

AVS – Your Acute Visiting Service

- **AVS capacity is available to support your Practice.**
- **Don't always need a GP triage for AVS referral** - any clinician can do it with a clinical assessment.
- **Palliative patients can be seen for non-end of life symptoms** - please ensure that your patients are aware that their named GP will not make the visit.
- **There is no referral cut-off time** - just check with us first after 5.30pm to confirm ELMS capacity or ability to broker a referral to other services before we can confirm acceptance of the referral.

Case examples include:

- Paramedic call in respect of 91yr old taken by one of our AVS ANPs who actually visited the patient as a result of talking to the paramedic; with Nav Hub clinicians despatching AVS referrals able to take a holistic point of view to patient care including brokerage of any further referrals required following an AVS visit.
- Contingency support for a BwD Practice whose locum didn't arrive for morning surgery leaving one GP on their own. AVS provided visiting support - all visits assessed as appropriate to the service specification.

ELMS are your AVS

ELMS are in the process of implementing EMIS to support its work with and on behalf of GP Practices. Please help us help you by signing off the IGS forms as soon as possible please – this will allow ELMS to access your patient records and appointment book to help serve your patients. EMIS access will facilitate your future access AVS appointment book to enable you to book a visit via EMIS.

- **What's your view of the new service?**

- **What else do you want us to do?**

Feedback to: james.bibby@nhs.net

