

**Trust Board**

30 November 2017

Paper Title:	Faith – a Service User’s Story	
	Service Summary Single Point of Access	
Section:	Public	
Paper Author:	Karen Hughes	Clinical Administration Manager
Agenda Item:	<b>4</b>	

**Clinical Administration Services  
Single Point of Access ( SPoA)**

Single Point of Access forms part of the Clinical Administration Service. It is a call handling and signposting service, receiving, transferring, messaging and documenting calls from Service Users, Carers and Clinicians to BDCFT Clinical Teams.

SpoA is located above the Highfield Unit on the Lynfield Mount Hospital Site, the office provides 17 desks equipped with Alcatel Phone, Bluetooth noise reducing headset, PC and double screen.

The service consists of :

WTE	Head Count	Band	Job Title
1	1	5	Administration Manager
2.48	3	4	Administration Supervisor
19.5	25	3	Administrator Call Handlers

The original 24/7 District Nursing Call Handling Service was aligned to Admin Services during the Administration Review of 2014, since then the service has expanded to its current size, receiving calls for :

- Adult and Older Peoples Mental Health
- District Nursing
- Health Visiting
- School Nursing

SPoA receive on average 27000 calls each month and 900 discharge referrals, each call is logged on a workflow system called Footprints, this system allows a call handler to follow a pathway to the right outcome or service for the caller.

Spa currently signpost callers to 38 clinical services covering Bradford and Airedale over a 24/7 period.

SPoA is a paper light service and advanced in the use of technology, the service has attracted the attention of many other health trusts for its forward thinking. Over the last 2 years Spa has received visits from 6 trusts looking at its systems and processes. Spoa uses a number of electronic systems to enable it to run efficiently and safely, these systems include :

- Footprints as mentioned previously, a work flow and data logging system
- Alcatel telephone system
- Systemone Community Clinical Record System
- RIO Mental Health clinical records system
- AMS Fax to server, to receive electronic discharge records and prescriptions
- Redbox, call recording system for DN calls
- CCS, call centre supervision, to monitor calls received and waiting and assign resource as required
- Connect, Spa holds a library of contact information for clinical services including, Clusters, Post Code Checkers and Rotas.

Each of these systems has a tried and tested business continuity plan to ensure callers receive the help they require at all times.

Callers contacting SPoA will be greeted by a number of automated voice guides, advising the caller that they are through to admin services and the stage of their call ie waiting for an administrator, in a queue or all lines are busy. Call handlers are assigned calls depending on their skill set and the time they have been available to take a call. CCS will determine who the next available call handler is and direct the call to them. The call handler will answer the call, announce their name and service and follow the four stages of call handling :

Gathering personal details

Obtaining the nature of the call

Processing the call

Concluding the call

Call handlers are allowed a 30 second wrap up time before becoming available to take the next call.