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Patients of Lakeside Practice and the community as a whole may be aware of a project currently put in place by NHS England which is referred to as Avoiding Unplanned Admissions. This project is to try and reduce the amount of admissions to hospital that were unplanned and perhaps avoidable. These types of admissions are often stressful and disruptive for patients, their families and carers so by trying to reduce these we try to reduce the stress and anxiety which often comes with caring for a person who has complex needs, a long term condition or is elderly.

A portion of the registered patients have been receiving communications from the practice to tell them they are on an Avoiding Unplanned Admissions (AUA) Register which means that these patients have been identified as being ‘At Risk’ of attending hospital through A&E for example.

Lakeside has the task of managing these patients affectively with the aid of personalised care plans, improved access via telephone for the supporting care providers and anything deemed appropriate to support the patient. We hope to work collaboratively with patients, carers and their support network to try and establish an alternative route to emergency care than via A&E, by offering access to clinical advice before a decision is made.

On top of this we aim to discuss those incidences of unplanned admission that do happen to try and identify factors which could have avoided or prevented the admission or A&E attendance. The more we can learn what works and what the patients needs are, the more we can hope to reduce the amount of unplanned admissions and therefore the amount of stress and anxiety experienced when this happens.

We ask that patients and support services work with us to help make positive changes in the lives of our community.

If you have any further questions about this or any other service please don’t hesitate to contact us at the surgery or you can feed into our Patient Participation Group.

Thank you.