

## Mastercall ARI Hub and Primary Care Resilience Hub (PCR) over April and May 2023

The Primary Care Resilience Services and Acute Respiratory Infection hubs provided by Mastercall Healthcare, International House, Pepper Road, Hazel Grove, Stockport, SK7 5BW.

### Referral Process for both services:

- Direct referrals by receptionists for same day appointments, are permitted post their initial screening call; patients will be texted with worsening symptoms advice whilst they wait for their appointment. For those wishing to book next day appointments the referrer must be a GP who has pre-triaged the call as appropriate to wait.
- Referral Number: To book in a patient, **call our single point-of-access number on 0161 477 9190** and the telephone operator will take all the details and arrange an appropriate appointment. (This number **MUST NOT** be given to patients).

Please provide the following patient information on referral:

- Date of birth, name, home address and current address (if different from home address), GP/practice and patient's preferred contact number

For the PCR services where patients have access issues, patient taxis will be arranged

### The operating model is:

- Referrals can be made by the practice between 9am - 6.30pm
- ARI: Face to face appointments will be available between 12pm - 8pm, Mon-Fri (live currently until the end of May)
- 11<sup>th</sup> April - 14<sup>th</sup> April - two additional sessions have been added each day (8am - 8pm clinic and a 10am - 4pm clinic). There will be no restriction to respiratory on these days.
- PCR: face to face appointments Mon - Sat (inclusive, and seven day on bank hols) 8am - 10pm (the 8am start permits some next day bookings/pre-work appts). From 2<sup>nd</sup> May - 31<sup>st</sup> May only.

### ARI Inclusion criteria:

Adults and children with acute respiratory symptoms, most likely due to infection (e.g. bacterial or viral infections including COVID-19, RSV, influenza), who have been identified through an initial remote/triage consultation as requiring face-to-face assessment but not requiring hospitalisation.

### ARI Exclusion criteria:

- Premature (born <32weeks aged <9m)
- Violent or vexatious patients
- Routine chronic disease management
- Alcohol and substance abuse cases
- Ongoing mental health issues
- Repeat Medication
- Palliative Care
- Complex Mental health
- Death certification and EOL (unless altered by CCG request for Palliative Care Pack and ECDSS referral support).
- Routine appointments (unless 'same day' required)
- Chest Pain/Tightness with radiation to Neck, Jaw or Left Arm
- Sudden onset of breathlessness/unable to complete a sentence/wheeze at rest
- Febrile child with rapidly spreading non blanching rash/neck stiffness/floppy

### PCR Exclusion Criteria

Chest pain, Difficulty breathing, Unable to complete a sentence, new onset confusion, trauma, head injury, FAST symptoms, loss of consciousness, severe allergic reaction, sudden onset of severe headache, rapidly spreading non-blanching rash, floppy child, severe abdominal pain, mental health/overdose, uncontrollable bleeding, constantly crying/screaming child, diabetic patients with BS>20, Insulin diabetic patients with diarrhoea and vomiting.