In Practice | Keeping Frailty patients out of hospital in South Warwickshire

South Warwickshire NHS Foundation Trust's (SWFT) Frailty Service has been leading an array of activities, using Consultant Connect to aid frailty patient referrals. The diagram below illustrates the key activities across the trust which ultimately work towards keeping patients out of hospital where appropriate or expediting discharge. All **IG secure** data, call recordings, and activity reports are available via the Consultant Connect platform for project leads to access when required.

Two-way communication between teams =

Advanced Clinical Practitioner (ACP) Community Team

Calling Frailty Unit for Advice & Guidance

- >400 calls (incoming from Frailty consultants / Primary Care / Place-Based Teams - calls regarding referrals for same day assessments of deteriorating patients to prevent hospital admission)
- 40% of calls resulted in hospital avoidance

Read our blog article here

West Midlands Ambulance Service (WMAS)

Calling Frailty Unit for Advice & Guidance

Plan, Do, Study, Act (PDSA) initiative (1&2) results

- >230 calls placed to the Frailty Unit
- 16 seconds connection time

Read our blog article here

- 49% hospital avoidance
- · 30% triaged to ED
- 21% triaged to Frailty

Data correct for PDSA 1 for February 2021

Data correct for PDSA 2 from April to June 2021

Primary Care

Calling Care of the Elderly for Advice & Guidance

 Incoming calls to primary care are directed to GP practice bypass numbers removing the need to wait on the general reception switchboard.

Two-way communication between teams

Frailty Unit

>1300 Advice & Guidance calls (from ACPs / WMAS) **33%** triaged to Primary Care/Community

27% triaged to ED **40%** triaged to Frailty

communication between teams

Two-way

Care of the Elderly

>400 Advice & Guidance calls (from Primary Care)

hospital avoidance

SWFT Frailty Service / Care of the Elderly

Patient Initiated Follow Up (PIFU)

PIFU: Frailty Service (coming soon)

This service will reduce bed stays for patients. Patients will be able to talk directly to hospital clinicians after a hospital ward discharge.

Virtual consultation service

Clinicians can use Patient Connect to deliver IG secure virtual consultations.

PIFU: Frailty Assessment Area (FAA)

This service allows patients who have attended the Frailty Assessment Area (FAA) and have received same-day treatment (were not admitted), to talk directly to the FAA following their attendance.

This prevents patients contacting their GP or directly taking themselves to ED.

Data correct as of December 2021 excluding PDSA.

