

HCT's Prevention of Admission (POA) service for acutely unwell adults

What is the service?

We provide urgent same day assessments within the patient's own home. The POA team offer virtual GP and pharmacy consultations and face to face nursing and therapy assessments. The patients can be monitored daily by the POA team until discharge.

How do I make a referral?

To make a referral, please call HCT's East and North Referral Hub on:

0300 123 7571

Choose option 4 to discuss a patient directly with one of our POA GPs. Referrals can be accepted by any healthcare professional who has assessed the patient.

When is the service open?

- 9am to 8pm, seven days a week
- Last referral accepted at 6pm for same day assessment

Who is suitable for the service?

- Patients registered with a GP in East and North Hertfordshire
- Patients over 18 years of age

Conditions and reasons to refer to the service

- IV/oral antibiotics for pneumonia, cellulitis and UTIs
- Subcutaneous fluids
- Heart failure - IV diuretics
- COPD
- End of life and specialist palliative care
- DVT pathway
- ECGs where 999 response not required
- Falls, urgent mobility assessments and rapid decline in functional ability
- Medication reviews by pharmacists
- Support for care homes with COVID-19 outbreaks