**Extended Primary Care Services first contact guidance.**

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Version Control Summary

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**Contents**

[1. Introduction 4](#_Toc487039486)

[2. Urgent and routine referrals 4](#_Toc487039487)

[3. Initial assessment 4](#_Toc487039488)

[4. Discharging a patient 4](#_Toc487039489)

# Introduction

The Extended Primary Care Services (EPCT) receives all its referrals to the service through the Single Point of Access (SPA) where they are triaged. On acceptance of referrals these are signposted to the relevant professions within one of the 8 GP cluster teams.

It is the responsibility of the professional leads (Nursing, Occupational therapy and Physiotherapy) with oversight from the Clinical Leads within each cluster team, to ensure that all referrals are allocated in a timely fashion.

# Urgent and routine referrals

All referrals screened and accepted by the SPA as urgent within the Nursing and Therapy (Occupational Therapy and Physiotherapy) professions would be seen within 24 hours of acceptance of referrals by the SPA. All in-appropriate referrals which might have inadvertently been accepted by the SPA would be discharged with a letter sent to the referrer informing them of decision.

Routine referrals to the community nurses would be seen as appropriate, but usually within 48 hours of acceptance of referrals by the SPA or as clinical required. All routine referrals to the Therapies (Occupational Therapy and Physiotherapy) would have their first face to face assessment within a week of acceptance of referral by SPA at the latest. Where there is capacity to see a patient much earlier, for instance if there is a reduction in the number of referrals received within the team, a patient would have their initial assessment earlier.

The Clinical Leads would continue to utilise the reporting service in EMIS to monitor the duration between the referral being received and contact being made by the team.

# Initial assessment

Following the first contact by the Therapists, a treatment (care) plan would be written in conjunction with the patient/carer/family and copies saved on the patients’ electronic record. Where appropriate, the patient would be allocated to a Rehabilitation Support Worker (RSW). The RSW would continue to feedback to the registered Therapists and in a weekly Therapist meeting. Each patient will be assigned appointment slots and would be reviewed by the Therapists before discharged.

# Discharging a patient

All patients would be re-assessed by a registered health professional (Occupational Therapy and/or Physiotherapy) before a decision to discharge is made. Once discharged, the final progress note is completed.