

Kabul's story

Ambulance / Integrated Urgent Care



- Kabul has acute tooth/jaw pain. His carer calls NHS 111 on his behalf to make an emergency dental appointment.
- Following an assessment by a health advisor, an NHS 111 dental nurse assesses the patient's symptoms, consulting the dentist due to Kabul's medical history.
- The dentist prescribes antibiotics as a preliminary measure before Kabul's face to face appointment.

Dentistry



- From the record it is evident that Kabul has had endocarditis likely arising from bacteraemia, that occurred after previous dental treatment that informed the prescribing decision.
- Kabul has a hypoglycaemic episode at the dental appointment that requires intervention.
- The dentist extracts a tooth and continues with metronidazole, amoxicillin and pain relief for the toothache post procedure.

Pharmacy



- Kabul's carer heads to the pharmacy in the afternoon to collect his prescription and informs the pharmacist that they are collecting Kabul's prescription on his behalf.
- The pharmacist checks Kabul's record to see whether there are any repeat prescribed medicines that may conflict with the amoxicillin and double checks his allergies. There are no causes for concern.

Community



- Kabul's carer contacts the community nursing team to advise on the prescribed metronidazole, amoxicillin and pain relief to seek support for Kabul's medicines compliance as he has a history of not taking prescribed medicines.
- The district nurse makes a referral into Twilight & Overnight District Nursing for the administration of the evening dose of amoxicillin to coincide with his wider community care package.

Section 1: Ambulance (111) and Patient Transport services

- Kabul is a 36-year-old person, who is morbidly obese with a BMI of >60.
- He wakes up one Sunday morning with a throbbing pain at the back of his gum and lower jaw with some local associated swelling.
- During his morning visit his carer, Adriana, calls NHS 111 to seek advice on the management of his dental symptoms since he is not registered with a dentist. The call handler asks for permission to access Kabul's shared care record; he asks for the carer's details and can see they are saved under Kabul's personal contacts. He asks her to confirm Kabul's date of birth and address, which she does. The call handler sees an alert for Kabul's mobilisation difficulties and needs arising from his weight, which is also recorded under his individual requirements. There is an alert flagging that he requires bariatric beds and chairs at appointments.
- The NHS 111 call handler transfers Adriana to have a telephone assessment with a dental nurse based in the clinical assessment service. The dental nurse reviews Kabul's shared care record and can see that he has had previous heart problems (endocarditis caused by bacteraemia that occurred after a previous dental abscess). Kabul also has several co-existing co-morbidities, including grade 3 pressure injuries proximal to a chronic pilonidal sinus, unmanaged type 2 diabetes that requires insulin, and repeated and systemic localised infections.
- The dental nurse uses the directory of services to identify the urgent dental care telephone service. They mention the information regarding Kabul's bariatric needs on his patient record. The dental nurse requests for a dentist to call Kabul back within two hours, because based on his medical history, he may require provisional steps before his examination.

Section 2: Dentistry (NHS funded)

- Two hours later, Kabul receives a call from a duty dentist at the out of hours NHS dental service. The emergency dental service dentist checks the summary care record. The dentist can see that Kabul has a history of endocarditis that occurred following a previous dental abscess. The dentist prescribes prophylactic antibiotics as a preliminary step before Kabul's appointment and advises Kabul that he may require a surgical procedure based on his symptoms. The clinician can commence antibiotic treatment and pain relief and advises that he will need to be seen in 4 days at the community dental service which has bariatric facilities.
- Adriana contacts the community dental service which is based in a local hospital and run by the NHS community trust to request hospital transport for Kabul for his appointment scheduled for after he finishes his course of antibiotics, given his special requirements that includes a bariatric dental chair and wheelchair access.
- Kabul arrives at the community dental service surgery and whilst waiting in the reception area he starts swearing and acting aggressively, causing disruption in the waiting room and making other patients anxious. The receptionist checks Kabul's shared care record and can see that there is an alert on his record flagging to make appointments in the morning because he is prone to episodes of diabetic hypoglycaemia which can result in him acting volatile and appearing incoherent.
- The receptionist flags this with the dentist. The dentist requests that the receptionist accesses glucose (dextrose tablets) from the medical emergency kit for Kabul. Kabul is reassured and comforted by the dentist and receptionist; he settles down and becomes visibly more coherent after a few minutes.
- Upon examination, the Dentist can see he has a broken and a severely decayed tooth that had caused the abscess. As Kabul has already finished a course of prophylactic antibiotics, the dentist performs a tooth extraction procedure.
- The dentist prescribes Kabul with a further prescription for antibiotics and pain relief after performing the procedure. Kabul's dental record states that his carer is his primary contact. With Kabul's permission, the dentist calls his carer Adriana to ask her to pick up Kabul's prescription that day.

Section 3: Pharmacy (NHS funded)

- Adriana travels to the pharmacy in the afternoon to collect Kabul's prescription and informs the pharmacist that they are collecting Kabul's prescription on his behalf.
- The pharmacist can verify this by looking at Kabul's record where the collection arrangements are noted.
- The pharmacist checks Kabul's record to see whether there are any repeat prescribed medicines that may interact with the antibiotics and double checks his allergies; there are no causes for concern.
- The pharmacist dispenses the prescribed medicines to Adriana with appropriate advice. She advises no alcohol when taking metronidazole.

Section 4: Community (District Nursing and Twilight & Overnight District Nursing)

- Kabul is under the care of district nursing with a care and nursing package in place that includes personal care, support with medicines administration, daily wound dressing for an ongoing pilonidal sinus and pressure injuries. Adriana calls the district nurse that regularly visits Kabul, to seek support for Kabul's medicines compliance as he has a history of not taking prescribed medicine. They agree to administer the oral medication during scheduled visits for wound care in collaboration with the care at home team.
- During the phone call with Adriana about the medicines management, it was noted that the district nursing service is not commissioned to visit service users more than twice daily, so would be unable to administer all doses prescribed each day.
- The district nurse makes a referral to twilight and overnight district nursing and care at home service operated by the same NHS trust to create a care plan to administer oral medication for 7 days, ensuring that Kabul has his third dose administered and finishes his course of antibiotics.
- The nurse makes the referral via telephone. She speaks to one of the twilight and overnight district nursing administrator, who loads Kabul's patient record after confirming his NHS number and date of birth. The administrator sees an alert and an individual requirement regarding Kabul's weight, as well as the fact he is prone to hypoglycaemic episodes early in the morning and late at night. The administrator flags this with the Nurse triaging the referral who allocates a two-person team to attend the visit, to ensure that appropriate care and team safety can be ensured.