

MEDIA RELEASE

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New SPA will improve care for patients

A new single point of access (SPA) for all of adult community health services will go live on 14 May 2012.

The SPA will coordinate all urgent and non-urgent referrals for community nursing, intermediate care, therapy services and direct access to community hospitals across Leicester, Leicestershire and Rutland (LLR).

It will enable healthcare professionals to call one number for advice on referrals, prioritising clinical need and matching a patient's needs to the right service, avoiding the need to navigate complex systems and multiple points of contact. The new SPA will replace existing referral points.

SPA will provide a separate telephone number to allow patients to get in touch if they need non-routine advice and support. Contact cards will be given out to patients.

Rachel Bilsborough, Divisional Director for community health services said: "The SPA team will give advice relating to any referral, prioritising clinical need, matching the patient's requirements rapidly to the right service, with demographic details taken only once.

"It will make it much easier for healthcare professionals to access the care and support they need for their patients, helping to reduce admissions to hospital, speed up discharge, and support as many people as possible to be cared for at home. The separate patient line number will also enable patients to access advice and support when they need it.

"This is one in a range of plans we have to help people to be cared for in the most appropriate place, by the most appropriate healthcare professional. In future we hope to extend the SPA further to cover mental health services for older people as well."

The SPA is located at New Parks Health Centre in the city.

Ends

NOTES TO EDITORS

1. Photo opportunity

There is an opportunity to take photographs of staff working in the new SPA before the launch on 14 May. If you would like to arrange this, please contact Lindsey Bond – contact details below.

2. The SPA does not currently cover mental health services.

Leicestershire Partnership NHS Trust (LPT) provides a range of health and wellbeing services mainly for people living in the city of Leicester and the neighboring counties of Leicestershire and Rutland. The Trust serves a population of one million and has a budget in excess of £250 million and employs almost 6,000 staff. For more information visit www.leicspt.nhs.uk

Our mission: To advance health and wellbeing for you and your community

Our vision: To become an integrated Foundation Trust with a passion for quality and excellence

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