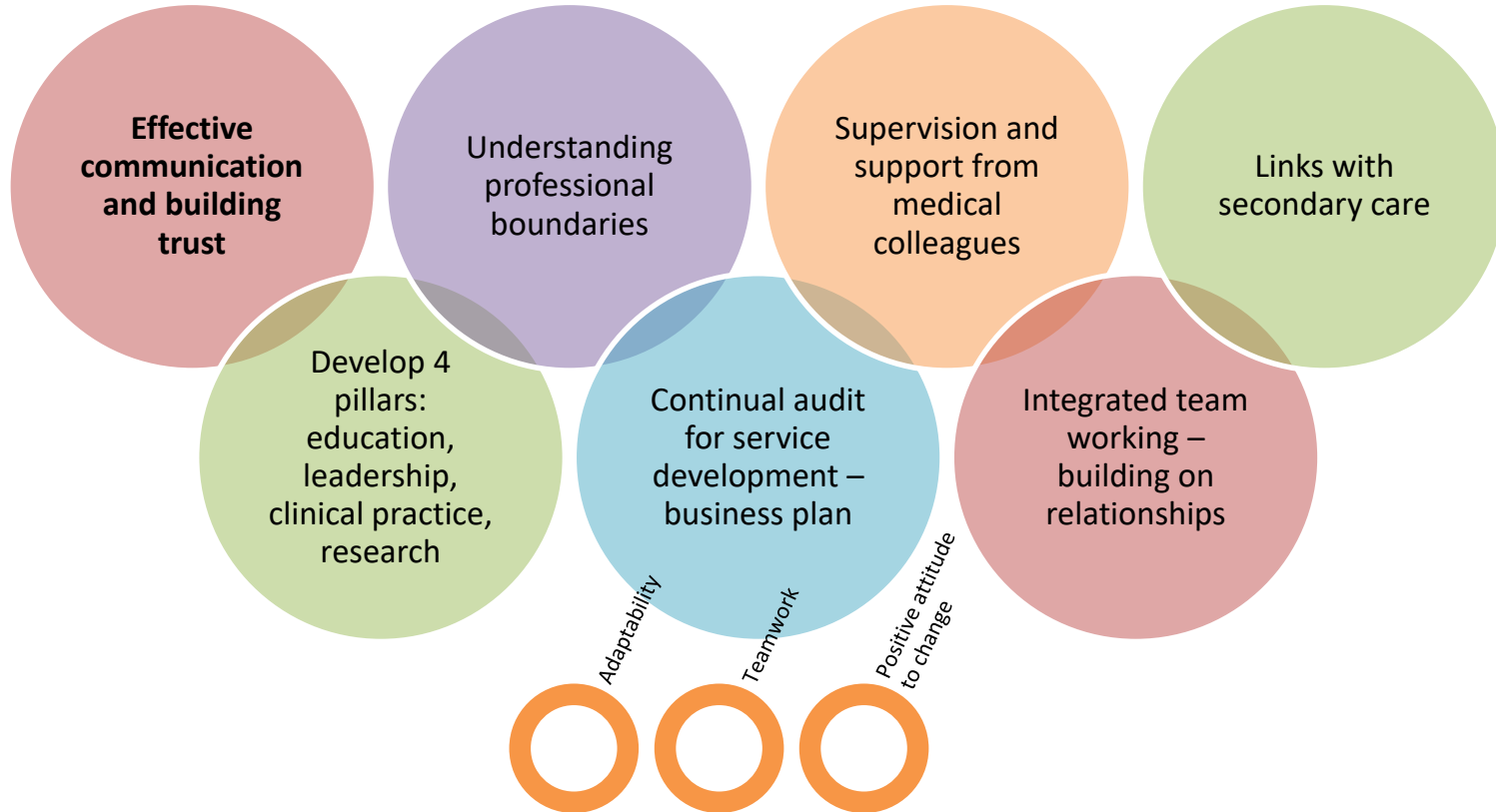
Attend meetings in acute and community sectors

Training programmes for ACPs

Joint training sessions with secondary care

HEE conference and invites to present at national conferences

Sustainability and plan



Questions.....

