

Transient Ischaemic Attack: Electronic Fast Access Booking

August 2020



The way we refer patients to TIA services in east Dorset is changing as we work together to improve stroke care

Our new referral and booking system will enable you to complete an electronic referral and, if needed, directly book your patient into TIA clinic and give them all the information they need about their appointment.

Transient Ischaemic Attack Services in east Dorset

Transient Ischaemic Attack or 'TIA' is a "mini-stroke" when an individual experiences symptoms of a stroke for a short-lived period of time. TIA is a medical emergency, and may be a warning of an impending stroke. Evidence has shown that timely assessment and treatment of TIA can significantly reduce the risk of a completed stroke. TIA requires an urgent response to reduce risk of stroke.

From 20th July all **weekday** TIA appointments will be provided at Poole Hospital in a new dedicated TIA clinic suite. There will be no weekday TIA appointments provided at The Royal Bournemouth Hospital. At **weekends** the TIA service will continue to rotate between Poole, The Royal Bournemouth and Salisbury Hospitals. Through combining the TIA workforce from the two hospitals we will be able to provide more robust and sustainable TIA services away from the competing demands of the Hyper Acute Stroke Unit, which will be at The Royal Bournemouth Hospital. These changes will benefit approximately 1700 suspected TIA patients per year.

Referral Process

The current referral process relies on a phone referral and fax system. This can take some considerable time for the referrer to complete the referral, and referrals are often queued building in further delay to the patient having their appointment.

FAB-TIA

Fast Access Booking electronic referral system for TIA

This is a web-based booking system, allowing you to book patients directly into clinic slots within 21 hours of first contact with a healthcare professional. Weekend clinics will also be booked via FAB-TIA.

From midday on 1st September 2020, all patients referred to TIA clinic in Bournemouth and Poole will need to be referred via FAB-TIA, no other referral mechanism will be available.

Using FAB-TIA to refer a suspected TIA patient to TIA clinic

FAB-TIA requires chrome or edge as the browser. This should be set up on computers needing to make referrals, and for security can only be accessed via the N3 network used by the NHS.

The link to the referral system is: <https://eformsnhs.rbch.nhs.uk/strokeTIA/>

Please follow this 10 step process to complete the referral and book an appointment for your patient:

1. Identify that TIA clinic referral is required. Please do not refer patients who require stretcher transport or hoist transfers. Either discuss with the Stroke Nurse Practitioners Laura Gleave or Jacqui Leggett at Poole Hospital (contact details below) or consider referral to RBH ED for further assessment.
2. Access web-based tool via 'click through' button in SystmOne, icon on desktop if using EMIS or drop-down box on paramedic tough books.
3. Enter username and password. Depending on your local security settings it might be possible to use 'remember me' to avoid using login on each occasion. The username is:- StrokeTIA and the Password is:- StrokeTIA
4. Complete 4 screening questions to ensure TIA clinic referral is appropriate.
5. Complete required fields, these can be cut and pasted from EMIS or SystmOne. A brief description of the event is also required.
6. ABCD2 score is no longer used as a risk assessment tool, but can aid clinical decisions and so we ask for this to be completed. This will give you a risk of stroke % - which you can share with your patient if you feel appropriate. The purpose is to highlight risk and the need for urgent action to prevent a stroke
7. The earliest appointment should be taken, but at least within 21 hours of contact with you. Once you select and confirm the booking of an appointment, please use the tick boxes to ensure safety advice has been given. All Poole and Bournemouth patients will be contacted by telephone first.
8. Click 'submit' the referral, at this point the slot is booked and a patient information sheet can be printed detailing directions to clinic with date/time of the appointment. This sheet also has safety advice and other information.
9. Please ensure the patient can get to the appointment, if necessary ask about family / friends who might help, or suggest a taxi, since patients should not drive until they have been seen in clinic.
10. An email is sent to the TIA clinic team to inform them of the booking.

FAB-TIA avoids the need for a potentially long phone call. You and your patient have the appointment time and venue available as a printout for further reference and support. FAB-TIA offers a more streamlined booking system for TIA, saving referral time and ensuring patients receive the best possible service.

For further information about FAB-TIA

Please view our short training film which outlines how to use FAB-TIA: <https://youtu.be/23yrFMrCXIQ>

If you have further questions about FAB-TIA and how to refer a patient, please contact Stroke Nurse Practitioners at Poole Hospital via the hospital switchboard (01202 665511) and ask for bleep 0538, during working hours.

For further information about the future of our hospitals: <https://www.rbch.nhs.uk/index.php?id=2748>