

Case Study

FIT FOR THE FUTURE

Developing urgent and hospital care in Gloucestershire

Megan is a 24 year old mother of two young children. She has a four day history of being unwell with a sore throat, headache and flu-like symptoms. Megan calls NHS 111 for advice at 7pm; she lives alone with her two children and knows that she will struggle to get out for an appointment.

A

Advice and Assessment

Megan has tried her best to manage her symptoms and after speaking with the NHS 111 health advisor, gets to speak to a clinician working in the Clinical Advice and Assessment Service (CAAS) for further telephone advice.

S

Same Day

The doctor in the CAAS suspects that Megan may have flu, particularly as she has not had a flu jab. Megan is offered advice on how to manage her symptoms at home and advised to get a flu jab when she is better.

A

A&E

Megan does not need A&E as it wasn't a life threatening situation and timely advice and care could be provided through NHS 111.

P

Personalised Care

The CAAS doctor has access to Megan's Summary Care Record and can see her allergies and previous medications. The doctor understood Megan's family situation and was able to offer a solution for her treatment and avoid her potentially spreading flu to other people. An update is sent electronically to Megan's own GP.