

PROCESS FOR CONTACT ASSESSMENT AND REFERRAL ON TO APPROPRIATE AGENCY (Updated 19.4.05)

1. Telephone referrals from Hospital to GP Practices:

- All referrals for Practice Nurse to be dealt with as per current practice, e.g. those patients who can attend surgery.
- All referrals for District Nursing (DN) to be advised to contact:
DN Single Point of Contact (SPC) Tel. No: 746222
- All referrals for Intermediate Care Services (ICS) to be advised to contact:
SPC for ICS Tel. No: 489030
- All referrals for Macmillan to be advised to contact:
SPC for Macmillan Tel. No: 465564
- All referrals for St Teresa's Hospice to be advised to contact:
SPC for St. Teresa's Hospice Tel. No: 254321

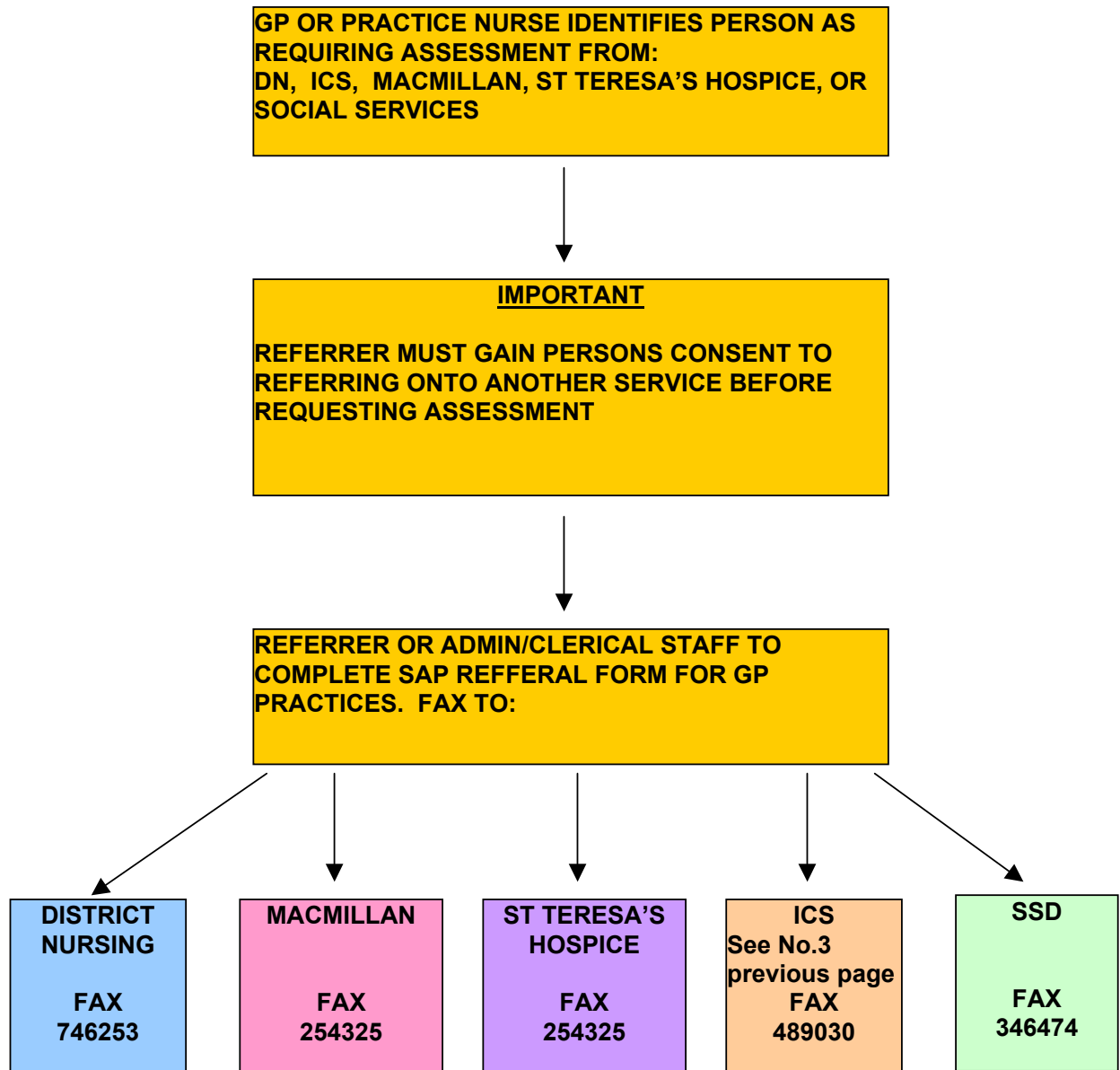
2. Request by general public

- All requests to be advised to contact:
District Nursing SPC Telephone Number: 746222
- All referrals for Macmillan to be advised to contact:
SPC for Macmillan Tel. No: 465564
- All referrals for St Teresa's Hospice to be advised to contact:
SPC for St. Teresa's Hospice Tel. No: 254321

3. Request by GP Practices e.g. GPs and Practice Nurses to, DNs, Macmillan, St Teresa's, Social Services and Health Intermediate Care Services (ICS) – which includes: Community Physio, Disability Options, Hundens Rehab, IC Domiciliary & Residential Services,

- Complete SAP Referral Form for GP Practices
- Follow Flow Chart Process.

**FLOW CHART FOR SAP REFERRAL TO DN, MACMILLAN,
ST TERESA'S HOSPICE ICS & SSD (Updated 19.4.05)**



- ON RECEIPT OF THE REFERRAL THE INDIVIDUAL ORGANISATIONS WILL CONFIRM RECEIPT BY RETURN FAX AND INPUT THE INFORMATION ONTO SSD CAREFIRST DATA BASE.
- THE INFORMATION WILL GENERATE THE CONTACT ASSESSMENT, WHICH WILL BE PASSED ON TO THE ALLOCATED WORKER.
- ON COMPLETION OF ASSESSMENT THE ASSESSOR WILL SEND A COPY OF THE SAP SUMMARY CARE PLAN BACK TO THE REFERRING GP PRACTICE, WHICH WILL INDICATE SERVICES TO BE PROVIDED TO THE PERSON.
- GP PRACTICE STAFF WILL SCAN THE SAP CARE PLAN ONTO THE PERSON RECORD WITHIN THE GP IT SYSTEM.