

MHAG – Update

Single Point of Access

The aim of the Single Point of Access is to ensure that patients with emergency care needs are treated in the right place, with the right facilities and expertise at the right time. To this end KMPT has undertaken to implement a clinically facing Single Point of Access in March 2016.

Progress to date:

Phase	Description	
Phase 1	24/7 access point in the form of a telephone number, manned by non-qualified staff	Completed 03.11.14: East Kent / West Kent 01/12/14: North Kent
Phase 2	24/7 clinical response access point to manage all urgent and emergency referrals	In progress Due to complete march 2016

Phase 1 has been implemented and remains operational offering one number access manned by non-qualified staff. The SPoA project has just employed five new non qualified call handlers to be part of this element of the service. Since the phase 1 launch the SPoA service has received over 5130 calls averaging around 30 a day.

From the successful delivery of SPoA phase 1, workshops were held with around 250 delegates from staff, carers and third sector stakeholders to inform the development of the business case. Views have also been collated from service user and carer conferences to help design the service specifications to meet potential future service user needs. These details have refocused areas of the business case to scope alternative options around staffing, operational model, and a phased launch. It is important the SPoA service is right for everyone that will be accessing it and this has created opportunities to rethink the delivery; the plan for launch for urgent and emergency referrals remains the focus of SPoA phase 2 implementation.

Delivery of Phase 2:

Urgent and emergency referral activity represents only 20-25% of the total KMPT referral activity and the dedicated team of a hybrid staffing model will be used to provide the next phase of the project. Band 6 and Band 3 staff will be employed to offer a qualified response to all urgent and emergency referrals. The recruitment process for these dedicated staff has started and we aim to interview after the Christmas period.

The timeline below outlines the next steps:

Timeline

