

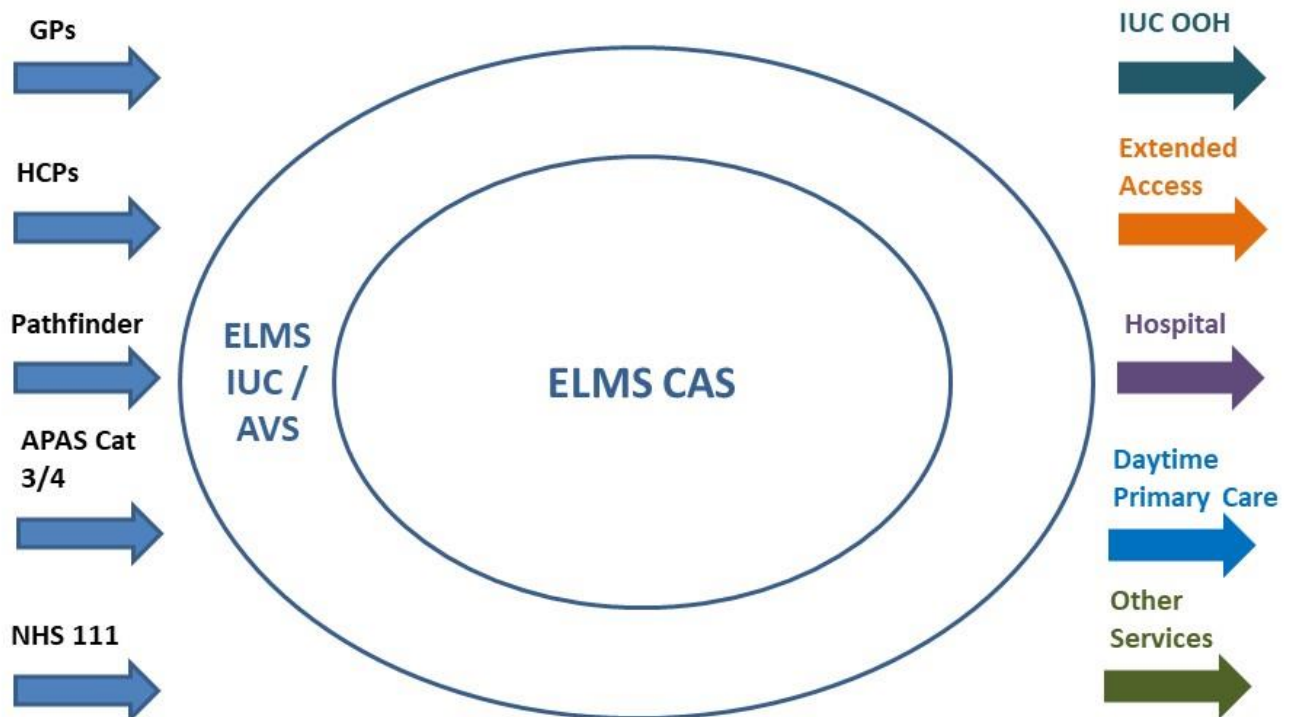
ELMS SERVICES – May 2021

ELMS provides unscheduled (planned) healthcare to the populations of Pennine Lancashire – Blackburn with Darwen and East Lancashire – 24 hours per day 365 days a year. ELMS plays a key role in the Pennine Lancashire health economy, supporting both primary and secondary care medical services in delivering the best possible care for patients, in the most appropriate place. ELMS works in close partnership with other local providers and Clinical Commissioning Groups (CCGs) across the local health system.

ELMS service can only be accessed via NHS 111, 999, or a local Healthcare Professional. It is not a direct access service and it does not accept walk-in patients.



ELMS Service Offer



May-21

ELMS Service Offer - Glossary of Terms

Inputs/Referral Pathways into ELMS

- GPs** Your Host GP Practice may refer into ELMS to utilise the Acute Visiting Service (AVS) – a daytime visiting service to address on-the-day non-emergency but acute condition that might otherwise result in the patient being referred to or conveyed to hospital (locally this is East Lancashire Hospitals Trust - ELHT).
- HCPs** **Health Care Professionals** – can contact ELMS on a direct line for advice from ELMS clinicians when at a patient's place of residence. This will include HCPs working in community services.
- Pathfinder** Paramedic services delivered by North West Ambulance Services (NWAS) – NWAS paramedics may refer into ELMS for advice from ELMS clinicians for clinical advice when at a patient's place of residence.
- APAS** **Acute Patient Assessment Service** referrals that might be referred to ELMS by NHS 111 or 999.
- Cat 3 or 4** Category 3 referral to ELMS – an urgent problem i.e. uncomplicated diabetic issue that needs advice and or treatment to avoid transport to a hospital setting;
Category 4 referrals are non-urgent problems such as stable clinical issues, which might otherwise require transportation to a hospital setting.
In both instances, the ELMS clinician may still confirm the need for transport to hospital.
- NHS 111** NHS 111 is a free, non-emergency service available for urgent healthcare assessment. NWAS provide this service locally. If you are unsure which healthcare service you need, NHS 111 will provide self-care advice and/or signpost you to the most appropriate service for your condition – this could be your GP, local pharmacy, etc. It could also be an ambulance or the emergency department if deemed an emergency. NHS 111 may refer you to ELMS for one of our clinicians to address your clinical needs that may save you having to attend hospital or confirm that you need to attend hospital.

Care Pathways via and out of ELMS

IUC	<i>Integrated Urgent Care</i> includes a Clinical Advice Service function (CAS) that provides telephone or video consultation advice or if deemed necessary by the ELMS clinician, face-to-face consultations at a Treatment Centre or on a home visit during the out of hours period when your host GP is closed.
AVS	<i>Acute Visiting Service</i> – a daytime weekday service, incorporated into ELMS IUC, and accessed by and delivered on behalf of your GP Practice, to address on-the-day acute primary care clinical conditions that might otherwise result in the patients being referred to or conveyed to hospital.
ELMS CAS	<i>Clinical Assessment Service</i> - incorporated into ELMS IUC service to address clinical needs referred by NHS 111/999 – see 111/APAS. ELMS CAS provides a hear and treat advice service, with the potential to refer into other available services. This is a 24 hours 365 days per year service.
IUC OOH	<i>Out of Hours</i> – this primary medical service is part of the IUC service and is for medical help that is not an emergency, delivered when your GP Practice is closed including evenings and overnight, weekends and bank holidays.
Extended Access	Delivered by GP Groups to provide improved access to GP services including sufficient routine appointments at evenings and weekends to meet locally determined demand, alongside effective access to out of hours (delivered locally by ELMS) and urgent care services.
Hospital	There may be occasions when ELMS will confirm that it is necessary for patients to attend or be conveyed to Hospital (locally this is ELHT).
Other Services	Other services may include social care services and other support services