

RAAC Planks Incident Response

Guide for Bed Managers Exporting Patients

Care teams at hospitals exporting patients individually complete referrals to East of England PDEC (EoE PDEC) using referapatient. EoE PDEC is Command and Control for a RAAC Planks Incident Response.

PLEASE EMAIL [please provide@nhs.net] UPDATED CONTACT DETAILS INCLUDING EMAILS, EXTENSIONS AND BLEEPS OF ALL TEAM MEMBERS OF YOUR TRUST'S RAAC PLANKS INCIDENT RESPONSE TEAM

East of England (EoE) PDEC will:
 1) triage all regional referrals (**from your hospital**);
 2) load balance
 3) distribute beds with appropriate level of care across the network (with your team)
 3) arrange patient transfer

All referrals completed here by care teams in your hospital will be shown on a single dashboard.

Shared referrals are found in table titled 'Referrals From My Department'. It will include Patient Identifier, NHS number, Gender, Level of Bed required, clinical history. You will need to be given special referapatient access and log in to view referrals.

Referrals From My Department										
Date/ Time of referral	Patient Name	DOB	Referred From	Referred To	Shared With	Bed Required	Outcome	Diagnosis	ReferTRAK	
10:36 19/12/2023	Ian Indigo	02/03/1940	Intensive Care, Queen Elizabeth Hospital	Patient Dispersal System, East of England	Patient Dispersal System, Norfolk and Norwich University Hospital Patient Dispersal System, East Of England Ambulance Service	Level 3 - isolated	In transit	ARDS	unshate	

Click the **Patient Name** to open and read the referral, and send or read messages.

Do not contact the referring hospital, PDEC or Transfer service directly; instead use the referapatient messaging (QCKmsg) and alerting system for all communications. It is a single source of truth for multiple teams completing complex processes.

Use it when:
 Patient has been collected by the Transfer or Transport;
 Patient changes location within the hospital or is discharged;
 Patient dies

The referapatient messaging (QCKmsg) system is the most efficient way to communicate with all teams.