



St Columba's Hospice Care Access Team

Traversing routes into emerging services

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Background

Access are the single point of contact for all Clinical services. Establishing the team has reshaped access to hospice services at the front door. We now effectively triage increasing volumes and complexity of referrals to our rapidly emerging services.

- Respond to all referrals and collaborate with referrers;
- Triage referrals as urgent (48h response) and routine (7-day response) prioritizing need;
- Provide person centred initial assessment, intervention and support from first contact;
- Manage Inpatient waiting list and coordinate admissions inpatient beds;
- Provide same day response for urgent unscheduled advice from patients, families, and health and social care colleagues

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Internal outcomes

- 26% increase in new referrals to all services over 3yrs
- More appropriate triage to reduced inpatient beds;
- 69% increase in same day response to unscheduled/ urgent advice calls 2021/23
 - 75% calls re: symptoms and medication
 - 20% calls re: Psychosocial
 - 15% calls re: other/hospice services

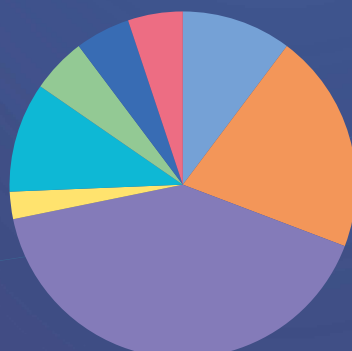
External outcomes

- Single point of contact easier access to appropriate services
- Stronger and more collaborative links with health and social care professionals
- Increased awareness of the hospice services and all we offer

Patient centred responsive support and single point of contact

Accessible 9-5, Monday to Friday

- Access Team Caseload
- Inpatient Unit
- Hospice at Home (including new CPCT, Care at Home, Virtual Ward)
- Family Support Team incl. Child and family service
- Wellbeing Service including Compassionate Neighbours
- Allied Health Professionals
- Complementary Therapy
- Arts



Now (2023)
26% more referrals



Then (2021)

- Changing Global, National, Local Context
- Managing expectations
- Honest Communication
- Regular staff turnover and repeated needs for coms/induction
- Lack of community resources
- Emerging local need
- Respect
- Care and Compassion
- Partnership
- Trust

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