



Children's Ambulatory (Step- Up - ACE Team) Care Newsletter

Issue 6 - May 2018

Welcome to the sixth of the regular Children's Ambulatory Care 'Step Up' project - ACE newsletter. This newsletter gives an update on developments in the ACE service

In the last issue we included some key points relating to the service since the service launch in December 2017

In this edition we are giving you some information on the uptake of the service to date and information on the new pathway, Gastroenteritis, which was introduced into the service on the 14th May.

There is also information on the ACE focus group we held at the Ridge Medical Practice on 16th May 2018

Service Update

Since the launch of the ACE service, on 04 December 2017 up until the end of April, 107 referrals have been received, 99 were accepted and the remaining 8 were rejected on the grounds of not meeting the pathway criteria. One of the rejected referrals was from a parent.

Hospital attendance and potential admission has been prevented for 83 children and they remained at home for the duration of their episode of acute illness. Ninety six of the 101 CYP who were accepted into the service had their initial assessment at home and 6 had their initial assessment in CCDA due to the time of referral. One CYP was referred to ED and 12 were referred into CCDA for further assessment following initial assessment and/or ACE nurse review

To date primary care have referred 60 CYP (from 20 GP practices) and hospital based services have referred 47 CYP to the ACE team demonstrating that there has been an increase in the uptake of the service by primary care however promotion of the

Edition 6 final draft 22 May 2018

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service to GP practices is on-going.

Twenty nine children referred into the service on the 'Wheezy Child Pathway' were aged between 2 and 3 years old.

All but 1 family was contacted within two hours of their referral being received: the family in question was uncontactable at the first attempt.

ACE referrals were accepted but redirected to CCDA during the period 18.00 until 21.00 on 20 April due to staffing issues

To date a total of 105 bed days have been saved (between 1 and 3 days for each CYP)

Introduction of the Gastroenteritis Pathway

A second pathway (Gastroenteritis) was introduced into the service on 14 May 2018 however to date we have not received any referrals for children on this pathway

The third pathway, 'Croup', will be introduced late June 2018 early July

Patient Experience

The CYP, Parent and Carer Feedback Questionnaire is being reviewed.

To date 8 CYP Parent and Carer Feedback Questionnaire have been returned via BTHFT Patient Experience Team all of which give positive responses to the statements

With support from the Trust Patient Experience Team, the CYP Parent and Carer Feedback Questionnaire and is now

ready for launch via 'Survey Monkey'. An online feedback tool (via survey monkey) for referrers into the service is ready to launch

A BTHFT Twitter page is now active and twitter feeds are posted on a regular basis.

A parent/Carer Focus group was held on 16th May at the Ridge Medical Practice Great Horton however parents and carers did not take this opportunity to feedback on our service. We are now planning to undertake some telephone interviews with parents and carers and in early July we plan to access an existing parent/carers community group in the Girdlington area to promote the service and consult with parents and carers about the child/family experience of the service.

The links to the community groups has been made possible by networking with 'Well Bradford Well Girdlington' project.

Governance and Risk

The Clinical Escalation, Full Capacity and 'Unable to Contact' protocols were developed and ratified by the appropriate Governance forum. As the service has been running for five months these documents have recently been reviewed to ensure that they are 'fit for purpose'.

Minor changes have been made to the clinical nursing templates and clinical escalation protocol: the Full Capacity Protocol has had minor changes made and the flow chart updated to incorporate guidance on 'bad weather' scenarios.

Next Steps

A video has now been produced to explain and promote our service to GPs and families: this will soon be available on both the internal and external BTHFT websites. Many thanks to all who made the production of the video possible: **especially to all the stars of the show!!**

The service has been positively received by the Chief Executive of '**NHS providers**' and the '**NHSE National Director for Commissioning Operations**: they were both were really interested in the work and direction of travel and were keen to know the outcome of the use of Telemedicine in the acute care. However, we are currently experiencing IT connectivity issues and have not yet managed to progress this element of the service – watch this space!!!

We are currently collaborating with GPs around GP Home hubs initially focusing on the milk allergy pathway

As a result of the West Yorkshire Urgent and Emergency Care Vanguard project we have submitted a bid for funding for a leadership fellow to support the set up and facilitation of a regional children's ambulatory care network which will provide a platform to share good practice.

This bid was successful and recruitment is now underway – thank you Dr Mathai!!

The team have made contact with YAS and are hoping to work with them to develop a pathway which will enable YAS to refer direct to ACE

Between June and August we are planning to re-launch the service city and district wide.

Last but not least.....

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!