

Primary Care Surge Hub delivered by Mastercall Health

This service provides Stockport GPs, 111 and CAS with additional appointments to support surge over the winter months.

This is a **GP only** provision based at **Pepper Rd (Mastercall HQ)** between **07/12/23 and 31/01/23** for face-to-face appointments relating to Surge (Mon-Sun).

- The clinic will be operational **1000-2200 Monday to Friday**, 1200-1800 on a Saturday and 1200-1600 on a Sunday and bank holidays.
- Additional service appointments may be added later if utilisation is full.
- Mastercall will also offer alternative appointments in other services if/where appropriate when full (OOHs, UTC etc).

The operating model is:

- Referrals can be made by the practice anytime of the day.
- Appointments are 15min in length.
- If a practice is under substantial pressure, then reserved appointments from 4pm may be ring fenced (but must be used). Practices that are reporting a 9 or 10 on their sitrep will receive a call from the primary care managers to assess whether these appointments can be used to support pressures.

Referral Process:

- 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 Patients preferred contact number.
 - For the services where patients have access issues patient taxis can be arranged

What kind of appointments are currently available through this service?

1. Same day urgent primary care treatment centre GP appointments including acute respiratory infections.

Inclusion Criteria

Adults and children with acute primary care symptoms, who have been identified as requiring face-to-face assessment but not requiring hospitalisation.

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.

2. Same day urgent primary care ARI acute respiratory infections.

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 as requiring face-to-face assessment but not requiring hospitalisation.

Exclusion criteria:

- *Premature (born <32 weeks 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 NHS GM (Stockport) 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/whheeze at rest.*
- *Febrile child with rapidly spreading non blanching rash/neck stiffness/floppy.*

Will my practice receive feedback from the appointment?

Yes — all information will be transmitted back to the practice via the usual Mastercall post event messaging system.
