



Children and Young Peoples' (CYP) Ambulatory Care Experience (Step- Up - ACE Team) Newsletter

Issue 7 – September 2018



Celebrating a year of team work and innovation!!

Welcome to the seventh edition of the regular Children's Ambulatory Care 'Step Up' project – CYP ACE newsletter.

This newsletter gives the wider team an update on developments in the CYP ACE service.

Included is an update on what we are doing in terms of making the patient experience the best it can be! There is also a brief outline of our plans for the future.

A big welcome to Hazel Harland – Capstick and Emma Wilkinson who have recently joined the ACE team. Both come with a wealth of experience and will be a fantastic asset to the service.

We are also delighted to have Dr Uma Jegathasan and Dr Helen Berry join the team. They are working on our two new clinical pathways.

The team also want to wish Eve Malam, one of our star ACE nurses, a very happy maternity break.

Service Update

Since the launch of the ACE service on 04 December 2017 the team have received 238 referrals. 211 of these were accepted and the remaining 27 were rejected on the grounds of not meeting pathway criteria. One of the rejected referrals was from a parent, another from a community clinical pharmacist

Hospital attendance and potential admission was prevented for 174 children. These children remained at home for the duration.

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of their episode of acute illness. Two hundred of the 211 CYP who were accepted into the service had their initial assessment at home and 11 had their initial assessment in CCDA due to the time of referral. Following home assessment by the ACE team 23 CYP were referred into CCDA and 3 were transferred to AED.

The 'Wheezy Child' pathway was the first to be launched. This was followed by the Gastroenteritis pathway, which was launched on 14 May 2018, and a third pathway, Croup, was introduced into the service on 13 August 2018. We are currently working on two additional pathways, Neonatal Jaundice and Bronchiolitis and hoping to introduce these into the service in the next few months. To date primary care have referred 97 CYP (from 32 different GP practices). Nine of these referrals were inappropriate and rejected.

Seventy one children (40% of total referrals) who were referred into the service were aged between 2 and 3 years old. The majority were referred onto the 'Wheezy Child Pathway'

Up to the end of September 2018 a total of 228 bed days have been saved (between 1 and 3 days for each CYP)

All but one family were contacted within two hours of their referral being received: the family in question were uncontactable at the first attempt but contact was eventually made.

All CYP have had remote access to a Consultant/Clinical Huddle.

To date there have been no adverse events in the service.

Risk and Governance

ACE service risk assessments have recently been reviewed and updated.

There are still some IT connectivity issues and the IT department are working hard to find solutions. This situation has delayed the introduction of Telemedicine which in the future will support remote clinical decision making.

Patient Experience

With support from the Trust Patient Experience Team, the CYP Parent and Carer Feedback Questionnaire is now available via 'Survey Monkey'.

An online feedback tool (via survey monkey) for referrers into the service is also available for each pathway

https://www.surveymonkey.co.uk/r/ACE_wheezy_child

https://www.surveymonkey.co.uk/r/ACE_gastroenteritis

<https://www.surveymonkey.co.uk/r/croup>

BTHFT Twitter and Facebook pages are now active and twitter feeds are posted on a regular basis. Please follow us on Twitter **@bthft_ACE** and Facebook **Bthft ACE**

Parent/carer telephone interviews are being conducted in August/September. Plans are in place to consult with an existing community parent/carer group with regard to the ACE service patient experience elements

We are currently exploring funding opportunities to develop parent/carer information in an easy to read format and possibly braille.

We are in the process of developing an ACE web page on the Trust site to make us more accessible and to promote the service.

Parent/Carer Feedback

Some of our feedback over the last few months:

‘Absolutely fantastic arrangement so much more at ease, convenient for a busy family that needs to contend with other poorly complex children’.

‘My child was more relaxed receiving advice, treatment at his home. My mind was at ease and I felt fully re-assured my child was taken care of’

‘I like the service... because it saves time and good for children. Some child not well don’t like to stay in hospital happier at home, home is good for the child. Thank you for the new idea’

‘Excellent service – very good nurse’

‘Ace team were very friendly and concerned for my child’s health – very happy’

‘The last time my son came out of hospital there wasn’t anyone who came out aftercare and I was very nervous and didn’t know all the information about his treatment. The nurse was really nice’

You don’t remember everything when you get home and you forget to ask questions at the time when you in hospital so I think it is a really good idea ACE service comes out afterwards.

‘I was very happy with the care provided by the nurse. I feel this care is very good and it would be very easy and helpful again in the future.’

‘I felt safe with this new outcome and it would be a safe environment for the kids as well. It saves the hassle for people to get in the hospital’

‘The service can also identify any safeguarding concerns when seeing children in their own home environment; the nurses are able to identify any risks. I hope this service continues...’

Amazing Feedback - Well Done to the Entire Team!!!

Next steps

We will be introducing two new pathways in the next few weeks: bronchiolitis and neonatal jaundice.

The ACE team continue to engage with individual GP practices and we have been invited to larger GP clinical forums too. We have now had referrals from 34 different practices in Bradford which is very encouraging.

In order to increase the number of referrals from primary care we are aware that there is a need to improve the referral process for GPs as well as from ED and CCDA.

We are hoping to work with primary care looking at their new GP assist software which has the ability to make the referral process smoother. We are also working with hospital colleagues on improving the EPR referral process.

A successful bid to the **West Yorkshire Urgent and Emergency Care Vanguard project** means we have been able to appoint a leadership fellow who will help develop a **Paediatric Ambulatory Urgent Care Network (PAUC) in West Yorkshire**. This will provide a platform to share good practice across the region .

The team have been nominated for a national HSJ award. Well done!

And once again a big thank you, from all the team, to all colleagues in Children's Services, the IT department and the wider Trust for all their support and patience which has allowed us to get to this point

Thank you!