



SOUTH WESTERN AMBULANCE SERVICES NHS TRUST

URGENT CARE SERVICE

Philosophy of the Urgent Care Service

- To provide excellent care for all patients during the OOH periods.
- To provide Good Clinical practice.
- Positive & effective team working with other all other health professionals within the Urgent Care Service, Doctors, NPs (Nurse Practitioners) , ECPs (Emergency Care Practitioners), A&E & MIU Staff, & DNs (District Nurses) & any other Health Professionals.

Geography of the area

Map enclosed showing Main Hospitals , Local Treatment Centres , A&E & MIU Doctors Mobile Bases & ECP Bases & Community Hospitals.

Organisational overview of the Service

Telephone Triage

- Doctor or Nurse lead - Computer based with Telephone Consultation from any of the Local Treatment Centres across Dorset & Somerset or from the Call Centre at St Leonard's in Dorset.
- Specific Computer training necessary to use the UCS software (Adastra V3)
- Password needed to access the UCS software.
- Triage Training is available if required & also courses available. (Contact the Hub for details).
- Triage Clinicians can & should if applicable refer patients to alternative NHS resources such as MIUs instead of automatically giving out LTC appointments & home visits.

Treatment Centres

- Locations of all the LTCs can be found on the attached maps.
- Appointments to attend the LTCs are made after Telephone Triage or if referred from other Health Professionals – Patients are sometimes referred from A&E or MIU.
- Appointments can be made with other Health Professionals ie; Nurse Practitioners, District Nurses, Emergency Care Practitioners.
- All LTCs have Drugs Cupboards & are equipped with commonly prescribed medicines, to dispense when chemists are closed.

Mobile Units

- Visits are usually delegated after Telephone Triage.
- A UCS Driver operates the mobile unit.
- Visits can also be requested by other Health Professionals i.e.; Hospital Staff for In Pts visits, Ambulance Crews & District Nurses.
- Cars are equipped with commonly prescribed medicines & Prescription Pads (Green & Purple).

Other Information

Useful Telephone Numbers - LTC Numbers , Dorset Hub, Mental Health Units, Social Services, Hospitals, Nursing Homes , Chemists etc. can also be found in the Staff Handbook. In Dorset we have an Electronic Handbook & can be found on the Ambulance Website - the Log on Details are included in this pack. A lot of the procedures & protocols in the Handbook are relevant to both Dorset & Somerset.