

# RAAC Planks Incident Response

## Guide for Transfer Services

Hospitals exporting patients (so not you) 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 SERVICE'S RAAC PLANKS INCIDENT RESPONSE TEAM

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

EoE PDEC will telephone to ask if you can transfer the patient.  
 They will need you to confirm the following:  
 Availability  
 Estimated time

They will then enter these details on the referapatient referral.  
 You will receive an SMS and Voice alert each time new information is added.

Using referapatient EoE PDEC will then *share* the referral with your Incident Response Team. Shared referrals are found in table titled 'Referrals Shared with My Department'. It will include Patient Identifier, NHS number, Gender, Level of Bed required, clinical history, destination hospital. You will need to be given special referapatient access and log in to view referrals.

Referrals

- > Referrals To My Department
- > Referrals Shared with My Department
- > Referrals From My Department
- > Referrals I Have Made
- > Make A New Referral
- > Referrals I Have Saved

Referrals Shared with 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	<a href="#">unshare</a>	

Click the **Patient Name** to open and read the referral, and send or read messages. If the patient is diverted to another hospital and your Service is no longer required you can remove their entry by clicking **unshare**.

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:  
 Ability to transfer a particular patient changes;  
 There might be significant delays;  
 A patient isn't found at the documented location

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