

NHS Pathways CMS and Single Point of Access



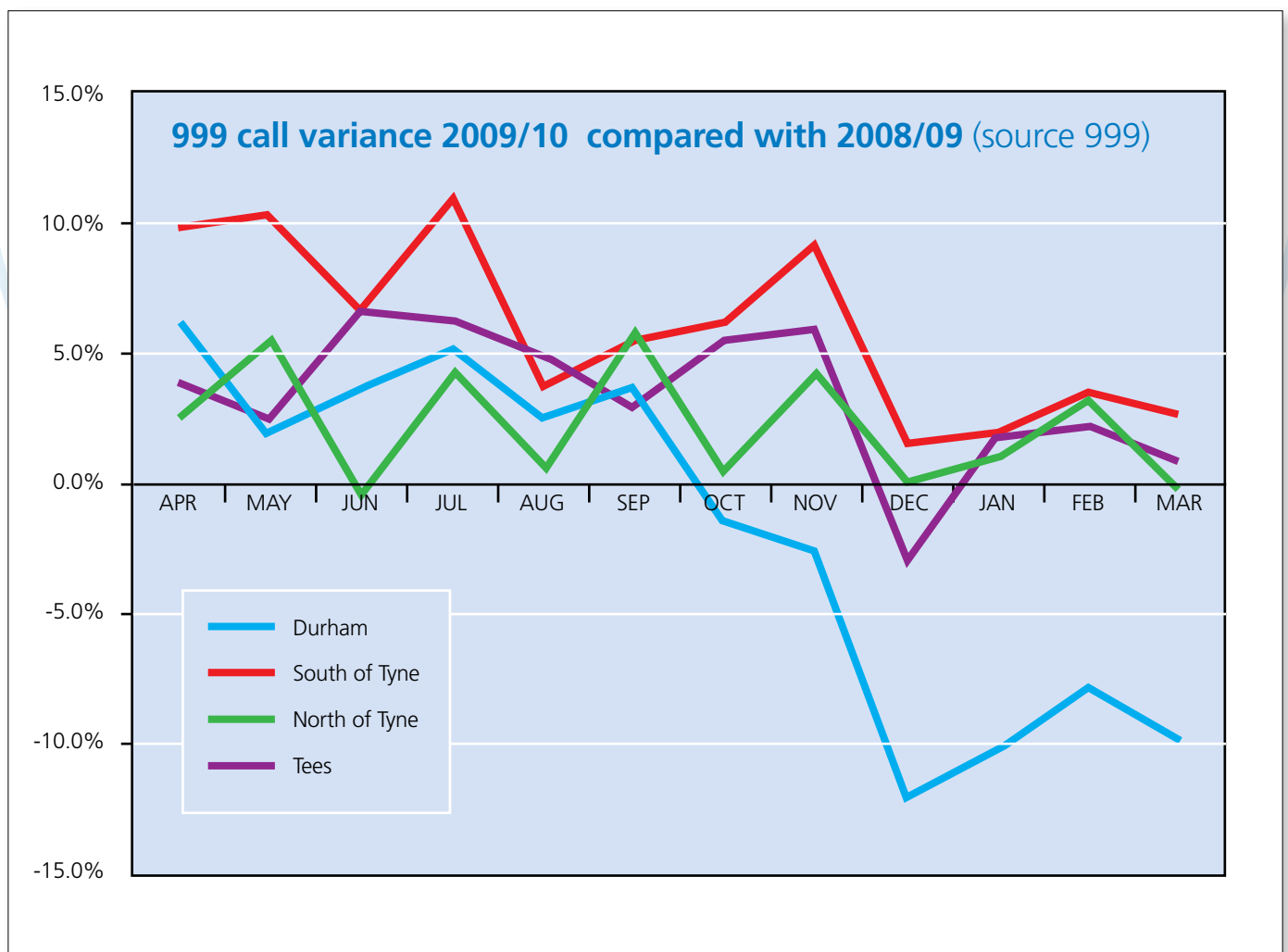
Since October 2009, NHS Pathways Capacity Management System (CMS) has underpinned the integrated single point of access in Country Durham and Darlington. The pilot has since developed into a 111 Pathfinder.

Callers to 999 or 111 are triaged through NHS Pathways CMS and linked to a local service that can meet their needs appropriately.

Benefits achieved from this approach include:

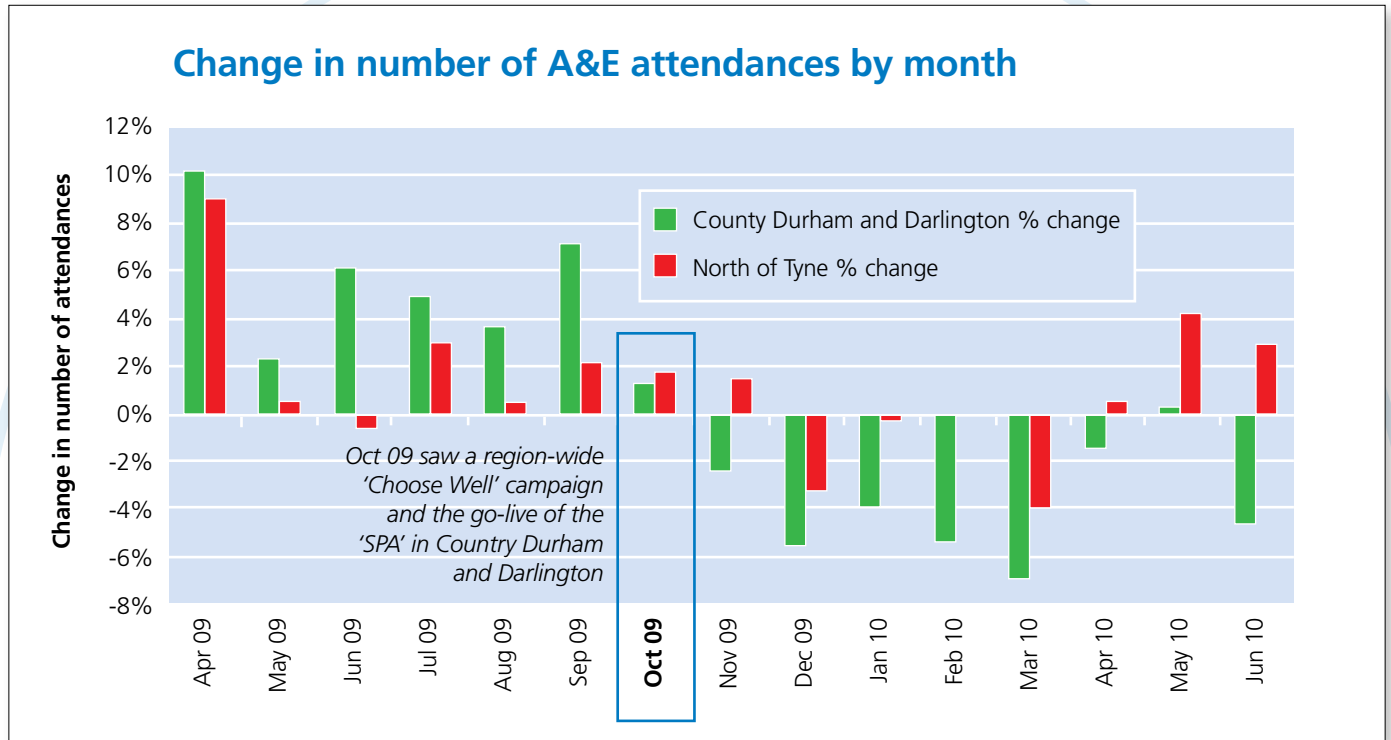
a) Benefits to the wider health economy

There has been a decrease in calls to the 999 service from the public in the County Durham and Darlington (CD&D) area since the Single Point of Access (SPA) using NHS Pathways CMS went live.



a) Benefits to the wider health economy (continued)

There has been a month on month decrease in A&E activity since the single point of access using NHS Pathways CMS went live.



The clinical community in the area has been actively involved in assuring the governance and appropriateness of the clinical process, and the GP leads have confirmed in writing to all practices that the whole system put in place by County Durham and Darlington is entirely fit for purpose.

b) Benefits to Patients

- 87% of callers from the County Durham and Darlington area dialing 111 are referred to definitive care in a single call by the call handler, with an average call length of 7 minutes.
- The County Durham and Darlington SPA enjoys 96% satisfaction rating with patients, with 50% saying the service is better than previous offerings, and 48% reporting it is at least as good as previous services.



Web site: <http://www.connectingforhealth.nhs.uk/systemsandservices/pathways>

Email Address: nhspathwayscms@nhs.net