

ACUTE MEDICAL, MOBILITY AND CARE NEEDS • PATIENT PATHWAY

ED Patient with acute medical needs

Community level care

General Practice/Practice Nurse

Clinical /medication review, follow up, ongoing care, wound care, diabetes review (Patient self-refers)

District Nurses

For patients unable to attend their GP surgery

📍 Oxfordshire GP only - check QR code

(your referral will be forwarded to DNs by the admin team 8am-4pm Mon-Fri)

24/7 ~R-ED_DNreferral to "ED Admin only" pool

24/7

Outpatient Specialist Care

24/7

Rapid access (weeks) Geratology, PD/Movement disorders, Falls, Memory: message to "Geratology Appointments" pool

TIA: ~R-ED_TIA to "Consult TIA" pool

First seizure: ~R-ED_FirstFit to "Access Team Appointments JR Neurosciences OP" pool

Acute Oncology: message to "Consult Acute Oncology" pool

DVT: ~R-ED_DVT to "Consult DVT clinic ED use only" pool

Proven PE: See intranet guidance

Community Palliative care: ~R Palliative_care_referral to "ConsultCommunity Palliative Care" pool

Hospital level care

Is the patient:

1 ...safe to go home?

NO

Inpatient AGM Admission

24/7

Medical Registrar bleep **1470**

YES

2 ...able to return to a hospital site?

NO

Hospital at Home

📍 Oxfordshire GP only - check QR code

8am-8pm 7/7

call **27799**, bleep **8118**

then ~R-ED_H@H_CARE to "Hospital at Home" pool

OOH 7/7

(8am triage & next day patient contact)

~R-ED_H@H_CARE to "Hospital at Home (central)" pool

**Ambulatory Units
AAU (JR) and RAU (HGH)**

8am-9pm Mon-Fri (AAU & RAU)

9am-7pm Sat-Sun (AAU only)

Call AAU **57918** / RAU **29565**

Message to "AAU" or "RAU" pool

OOH 7/7

Message to "AAU" or "RAU" pool

Discuss with ED Senior 24/7

Liaise with Frontdoor Frailty Team if CFS>5

8am-5pm Mon-Fri – bleep **6292 / 8331**

ED Patient with acute mobility and/or care needs

Assessment in ED

Frailty Intervention Team (FIT)

8am - 8pm 7/7

bleep **1586**



ED Social worker

9am-5pm Mon-Thu

(-4pm Fri)

bleep **4027**



Patient with Oxfordshire home address only

10am-6pm Sat-sun

bleep **1967**



Assessment at home

Crisis Assessment Response (CARE)

24/7

📍 Oxfordshire GP only - check QR code

24/7 (OOH: 8am triage & next day patient contact)

~R-ED_H@H_CARE to "Hospital at Home (central)" pool

Self-referral in community

Single Point of Access (SPA) - 📍 Patient with Oxfordshire GP only

Patient/family self referral for urgent mobility/care needs

(response in days) **8am-8pm 7/7 01865 903750**

Adult Social Care - 🏠 Patient with Oxfordshire home address only

Patient / family self referral for planned or routine community

care assessment / support **8:30am-5pm Mon-Fri 0345 050 7666**

www.oxfordshire.gov.uk



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www.gov.uk/find-local-council



**Patient information
leaflets** can be found
in ED and on the
OUH website:



www.ouh.nhs.uk/patient-guide/leaflets/