

In
Touch
May 2009



Equitable access & Adastra

Polyclinics and Equitable Access Centres provide a mix of scheduled and unscheduled care for both registered and unregistered patients. No single IT system can support this mix alone and a hybrid solution is therefore required. Although the National Programme for IT has introduced GP System of Choice, making it easier to deploy a GP surgery system, no LSP solutions exist which address all of the challenges.

Advanced Health & Care's customers quickly realised the benefits of integrating equitable access centres with their traditional out-of-hours, and increasingly in-hours, services, and that the Adastra application was ideally suited to managing, routing and measuring the unscheduled care that the new centres would provide. Interest hasn't been limited to those customers already using Adastra though - others too have recognised the significant numbers of unscheduled patients likely to attend and the benefits of deploying an Adastra solution to help manage their care.

With an unrivalled depth and breadth of experience of supporting efficient patient flow

management and reporting and a distinguished heritage of providing unscheduled care solutions, the Adastra application offers the ideal solution to quickly capture patient details and pass them through to the most appropriate point of care, maintaining clinical continuity by passing consultation information back to patients' own registered GPs and, crucially, measuring activity.

Today many equitable access centres and polyclinics use Adastra, in concert with all the leading GP surgery systems for the clinical management of their registered patients, to manage routing and measurement of activity. And that number continues to steadily rise.

Those services are already reaping the benefits of using Adastra's rich reporting in support of meeting contractual key performance indicators and in support of service redesign and commissioning. Many have been surprised at the number of unregistered patients who present, but reassured that they can deliver care more efficiently using Adastra than with a traditional GP system, with their necessarily more comprehensive registration

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and processing functionality. And all have recognised the importance of harnessing the benefits provided by those surgery systems in supporting "cradle-to-grave" patient management and QoF reporting for their registered patients. The best option has clearly been proven to be a hybrid - a partnership between Adastra and the customer's preferred choice of GP surgery system.

Adastra offers:

- Health and Social Service professionals can refer cases directly into polyclinic via the internet
- Configurable to manage & measure multiple services
- Special patient notes available throughout the patient journey
- Management of episodes for anonymous patients
- Overflow can easily be passed using Adastra to other unscheduled providers such as OoH services
- Integration with unscheduled care hubs can show patterns of multiple self referral and other behaviour patterns
- Medicines management for the control of formularies for consistent warnings, reduced costs etc

- Safe tracking of case work to conclusion
- Real-time performance management
- Functionality for long term conditions management & home monitoring
- Clinical continuity by sending consultation details to patients' own GPs
- Report on whole patient journey

Adastra benefits

- Minimised patient risk & maximised patient experience through proven patient management for unscheduled care
- Local integration and cost effective leverage of assets using local OoH hubs already in place and providing a wide variety of primary care services
- Open information sharing with leading healthcare IT systems leading to better clinical outcomes and efficiencies
- Improved patient experience and a safe and transparent patient journey through managed routing and referral
- Support for commissioning, service redesign and payment for activity through whole journey reporting and commitment to interoperability

For more information

About Advanced Health & Care

Advanced Health & Care is a leading supplier of IT management systems for urgent & unplanned care, homecare, residential care, hospices, mobile information for community carers and back-office management systems for NHS trusts, local authorities and care providers.

Working with partners in the NHS, local government and the private sector, Advanced Health & Care is delivering IT solutions in support of safe, efficient care delivery with integrated management information. Advanced's unique proposition is its range of integrated care solutions offering visibility of information for both the commissioner and care provider.

The Advanced Health & Care suite of products includes: Adastra, iNurse, Crosscare, eFinancials Smart Business Suite, Saturn & StaffPlan.

Contact us

Unit 4 Eurogate Business Park | Ashford | Kent | TN24 8SB **t:** +44 (0)1233 722 700 **f:** +44 (0)1233 722 701
e: ahcmarketing@advancedcomputersoftware.com **www:** www.advancedcomputersoftware.com/ahc

Legal information

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