

Purpose

The following policy has been adopted by Glenpark Medical Centre to ensure the highest quality of care for its patients through coherent and effective interaction between the Practice and its associated service providers.

The objective is to continually strive to obtain positive Outcomes for patients, using a sensitive and practical approach, thus providing a seamless transition through the healthcare system.

Overview

A great many patients require co-ordinated care where more than one provider is involved or the patient needs to be moved between services.

The Practice must demonstrate its responsibility of care towards patients in this regard and ensure this is reflected in its policies, procedures and systems, proving compliance with CQC Regulations for Primary Medical Services.

The Practice must work side-by-side with many other providers, such as those which provide:

- District Nursing Services;
- Out-of-Hours Care Services;
- Social Care Services;
- Secondary Care Services;
- Safeguarding of Children Services;
- Health Visitors Services.

The above list is non-exhaustive, and it is likely that the Practice will have to deal with additional service providers on a regular basis.

Policy

Glenpark Medical Centre will adhere to the following guidelines when effecting the transition of any patient in its care to and from another service provider.

The Practice will:

- Fully co-operate with all other parties involved in the care, treatment and support of a patient when the responsibility for the provision of services is shared or transferred from or to one or more services, individuals, teams or agencies;
- Share any relevant patient information in a confidential manner;
- Work with other providers to provide an effective response to any emergency situations that arise;
- Support patients by assessing which other health and social care services they may require;
- Ensure the patient / carer / parent / guardian has details of the relevant contact within the service the patient is being transferred to in case of query, information or complaint;

- Ensure the patient / carer / parent / guardian is aware of the information about the patient that is being transferred and that they are entitled to a copy of it;
- Ensure correspondence between itself and other providers contains all necessary information that would be reasonably required to treat the patient safely and effectively (e.g. name, gender, date of birth, home address, NHS number and emergency contact details);
- Give details of relevant information about the care and treatment provided to date;
- Provide a relevant medical history;
- Document any relevant allergies and prescribed drugs;
- Document any relevant infections that need to be managed;
- Give a reason for any referral, stating what kind of action is required;
- Transfer all relevant information to the new provider in a timely manner so that the needs of the patient can be met within an appropriate timescale;
- Agree to transfer additional information at the request of the patient / carer / parent / guardian unless there is an appropriate justifiable reason for not doing so, in which case, this will be fully explained to the patient / carer / parent / guardian;
- Ensure that in cases involving young children and patients without the capacity to give consent, that parents / guardians are involved, their consent given (where appropriate) and are informed of all referral decisions.