

# ECCH Community Services E-referral Template

## Patient

Name: \_\_\_\_\_ NHS Number: \_\_\_\_\_  
Address: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_ Mobile Tel.: \_\_\_\_\_

## Done By

Name: \_\_\_\_\_ Date: \_\_\_\_\_

## ECCH Primary Care Home (Nursing)

# ECCH Primary Care Home (Nursing Services)



[Home](#)

Please scroll down on the right hand side to access available Advice & Guidance and eReferral buttons.

### Who we see

- Adults over 18 years.
- Housebound patients with a nursing need.
- Patients with a lower leg wound between ankle and knee.

### Who we don't see

- Children under 18 years. (Refer to JPUH Childrens Community Nursing Team - 01493 453965 Monday to Friday 8 – 6).
- Non-housebound patients.
- One off testing e.g. urine dip test, urine collection, BP, swabs, weight – Primary care.
- Supply of equipment e.g. catheters, stoma equipment, BM. (On prescription)
- Measure for stockings (if not already known to service) - Pharmacy.
- Management of PEG feeds (Refer to \_\_\_\_\_).
- Collection or provision of sharps box (if not already known to service. Collection part of prescription).
- IV drug administration at home (Refer to JPUH at home team - 01493 202660)
- For Insulin administration - More than twice daily visits (Patients would be managed by family member or regime changed to twice daily)
- Administration of eyedrops long term (aim for patients to be self supporting).
- Diabetic foot ulcers (Refer to \_\_\_\_\_).

[ECCH Dietetics](#)

### Services we provide

- Holistic assessment of nursing needs.
- Provide education and support for self-care.
- Medication management- supporting the self-administration of non- oral medication.
- Palliative and end of life care- symptom management and bereavement support.
- Wound management including leg & pressure ulcer, post-surgical wounds.
- Bowel and bladder management.
- Health Promotion.
- Full lower limb assessment including doppler studies.
- Reablement/Crisis intervention.
- Management of patient's insulin regime up to twice daily injection.

[ECCH Podiatry](#)

### Resources

[ECCH Primary Care Home Website:  
https://www.ecch.org/our-services/primary-care-homes-pch/](https://www.ecch.org/our-services/primary-care-homes-pch/)

### Service Information and Updates

- Urgent requests will be viewed within 2 hours.

If a 2 hour urgent response visit is required then a follow up call will be necessary - Contact ECCA 01493 809977

### Advice & Guidance

- Problematic lower limb wounds
- For advice and management of compression bandaging.
- Advice on possible infection.
- Exudate management

### Referral Check List

#### Wound Care

- History (to include onset, site, duration, recurrence & interventions of wound).
- Dressing being used and any available dressings in the home
- Date of last dressing change
- Requested frequency of dressing change.

#### Catheter Management

- Catheter date of insertion, type, reason for insertion, site, size, whether long or short term and plan, when due to be changed.
- Has patient been taught to empty bag.
- Has equipment been provided.

#### Medication Support

- Medication administration – prescribed/dispensed/be with the patient. Drug Chart in place.

**If information is not readily available within the Tabbed Journal, please specify in the reason for referral box below.**



# ECCH Community Services E-referral Template

## Patient

Name: \_\_\_\_\_ NHS Number: \_\_\_\_\_

## ECCH Primary Care Home (Nursing) (continued)

Clinical question

 Advice & Guidance Request
 ECCH Internal Advice & Guidance Request

## eReferral

Please provide an overview of the patient's problem in the Reason for Referral box

Reason for referral

Expectation of referral

 eReferral
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# ECCH Community Services E-referral Template

## Patient

Name: \_\_\_\_\_ NHS Number: \_\_\_\_\_

## ECCH Therapy Services

# ECCH Primary Care Home (Therapy Services)

Community Occupational Therapy and Physiotherapy



[Home](#)

Please scroll down on the right hand side to access available Advice & Guidance and eReferral buttons.

### Who we see

- Patients 18 years + (Patients 16 years + can be reviewed via an Advice & Guidance request)
- Patients who have fallen but do not meet criteria for the Falls & Frailty Service.
- Housebound patients with a therapy need.
- Specific Activity of Daily Living/Rehab goal.

### Who we don't see

- Non-Housebound patients.
- Community Orthopaedic Patients.
- Neurology patients.
- Mobility Assessment Only - E-Referral to Physio.
- Wheelchair Assessment Only - Refer to
- Adaptations e.g., stair lifts, wet rooms, permanent ramps (Social Services).
- Grab Rails Only (Suffolk) -
- Long Term Condition Moving and Handling (Social Services) unless has Continuing Health Care Funding.
- Housing Needs reports or rehousing (Local Council).
- Care Homes – Advice only to Care Homes, but may not supply equipment and if they are requesting Moving and Handling. Assessments we advise they contact their moving and handling advisor in the first instance.

Please direct the care home moving and handling advisor to contact Social Care for specialist advice.

[ECCH Wheelchair Services](#)

### Services we provide

- Education for Healthcare Professionals.
- Specialist assessment and therapeutic intervention.
- Development of rehabilitation plans.
- Admission prevention due to an acute episode e.g. new diagnosis, new injury, or illness.

Independent Living Suffolk:  
<https://www.suffolk.gov.uk/care-and-support-for-adults/how-social-care-can-help/independent-living-suffolk/>

### Referral Check List

- History of presenting condition including current mobility status.
- Current equipment.

If supporting information is not readily available within the Tabbed Journal, please specify in the reason for referral box below.

Ensure that the patient is not referred to other services such as:

- Frailty.
- Neurology.
- Early Stroke Discharge Team.
- ME/CFS Team.

### Resources

ECCH Occupational Therapy website:  
<https://www.ecch.org/our-services/occupational-therapy-within-pch/>

ECCH Physiotherapy website:  
<https://physio.ecch.org/>

- Arthritis UK
- Suffolk Social Services Link - Professional Referral
- Suffolk Grab Rails (Not Housing Association/Local Authority) – Grabrail Referral ([suffolk.gov.uk](http://suffolk.gov.uk)).
- Suffolk Housing - Register for housing » East Suffolk Council.
- Moving and Handling for informal Carers Suffolk - Moving And Handling Referral Form | Suffolk Family Carers.
- Norfolk Social Services Link – Contact our adult social care team - Norfolk County Council.

### Service Information and Updates

- Same Day 2 hourly for fallers – referral to PCH in the first instance please.
- Within 3 working days for crisis patients.
- Within 2 weeks for recent discharges/Soon as on triage.
- Up to 18weeks for routine rehab and equipment provision.

### Advice & Guidance

**Please DO NOT use this service for patients who are acutely ill or require urgent outpatient/community treatment.**

- For advice on the management of patients who fit the service provision.
- Response within 5 working days.

continued on next page

# ECCH Community Services E-referral Template


## Patient

Name: \_\_\_\_\_ NHS Number: \_\_\_\_\_

## ECCH Therapy Services (continued)

Clinical question

 Advice & Guidance Request


 ECCH Internal Advice & Guidance Request

## eReferral

Please provide an overview of the patient's problem in the Reason for Referral box

Reason for referral

Expectation of referral

 eReferral

# ECCH Community Services E-referral Template

## Patient

Name: \_\_\_\_\_ NHS Number: \_\_\_\_\_

## ECCH Phlebotomy Services

# ECCH Primary Care Home (Phlebotomy Services)



[Home](#)

Please scroll down on the right hand side to access available Advice & Guidance and eReferral buttons.

### Who we see

- Housebound patients over 18.

### Who we don't see

- Patients under 18 years of age.
- Non- Housebound Patients

### Services we provide

- Venous blood sampling for urgent blood tests.
- Routine blood tests.
- Point of care testing for INR on designated date.

### Referral Check List

- Patients referred for venous blood test will require test form generated on ICE and saved as POS.

### INR

- New patient referral for INR will require QR code saved in patient Record Attachment as "INRstar QR code for housebound patients".
- New QR code for INR will be required if SystmOne patient demographic changes.

### Resources

### Service Information and Updates

- Urgent blood tests within 48-72 hours.
- Routine blood tests within 4 weeks.
- Kessingland, Cutlers Hill & Sole Bay surgeries to print and keep ICE forms on site for collection by Phlebotomist.

### Advice & Guidance

**Please DO NOT use this service for patients who are acutely ill or require urgent outpatient/community treatment.**

- For advice on the management of patients who fit the service provision.
- *Response within 5 working days.*

### Clinical question

[Advice & Guidance Request](#)

[ECCH Internal Advice & Guidance Request](#)

### eReferral

Please provide an overview of the patient's problem in the Reason for Referral box

#### Reason for referral

#### Expectation of referral

eReferral