

Riverside Unit (RU)/BrisDoc Referral & Consultation Process - summary

Fridays

RU clinician contact Professional Line about patients of concern want to alert BrisDoc about and book a planned PL review call during the weekend.

RU Nurse

Patient consent for information sharing.
NHS number
Consultant on call mobile number
Summary problems, observations, medicines

0117 244 9283

Call Handler

Create case. Record reason for calling, obs, urgency, Cons mobile number.
Relationship to caller = Blackberry Hill Riverside Unit. Case to go in PL queue **only** (flag urgent needs to GP, ensure waiting not longer than 2hrs)

Prof Line GP

Aim to call back within 30mins (and within 2hrs).
GP triage assessment (with/without discussion with on call Psychiatrist, advice from Children's ED)
Guideline/red flag info on clinical toolkit

Advice

Clinical advice to the nurses.
Medicines recommendation for Consultant to prescribe.
Planned follow up.
Refer to Children's ED.

Base Appt

Ptnt escorted to BrisDoc base by nurse/parent.
Contact psychiatrist on call if uncertainty or urgency in prescribing.
PEM will inform prescription to be written by psychiatrist

Visit

Clinical room available for assessment (incl. ECG machine).
BrisDoc read access to Rio.
Psychiatrist will write prescription (from PEM)
Path requests in RU's name.
RU responsible for getting samples to lab.

Post Event Message

To dedicated AWP NHS.net account

RU Nurse

Incorporates post event message (consultation record) into Rio.

Riverside Unit Detailed Process

Riverside Unit Nurse

Need for physical health advice which needs attention before the next working day

Patient presenting with e.g.:

- Altered NEWS score
- Unexplained rash
- Any new physical symptoms (e.g. pain, vomiting, altered consciousness, reduced mobility, injury)
- Concerns regarding ongoing poor food or fluid intake

If you are concerned that the problem is an immediate threat to life or an emergency call 999. Any overdose or ingestion of non-food substances or objects, requires immediate attendance at A&E (clinical team will decide whether this requires a 999 call or whether staff/parents can transport).

Does the patient require an ambulance?

Yes

Complete proforma

No

Arrange immediate transportation to A&E or call 999 for an ambulance.

The nurse in charge should call the A&E department to inform of the transfer and provide a clinical handover.

If, after an assessment, a Paramedic wants to discuss ongoing management of the patient with BrisDoc because hospital assessment isn't felt necessary, the Paramedic can call the Professional Line

Contact BrisDoc Professional Line on
0117 244 9283

Tell them you are calling from Blackberry Hill Hospital, Riverside Adolescent Unit, AWP. The doctor will aim to call back within 30 minutes (and no longer than 2hrs).

Have ready the following information:

- Patient name, DOB and NHS number
- MHA status (i.e. Section 2 or 3 here under parental consent or under own consent)
- Diagnosis
- Presenting physical problem requiring medical attention
- Observations (including BP, HR, RR, sats, and temp plus BMI/weight if relevant) and a NEWS score in ≥ 16 yr olds (discuss any NEWS modifications with GP)
- Any current medication prescribed
- On-call CAMHS Consultant's name and telephone number

BrisDoc & Riverside Unit Detailed Process

BrisDoc Call Handler

Open case for the patient

Ask for

- patient demographic information,
- presenting problems,
- observations and NEWS score if ≥ 16 yrs old
- the on-call CAMHS consultant's name and mobile number

Ask how urgently a call back is required (aiming for 30 minutes and please advise might be longer but no more than 2hrs)

Case to go in the queue for the Clinical Coordinator or Professional Line GP

Monitor to ensure these call backs wait no longer than 2hrs.

BrisDoc Professional Line GP

Call back to the Riverside Unit nurse and undertake telephone assessment +/- discussion with

- On call CMAHS Consultant
- BCH ED
- Speaking to patient directly

Clinical guidance re eating disorders and NMS on Clinical Toolkit
Agree next steps

ADVICE prescribing (which Consultant will do when they write up the drug chart).
Weekend planned follow up.
Refer to Children's ED

BASE

APPOINTMENT

Ideally at Cossham.
Ptnt will be escorted by nurse/parent.
Contact psychiatrist on call if uncertainty or urgency in prescribing.
PEM will inform prescription to be written by psychiatrist.

VISIT

Clinical room available for assessment (incl. ECG machine).
Access Rio for background information.
Psychiatrist will write prescription (from info in the PEM)
Path requests to be made in RU's name.

Riverside Unit Nurse

Arranges for any samples to go to the laboratory and follows up results.
Incorporates the PEM into Rio. Obtains any prescribed medicines.