

Title	<b>SINGLE POINT OF ACCESS FOR ADULT SERVICES - BIRMINGHAM</b>			Number	<b>CL35</b>
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Author:	Bill Moss			Version:	2.3
Other Ref:	<a href="https://www.bhamcommunity.nhs.uk/contact-us">https://www.bhamcommunity.nhs.uk/contact-us</a> BCHC Switchboard - 0121 466 6000				

## Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
31.10.20	Reviewed, update of contact details	SBr / SMcD
09.03.21	Reviewed, no change	SB, SBr
03.10.23	Reviewed, add details into Other Ref	SBr

## Introduction

The single point of access helps professionals arrange the right care for urgent and non-urgent referrals, helping to prevent avoidable hospital admissions and effectively manage long-term conditions in the community.

Urgent calls will be dealt with by a senior nurse – direct professional to professional contact.

The service Birmingham Community Healthcare provides is;

- Referral management and messaging for community nursing and therapies
- Urgent assessment, care co-ordination and community beds service for any patient registered with a Birmingham GP
- Access to acute bed bureau for urgent medical / surgical management

The service can be accessed through the following telephone number **24 hours a day 7 days a week;**

**0300 555 1919**

## Birmingham Community Healthcare Provide

- Senior nurses with advanced clinical assessment, diagnostic and prescribing skills
- Care staff
- Physiotherapy and occupational therapy support
- Social workers
- Registered mental health nurses

The single point of access can co-ordinate case delivery including;

- Advanced assessments within two hours for patients needing urgent health interventions and who can remain at home
- Access to acute bed bureau for medical / surgical admissions
- Step-down to community nursing for longer term needs
- Four-hour response for patients needing district nursing care, long-term condition management and treatment at home
- Provision of urgent equipment to avoid acute hospital admission
- Admission to community bed-based services, where appropriate
- Intravenous antibiotics
- Assessment for domiciliary therapy (physiotherapy and occupational therapy)
- Liaison with patients GP to effectively manage clinical care at home and the wider health and social care system

### Who can be referred:

- Are over 18 years of age
- Are registered with a Birmingham GP
- At high risk of an avoidable admission and in need of urgent assessment
- Require non-urgent nursing or therapy services in their own home
- Require management of complex long-term condition; palliative/end-of-life care in their home

### Using the Single Point of Access

Please be ready to provide;

- The patients details including name, address, phone number, date of birth and NHS number
- Reason for referral and patients' health condition
- Information on whether your patient needs urgent care so you can discuss options and agree a response with a senior nurse.

