



Health and Well-being Board Briefing Note

Herefordshire Directory of Service Redesign

6TH NOVEMBER 2014

Purpose

To update the Board about the on-going collaborative project to update the Directory of Service for Herefordshire, and to ensure best use of the data in the future.

Background

Herefordshire's Directory of Service, held by WMAS on behalf of the people of Herefordshire, has been long-overdue for review and revision. Many symptom groups (such as earache) will produce an 'ED' disposition out of hours. Many inappropriate ambulance conveyances are triggered, for example for frail elderly fallers. The project team is working to profile each service currently on the DoS, to ensure the treatments, services and opening times are accurately recorded, and to capture new and emergent services, such as the virtual wards and the Falls Service, and services that have hitherto not been included, such as Adult's and Children's social services.

The redesign will enable call handlers at 111 and 999 response services to understand more clearly what services are available to patients in Herefordshire, to accurately reflect changes in service provision and integration since Herefordshire commissioned NHS111, and to direct patient dispositions to effective, efficient and above all appropriate end services and ultimately away from A & E and ambulance transfers, in support of Urgent Care redesign and Winter Pressures planning.

Progress

NHS Midlands & Lancashire CSU are working in partnership with West Midlands Ambulance Service to advocate the benefits of inclusion on the DoS to all stakeholders in the health and social care economy in Herefordshire, the third sector, police and community groups. As meetings are held, data is gathered, verified, signed off by the relevant stakeholder to satisfy information governance requirements and then included on the master database.

Aims

The work aims to:

- Create a bespoke build for each service in Herefordshire using specific SD/SG's in relation to NHS pathways.
- Reduce inappropriate ambulance attendance and conveyance.
- Reduce inappropriate attendance or conveyance to A & E.
- Reduce inappropriate admission to Hereford Hospital.
- Accurately reflect the clinical safety of DoS for Herefordshire with national Guidelines and counterparts with effective governance.
- Improve patient outcomes, especially among vulnerable groups, by providing a more sensitive and nuanced approach to calls for assistance.
- Build a database of profiled, linked, up-to-date information about services and providers in Herefordshire which can be used by professionals and ultimately the public to inform choice and drive change and improvement.

Next Steps

Re-building the database is a good start; a programme of constant updates and re-verifications, with an easy information link between stakeholders and the DoS is under discussion. Each stakeholder can have a log-in to the DoS and can view their entries. The team wish to encourage ownership of data going forward to improve accuracy and timely updates.

The data is not owned by WMAS – it is owned by stakeholders and ultimately the people of Herefordshire. The data is a powerful potential resource. Colleagues at Herefordshire Council, HVOSS and Herefordshire Carers Support are working alongside the project team to develop ideas for the further use of this data, in the first instance as a tool for professionals, so that they can tap into the DoS on behalf of their patients and direct them to services appropriate to their needs and wants. Further, there may be scope for future work to provide customer-facing database access, something like the Yellow Pages of health and social care, for patients and carers to access if they seek specific services. Clearly this would require funding and project support and we would ask that the Board consider this proposal on its merits.

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