BACKGROUND
The Flow Centre supports the flow of patients across all adult acute sites in Lothian. The Flow Centre has implemented a robust safety and clinical governance framework to ensure the safety of patients at the interface between primary and secondary care. From initial contact to the patient being admitted or arriving home, the Flow Centre ensures that the patient is seen at the right place, at the right time, by the right person and transported in the safest way.

INITIAL CONTACT
- Call Centre technology to record all calls which are audited regularly
- All calls are directed to the appropriately trained person
- Ability to prioritise calls

TRANSPORT
- Utilisation of clinical information including NEWS to inform transport response times
- Use of PTS for admissions instead of emergency ambulances
- Regional overview of SAS pressures via full C3 access
- Direct booking onto PTS Cleric and C3
- Tracking of all Flow Centre vehicles
- Training for FCV drivers and Clinical Support Workers (CSW) – BLS, dementia, violence & aggression, manual handling, oxygen administration
- FCV clinical notes scanned onto Trak as part of patient record
- Enhanced safety features on tail lifts

REFERRAL
- Patient details recorded directly onto TRAK as part of the patient record
- Vital signs recorded for all admissions and NEWS score calculated
- Clinical conversation with GPs / HCPs if required
- Direct access to alternatives to admission reducing front door pressures
- Pan Lothian clinical pathways utilising real time demand pressures for determining correct site per clinical condition
- Live data overview of pressures on sites visible across all acute sites
- All GP urgent admissions making own way to hospital are requested to present within 2 hours
- Manchester Triage System (MTS) utilised to support clinical decision making and comply with clinical governance

PATIENT TRACKING
- Clinical information and expected patient lists available to receiving teams in real time
- Welfare checks by SAS Paramedic Advisor. Hourly safety checks on Trak workbench for all expected admissions with a daily ‘stop’ and safety handover
- Trak workbench for Flow Centre to allow monitoring of patient journey and timelines for expected patients
- Real time demand pressures
- Trak workbench allows FCCs to monitor patients who fail to arrive and inform referring GP.
- FCCs book patients onto the expected list, which decreases repeat questioning of patients and reduces front door reception time

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