**Oxford Health Tissue Viability Service**

**…We have your skin covered**



**Tissue Viability Service**

**The Service**

The TV service is countywide and so covers any patient who has an Oxfordshire GP. Full establishment is 4.6 WTE TVNs, 1 WTE Clinical Lead and 1.4 WTE administration. The service is provided to the patients in their own homes, community hospitals, nursing homes, residential homes, mental health wards and GP surgeries.

There are 4 main areas of clinical responsibility for the team. Complex wound management (e.g. leg ulceration, pressure ulcers, and dehisced surgical wounds), chronic oedema, equipment provision and pressure damage prevention. The team also run an extensive education programme around all of these areas.

There is a daily coordinator whose role is to deal with requests for email advice, to triage and respond to referrals and review and process equipment requests.

**Seeking Advice from Tissue Viability**

**Step 1.**

If you have a general query about dressings, treatment pathways, equipment provision etc, try the tissue viability internet site first ***<http://www.oxfordhealth.nhs.uk/tissue-viability>.*** There is a wealth of information there which is designed to help you with your clinical decision making. If the information you need is not there, contact your Tissue Viability Resource Nurse (ReN), or a more experienced colleague. ReNs have had additional training from the TV team and so may be able to advise you.

**Step 2**

If your query cannot be answered by the above, you should email the TV team. It is important that your email subject line reflects the basis of your query. For example: - ‘wound infection not resolving’ or ‘dressing not containing exudate’ or ‘unable to Doppler patient’. This helps the TV coordinator to triage and prioritise the emails queries. If appropriate, attach other documents to your email, such as a completed lower limb assessment, photograph of the wound, etc. When your email is delivered to the TV team inbox, you will receive an ‘out of office’ reply that states the email has been received. If you do not get this, the email has not arrived and therefore, you should resend it.

**NB:** To comply with the Caldicott principles, Oxford Health employees should email through an Oxford Health email account, or practice nurses via nhs.net, to tissueviability@oxfordhealth.nhs.uk . If you do not have access to either of these email routes, you should email into the Oxford Health address and anonymise the patient details using just the NHS number.

If you are with the patient and discover something serious that needs immediate advice and guidance, or there is a sudden deterioration in a patient you have emailed about you should ring the team administrator on 01865 904959/ 904271. Please do not ring in with routine queries; you will be redirected to our email service.

**Complex Tissue Viability Referral**

This should be submitted when the plan of care that has been implemented following the assessment, is not progressing as expected. This form includes referrals for complex wounds, chronic oedema, skin problems and pressure damage problems associated with seating and posture. You should only complete the section(s) that apply to your patient. If requesting equipment, you will need to complete a separate equipment request form.

Additional documents to support your referral should also be sent, such as a GP medical summary, photographs of the wound or completed lower limb assessment.

It is expected that a baseline holistic wound/ leg ulcer/ lower limb assessment would have been completed prior to referral that includes (if relevant to the referral) up to date bloods, Doppler assessment and/ or lower limb assessment.

The referral is triaged by the coordinator and the information that you provide is crucial to ensuring a timely and appropriate response. The coordinator will decide if the referral requires allocating to a TVN in 5, 14 or 28 days.

Once the referral is allocated, the referrer will be contacted to discuss the advice and guidance needed. Please ensure that the correct phone number is included in your referral so that this can happen. As all DN team landlines now divert to the duty desk, it is important that a direct mobile number is included on the referral. If you run clinics, please include a time that you can be contacted.

This first contact will involve the TVN discussing with you the best way to provide the advice and support required. This may be telephone advice or a clinical visit.

**Sending your referral forms**

Referral forms should be emailed from either an Oxford Health email address or an nhs.net email address to tissueviability**admin**@oxfordhealth.nhs.uk . If you do not have access to either of these email routes, you should email into the Oxford Health address and anonymise the patient details by just using the patients NHS number.

When your email is delivered to the TV admin inbox, you will receive an ‘out of office’ reply that states the email has been received. If you do not get this, the email has not arrived and therefore, you should resend it.

If there is a sudden deterioration in a patient and your referral becomes more urgent, ring the team administrator on 01865 904959/ 904271. Please do not ring in with routine queries; these will be redirected to our email service.

Once the referral is allocated to a TVN they will contact the referrer to discuss the patient using the details provided on the referral form. If no reply, a message will be left for a call back. If there is no response this will be repeated on two more occasions over a period of 10 days. If by this time there has been no communication with the referrer then the patient will be discharged.

**Equipment Requests**

If you know what equipment is required, please complete an equipment request form and email to tissueviability**admin**@oxfordhealth.nhs.uk stating the timeframe for delivery. Please add the timeframe in to the subject box in your email. E.g. Powered mattress request for Molly Brown NHS number 436 776 3908 5 days.

If you are uncertain about the equipment required, consider linking with your local TV resource nurse for support or look at the guides on equipment selection on the Tissue Viability internet site [***http://www.oxfordhealth.nhs.uk/tissue-viability***](http://www.oxfordhealth.nhs.uk/tissue-viability)using the equipment tab. If you are still unsure then email the tissue viability advice service at tissueviability@oxfordhealth.nhs.uk . If it is urgent for same or next day equipment delivery please complete the Equipment Request form but do not tick what equipment you think you may need, instead write you questions in the comments box along with your mobile number and e-mail this in to tissueviability**admin**@oxfordhealth.nhs.uk and our admin team will ask the TVN coordinator to review and advise on the same day.

If there is a sudden deterioration in a patient and your referral becomes more urgent, ring the team administrator on 01865 904959/ 904271.