



Cysylltu
Trawsfurfio
Cymell

ICTM

Connect
Transform
Motivate

The Change Hub

Navigation Hub

OBJECTIVES

Strengthening signposting with access to pathways via Navigation Hub/Single Point of Access (Health & Social Care) – One Number, One Entry, Wide Expertise - to community based services, virtual wards and third sector partners in supporting patients at risk of ED conveyancing, admission and readmission into hospital beds with access to clinics with secondary care expertise i.e. SDEC, specialty services.

SOLUTION

Clinically safe alternatives to admission through Navigation Hub and effective provision of care through urgent primary care and as part of SDEC with an emphasis on comprehensive frailty pathways that work collaboratively across communities, primary and community services and secondary care to increase time spent at home for our population.

BENEFITS

Benefits One

Evaluation (PDSA), benefits realisation and value assessment.

Benefits Two

Good discharge practice and preventing readmission – implementation of SAFER and Discharge to Recover than Assess (Home First) principles with effective wraparound care provision in community.

Benefits Three

Shifting volume of care provision from hospitals to the community through strengthening collaboration with WAST.



"Coordination, planning and support for people at greater risk of needing urgent or emergency care. Signposting to the right place, first time"

Anna Pepper



anna.pepper@wales.nhs.uk