

1.20.5 Direct booking

How do you propose managing the Direct Booking of patients through the Service?

(Maximum Word Count – no limit but be concise)

1.20.5.1-Inbound direct booking from WMAS NHS-111

Adastra is compatible with the Interoperability Toolkit V2 and has the ability to make and receive appointments from a number of systems including Adastra to Adastra.

Each Centre will have the capability to publish appointment schedules(s) that can be separated by specialism if required. Appointment schedules will be configured, published and linked to specific Directory of Service (DoS) profiles.

During mobilisation we will ensure that all agreed NHS-111/CAS/IUC providers that require the ability to direct book are configured and tested accordingly. If there was a requirement for any other providers on the shared West Midlands Ambulance Service (WMAS) platform to direct book without use of the DoS, this could be configured in the Adastra workflow.

Where direct booking is in place, the DoS will be used to navigate the patient to the most appropriate service and the appointment can be booked on the hosted WMAS Adastra platform.

During mobilisation, we will work with the Adastra software provider (Advanced), commissioners and other West Midlands Alliance members to ensure the development of an appropriate workflow on the WMAS platform that will enable transfer of patients between services in the event they were mis-directed to our service. This ensures that any patient delay is kept to an absolute minimum.

1.20.5.2-Outbound direct booking (remote consultation)

For patients that require remote consultation, Adastra Online Clinician (OLC) will be used to allow structured clinical notes to be recorded against the episode of care. Where appropriate, PaCCS will be used to support the clinical consultation and enable onward referral via the DoS including direct appointment booking, Care Connect and GP Connect interoperability. This will enable direct booking into a variety of services, including but not limited to Emergency Departments, Same Day Emergency Care Departments, patients' own GP practices, UTCs and walk in centres.

1.20.5.3-Outbound direct booking (Centre and home visit, and prison where applicable)

For patients who attend a Centre and require onward referral, PaCCS will be used to enable onward referral via the DoS including direct appointment booking, Care Connect and GP Connect interoperability. This will allow direct booking into a variety of services, including but not limited to EDs, patients' own GP practices, UTCs and walk-in centres.

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Where electronic referrals are not currently possible, manual processes will be developed by our operational teams to ensure patients can access the appropriate community services including but not limited to crisis care centre and mental health services.

As services become direct booking compliant, we will work with the community providers to configure and test the Adastra platform accordingly.