



Oxford Health
NHS Foundation Trust



Single Point of Access

Single Point of Access (SPA)

Tel: 01865 903 750

8.00am to 8.00pm, 7 days a week

What is Single Point of Access?

Single Point of Access (SPA) provides healthcare professionals with an alternative referral route for patients needing community health services in Oxfordshire.

What does Single Point of Access do?

Staffed by a team of experienced clinicians and administrators, the SPA team will:

- evaluate the patient's needs using the information provided by the referrer
- link with the provider services to discuss the referral and an appropriate action plan
- liaise with the referrer to agree the action plan
- hold the role of "care co-ordinator" until all referrals have been made and the action plan completed

This service can be used for any referral to community health services but is ideally suited when patients require multiple referrals or where the GP or healthcare professional is unsure as to the exact service they need to refer to.

SPA is not a fast-track service but is a simplified and efficient way in which the right care can be accessed at the right time.

Who can make referrals?

Anyone can make a referral to SPA. This might include:

- Yourself or a carer
- GPs and practice nurses
- GP out of hours service
- A&E and other acute hospital staff
- Community health and social care staff

What services can be accessed via SPA?

Single Point of Access is supported by an extensive range of community health services which work to support patients in the community. The types of services that can be accessed via the SPA are:

- Integrated locality teams
- Community hospital inpatient care
- Community Matron Service

- Community Therapy Service eg physiotherapy, occupational therapy
- District Nursing Service
- Falls Prevention Service
- Hospital at Home
- Long term/end of life care
- Specialist community nursing
- Speech and language therapy

This list is not exhaustive. If you require a community health service which is not on this list please call the SPA team who will be happy to discuss your patient's needs and make the necessary referrals.

Referrals to children and young people's services should continue to be made via existing routes.

Contact SPA

Tel: 01865 903 750

Email: spa.communityreferrals@oxfordhealth.nhs.uk

The service operates from 8am to 8pm, 7 days a week, 365 days a year.

Referrers will need to provide the following information:

- the patient's details including name, address, telephone number, date of birth and NHS number (if available)
- reason for referral and patient's health condition
- the level of urgency of the referral and the desired timeframe for the involvement of services
- confirmation that the patient has consented to the sharing of their information across organisations

The SPA team will record, retain and update information on care plans, sharing information with services as appropriate. The referrer will be informed of the final plan of care for the patient.

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: EqualityandInclusion@oxfordhealth.nhs.uk

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسويق مختلف.

আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে **Bengali** পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

Oxford Health NHS Foundation Trust
Trust Headquarters
Warneford Hospital
Warneford Lane
Headington
Oxford
OX3 7JX

Switchboard 01865 901 000
Email enquiries@oxfordhealth.nhs.uk
Website www.oxfordhealth.nhs.uk

Become a member of our Foundation Trust
www.ohftnhs.uk/membership