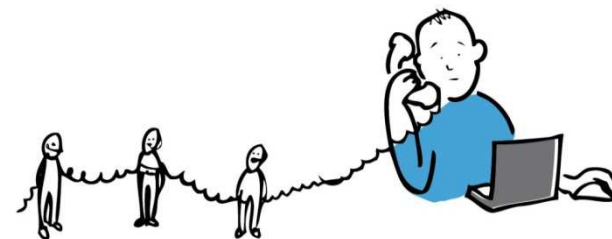


# Developing a Single Point of Access for Rotherham

Health Select Commission  
17<sup>th</sup> December 2015

# What are the Access points for Adults?

- Assessment Direct
- Badsley Moor Lane
- Crisis Team
- Others?
- Out of hours services
- Care Coordination Centre



# what should we aspire to?

- Single point of access for health and social care for Rotherham (customer or patient tells us once!)
- Covers RMBC, TRFT, RDASH
- Triage / assess based on customer outcome not service provision



- Operates on a 24 hour a day 7 day a week basis
- Doesn't replace professional to professional contacts

# What we need to consider

- Shared vision for what the service looks like.
- Pooled resources
- Integrated / co located services
- Utilising shared technology
- Provides information, advice and guidance to enable self management for customer / patient



# How we are going to get there

- Initial scoping workshop took place end of October, well attended by partners
- Positive shared desire to achieve this...but more work to understand the scope and priorities
- Further working parties are being organised from January to progress the agenda

# In advance of this partners have been asked to consider?....

- What are the must haves?
- What is the financial envelope /constraints for this?
- What are the timescales
- What are the things we would like to do....(in addition to the musts)



# Information and Advice gateway

- Currently use Connect to Support but needs work
- Need to decide whether we develop this system or use liquid logic (social care system)
- Event planned for early February to talk to both providers to inform decision making

# Issues

- Both systems would need investment both in terms of the resources to implement this and the on-going maintenance
- Need to think about impact and interface with Council website
- Connect to Support does not work well locally because we haven't invested in this



## But.....

- Some Councils are seeing over 90% diversion rate
- Connect to Support is a regional resource and keen to work across health and social care partnerships

# Thoughts?