

ECP Desk Telephone Number
0300 3300275 - Option 2



York UCP Acute Home Visiting Process from GP Surgeries.

The clinical responsibility remains with the referring service (ie GP) until the YAS clinician arrives on scene.

1

- GP Practices across VOYCCG area can make referrals from 0800-1700hrs.
- GP or other HCP telephone triage must occur before considering ECP referral.
- **Referral criteria:**
 - Home visit requests for patients who are at high risk of hospital attendance/admission where the GP practice cannot respond within a reasonable timeframe.
 - Minor injuries such as skin tears, lacerations or soft tissue injuries from falls in those patient groups who cannot easily attend a minor injury unit.

2

- GP / dedicated referrer from GP surgery contacts ECP desk to make referral and is responsible for setting response time frame. If not GP/HCP then GP/HCP name who triaged call must be given.
- ECP desk must refuse referral if GP or HCP has not triaged patient.

3

- ECP desk must undertake a warm transfer to 999 if they think case should be emergency response.
- Referrals can only be accepted subject to sufficient ECP staffing.

4

- For accepted referrals, new case created on CAD and ECP log.
- ECP log select GP visit Trial for #Call Type and CAD select appropriate call origin.

5

- ECP resource dispatched within time frame and clinical assessment made.
- ECP contacts referring GP/HCP using telephone number provided by GP surgery to hold clinical discussion and agree plan.

6

- ECP completes YAS patient care record and documents clinical discussion with GP if required. ECP must call GP surgery to ask for patient's records to be updated.

7

- ECP liaises with EOC to arrange transport requirements if required.
- Case closed where no transport required.
- ECP log completed and CAD completed.