Oxfordshire Place-based Partnership

NHS
Buckinghamshire, Oxfordshire and Berkshire West
Integrated Care Board

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2nd December 2024

Dear Colleague,

Oxfordshire's same day care single point of access service for adults – latest update

The new single point of access (SPA) service for patients registered in Oxfordshire was launched on 5 November 2024, covering all referrals for adults needing same day community care.

This important new initiative was launched in response to national guidance issued by NHS England, whereby providers of community physical health services are expected to introduce a single point of access (SPA) for all health and care professionals, including GPs, wishing to make referrals for their adult patients who need to access same day care services. In Oxfordshire's case, this includes the Emergency Multidisciplinary Units (EMUs) at Witney and Abingdon community hospitals, the Rapid Assessment Care Unit (RACU) at Townlands hospital in Henley, home visiting by urgent community response teams and hospital at home service.

The new SPA function is intended to streamline the referral process for clinicians and reduce the burden for practices and other referrers. It has at its centre a multidisciplinary team, that will help the delivery of urgent care at home through effective co-ordination to ensure a timely, right response. In essence, therefore, the new service aims to reduce referrers having to call multiple teams.

- As the service evolves, the team leading the work is aiming for a clinically led triage service that is available initially 12 hours a day, 7 days of the week that will support patients being given the right care, by the right clinical team

It is now approximately 4weeks since the new SPA went live,. I wanted to thank you again for your patience and support ever since. Set out below is some of the early feedback received in terms of what has gone well, along with areas where further improvement is needed.

What has gone well:

- Time to answer calls has remained within expected limits and the average has not exceed three minutes. Although there have been periods of pressure where call waits have been up to 10 minutes, work is underway to understand and take steps to address this when it happens.
- Good opportunities to undertake joint triage between SPA and Oxford Health's community-based teams, allowing comprehensive triage and allocation to the most appropriate team.
- Successful redirection of referrals into community same day emergency care (SDEC) units with opportunity to prevent conveyance and increasing visiting capacity – to date only three referrals had to be declined due to capacity issues.
- Good support for face-to-face and virtual working through new EMIS template.
- Out-of-hours duty desk now in SPA at weekends, which supports better communication and joint working that has further increased visiting capacity over the weekend period.
- Colocation of the adult social care duty desk to support closer working

Areas for further development:

- There have been some delays following answering the call in completing the triage of a patient with a clinician. This process is under constant review and as the staff complete their training, these delays will reduce.
- A process review is underway to ensure patients that are not appropriate for the service are identified more quickly and redirected to other services to prevent delays.

To support the development of this new pathway, we would ask all our referrers continue to use the new SPA line for any urgent same day care activity. Any non-urgent queries and referrals should be emailed to the SPA team (spa.communityreferrals@oxfordhealth.nhs.uk). It is important that non-urgent requests are sent by email, as this will support us in keeping the phone line available for urgent requests only. To remind you, the SPA number for urgent referrals is 01865 904966 (8.00am to 8.00pm, seven days a week).

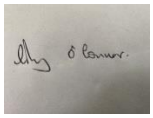
We have set up regular feedback sessions which can be seen below and would encourage you to join these if you have concerns and/or questions. Should you prefer, there is also a feedback form SPA Go-Live Survey and email address to provide feedback on the service cstransformation@oxfordhealth.nhs.uk

- 4 December 2024 – 12.30 to 1.00pm
- 5 December 2024 – 1.00 to 1.30pm
- 11 December 2024 – 12.30-1.00pm
- 12 December 2024 – 1.00 to 1.30pm
- 18 December 2024 – 12.30 to 1.00pm
- 19 December 2024 – 1.00 to 1.30pm

Meeting invites were sent out previously for these sessions, so they should be in your inbox already. If you can't find the Teams invite, please just email cstransformation@oxfordhealth.nhs.uk.

In the meantime, as we continue to develop the new service, we would be grateful if you bear with us and ensure any issues you experience are reported through any of the above channels. We would also be very grateful if you would ensure that this letter is brought to the attention of your colleagues in your practice or service.

Yours sincerely,



Lily O'Connor
Programme Director for Urgent and Emergency Care for Oxfordshire, NHS Buckinghamshire, Oxfordshire, and Berkshire West Integrated Care Board



Ross Cornett
Head of Same Day Care Services, Oxford Health NHS Foundation Trust