

# The Access Team

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**Abbreviated abstract:** The Hospice Strategy 2020 committed to reshaping services to provide easier access to help and support for as many people as possible. We have brought this plan forward and implemented a single point of contact for clinical services: the Access Team.

Since April 2020, we have:

- reshaped access to St Columba's hospice care
  - responded to all referrals/enquiries within 48 hours (urgent)/ 7 days (routine)
    - managed all inpatient referrals and admissions
      - directed people to the most appropriate service and,
        - developed an evaluation methodology.

**St Columba's  
Hospice Care**



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2020

Scottish  
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# Previous work, challenge, and approach

The timeline for this strategic reshape was brought forward significantly in response to the Covid-19 pandemic, and the team was established in the first weeks of Lockdown.

- The background to this change of design, was based on patient and family feedback, locality based consultation, and national palliative care services scan gathered through 2019.
- A team lead (social worker), two specialist nurses and a clinical administrator were tasked to make this a reality and are now:
  - receiving and processing all hospice referrals
  - managing admissions to the inpatient unit and the Community Hospice waiting list
  - undertaking holistic first assessments by telephone
  - responding to requests for advice/clinical services information from patients, families, colleagues and other services.
- The work has involved adapting the NHS electronic patient record system, reorganising the role of hospice Clinical Administrators, designing and embedding policy/procedure, undertaking comprehensive holistic first assessment by phone to triage, signpost and managing admissions.



**All enquiries**  
Patient, Family,  
Social Care,  
Primary Care, Acute  
colleagues  
General public...  
and **Referrals**

<b>In Patient Unit</b> Symptom Control End of Life Care	<b>Community Hospice</b> (East and West Teams) CNS, Staff Nurse Clinical Assistants Physiotherapy Occupational Therapy Specialty Doctor Hospice at Home
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*Wrap around*  
**Supportive Care Services**  
Arts Service  
Bereavement Support  
Family Support  
Chaplaincy  
Complementary Therapy  
Counselling  
Social Work

Access caseload	<b>Access Services</b> First assessment / Triage Information Clinical Advice	Access Holding Bay
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# Initial Reflections

In the first 5 months of running the new service we've found that:

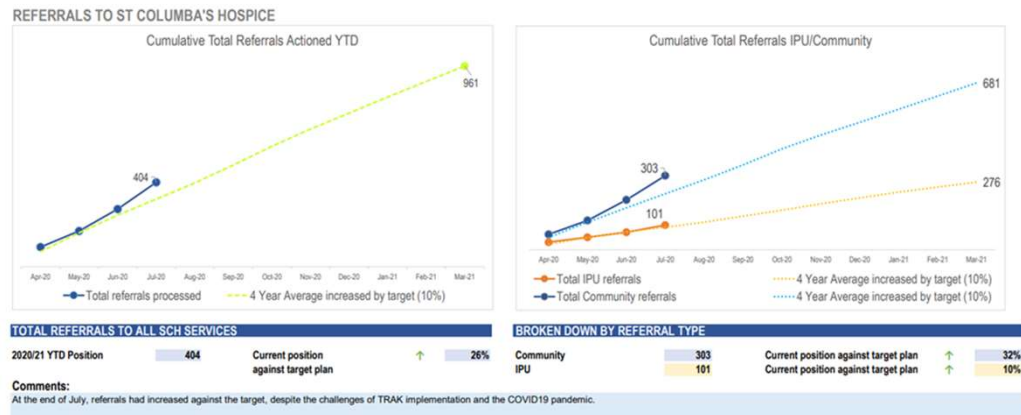
- the new model is of value to patients, families and referrers.....
- advice activity over 4 months:  
250 calls taken: 60% were for information and advice only.  
 62 hours initial calls generating 72h additional work  
Subject of call: 31% Hospice services; 26% medication advice; 14% emotional/ psychological;  
 12% Social; 11% Symptom advice; 4% Advance Care Planning; 2% Spiritual care

You have been wonderful to me and my family; you have supported us all the way through. *Bereaved wife*

Having everything in one place and one number for referrals has made a huge difference. *Referrer*

You have been wonderful to me and my family; you have supported us all the way through. *Patient*

- referral numbers:



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