

COVENTRY & RUGBY GP ALLIANCE

DIRECTORY OF SERVICES

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Owner: Sarah Forsyth, Chief Nurse and Operations Officer

DIRECTORY OF SERVICES (DOS)

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Contacts at a Glance:

SERVICE CONTACTS	Admiral Nurse Service	02477 710980 (Option 2 – Option 5)	cwicb.crgpaadmiralnurses@nhs.net
	SMI Annual Health Checks	02477 710980 (Option 2 – Option 7)	crgpa.healthchecks@nhs.net
	Paramedic Acute Visiting Service (PAVS)	07484 931272 / 02477 710980 (Option 2 – Option 3)	crgpa.pavs@nhs.net
	Respiratory @ Home	07881359254 / 02477 710980 (Option 2 – Option 2)	crgpa.respiratoryathome@nhs.net
	DESMOND	0808 169 1225 / 02477 710980 (Option 2 – Option 1)	crgpa.desmondreferrals@nhs.net
	Primary Care Surge	02477 710980 (Option 2 – Option 4)	crgpa.pcsurge@nhs.net
	Enhanced Access	02477 710980 (Option 2 – Option 6)	crgpa.admin@nhs.net

OTHER KEY CONTACTS	Daljit Sandhu	Chief Executive Officer	07961 810594	daljit.sandhu3@nhs.net
	Matthew Grant	General Manager PCN Services	07940 007877	matthew.grant@nhs.net
	Sarah Forsyth	Chief Nurse and Operations Officer	07771 345926	sarah.forsyth4@nhs.net
		CRGPA Complaints	02477 710980	crgpa.complaints@nhs.net

ADMIRAL NURSE SERVICE

Service Overview:

The Admiral Nurse service is set up in partnership with Dementia UK. Our team of specialist nurses provide support to families affected by dementia across Coventry, Rugby & Warwickshire North. The Admiral Nurse service supports the carers of the person with dementia, helping to meet the needs of their loved one by providing one-to-one support, expert guidance and practical solutions. The service offers emotional support to families affected by dementia from the time of diagnosis to the end of life, helping them to develop coping strategies that work for them.

Referral Criteria:

Family/carer(s) who are affected by a confirmed dementia diagnosis

Referral route – family/friends, self-referrals, clinical referrals

Referral Process:

Referral Number: 02477 710980 (Option 2 – Option 5)

EMIS referral forms are available on GP Gateway

Opening Hours:

Duty phone is manned 9am – 1pm Monday to Friday

Service available 8am – 5pm Monday to Friday

GPA Contact:

Email: cwicb.crgpaadmiralnurses@nhs.net

Phone Number: 02477 710980 (Option 2 – Option 5)

Service Provision: Coventry, Rugby, Warwickshire North Places

SERIOUS MENTAL ILLNESS ANNUAL HEALTH CHECK (SMI AHC)

Service Overview:

People living with severe mental illness (SMI) face one of the greatest health inequality gaps in England. The life expectancy for people with SMI is 15–20 years lower than the general population. This disparity in health outcomes is partly due to physical health needs being overlooked.

As a result, CRGPA have been commissioned to deliver SMI health checks across the System. Our experienced team of HCAs contact patients on practice SMI registers to ensure the following checks are concluded:

Indicator within SMI Annual Health Checks
Care Plan
BMI check
BP or Pulse check
QRISK2 or Cholesterol check
HbA1c or Blood Glucose check
Alcohol use review
Smoking Status review
An assessment of nutritional status, diet and level of physical activity
An assessment of use of illicit substance/non prescribed drugs
A discussion on national screenings e.g. Bowel / Breast / Cervical Screening
A discussion of side effects being experienced
General physical health enquiry including sexual health and oral health
Advice on any appropriate follow-up interventions

Referral Criteria:

Patients 18 or over who have a confirmed diagnosis of schizophrenia, bipolar disorder or psychosis and are on the practices' MH register.

Referral Process:

Any practice which signs up to the service, is contacted by the GPA to either submit their SMI registers or agree to the use of EMIS Search & Report.

Opening Hours:

Phone lines monitored 9am- 5pm Monday to Friday

Clinics are available at pre agreed primary care locations across the System as well as own practice.

GPA Contact:

Email: crgpa.healthchecks@nhs.net

Phone Number: 02477 710980 (Option 2 – Option 7)

Service Provision: Coventry, Rugby, Warwickshire North, South Warwickshire Places

PARAMEDICS ACUTE VISITING SERVICE (PAVS)

Service Overview:

Practices can request a Paramedic to visit a patient at home on behalf of a GP if they are unable to attend the surgery. The key objective is to reduce avoidable hospital admissions by providing a timely response to patients requiring a same day visit, and ensuring patients are cared for at home if appropriate.

Referral Criteria and Process:

Patients over the age of 18 who require assessment on behalf of a GP and are registered with a GP practice in Coventry or Rugby. All patients are required to be triaged by a clinician prior to the visit being accepted by the service. Practices book appointments via EMIS on the cross organisational bookings system

Acceptance criteria:

- Minor Injuries - Musculoskeletal injuries, wounds, assessments to rule out a fracture and falls with resulting injuries.
- Medical Illness (at risk of hospital referral) - Chest infections, mild difficulty breathing, abdominal pains, dizziness, possible urine infections, reduced mobility (acute), frail elderly patients, cellulitis.
- Exacerbation of long-term conditions - COPD, Asthma, Heart Failure, and Hyperglycaemia in Diabetes.

Exclusion criteria:

- Chest Pains
- Dermatology unless acute
- Falls with loss of consciousness or head injury and on anti-coagulation
- Severe breathing problems
- Altered state of consciousness
- Collapse
- Intoxication of alcohol / drugs
- Mental health problems
- Patients requiring routine management of their long-term condition
- Suspected fractured hip

Opening Hours:

Visits available between 8:30am – 6:30pm Monday to Friday

GPA Contact:

Email: crgpa.pavs@nhs.net

Phone Number: 07484 931272 / 02477 710980 (Option 2 – Option 3)

Service Provision: Coventry, Rugby Places

RESPIRATORY @ HOME

Service Overview:

The Respiratory@Home virtual ward, monitors patients with potential acute respiratory infections including COVID-19 who require daily monitoring. The ward provides an alternative pathway to hospital admission and/or a safe early discharge pathway for patients who require ongoing monitoring.

The model is underpinned by regular monitoring, patient education/coaching and access to timely clinical advice as required.

Referral Criteria

Adults (aged 18 or over) with confirmed or suspected ARIs who are stable or improving but require ongoing monitoring that can be safely provided in their home or usual place of residence.

Inclusion Criteria:

- Flu
- RSV
- COVID
- COPD Exacerbation
- Asthma Exacerbation

Referral Process:

Referrals are accepted from the following: GPs, Self-Referrals, Emergency Departments, Ambulance/Maternity services, 111 and hospital respiratory wards.

Referral forms can be found on GP Gateway

Opening Hours:

Open 8am – 6pm Monday to Friday and 9am – 2pm Saturday and Sunday

GPA Contact:

Email: crgpa.respiratoryathome@nhs.net

Phone Number: 07881359254 / 02477 710980 (Option 2 – Option 2)

Self-Referral Platform: <https://selfreferral.happyhealthylives.uk>

Service Provision: Coventry, Rugby, Warwickshire North, South Warwickshire Place.

DESMOND

Service Overview:

The DESMOND is a 6-hour structured self-management diabetes education programme designed to allow patients to find out more about type 2 diabetes. The programme helps patients to manage the changes diabetes brings to their lives, and an opportunity to share experiences.

Referral Criteria

Newly diagnosed and established type2 diabetic patients with a HbA1c of 48 or above

Referral Process

Referral forms available on GP Gateway

GP and Self-referral email crgpa.desmondreferrals@nhs.net

Referral telephone: 0808 169 1225 / 02477 710980 (Option 2 – Option 1)

Opening Hours:

Phone line monitored 9am – 5pm Monday to Friday.

Sessions are 6 hours long and run either Virtual in the evening 6pm – 9pm (x2 evenings) or face to face on Mondays and Saturdays 9:30 – 4:30.

GPA Contact:

Email: crgpa.desmondreferrals@nhs.net

Phone Number: 0808 169 1225 / 02477 710980 (Option 2 – Option 1)

Service Provision: Coventry, Rugby Places

PRIMARY CARE SURGE

Service Overview

The service provides additional capacity and resilience for local primary care, through the provision of general practice telephone appointments that practices can book their patients into, which will provide same day, episodic care.

Referral Criteria

Urgent support for practices with unexpected workforce challenges due to illness or annual leave.

Referral Process

Practices send an email to the contact email address below, outlining the extent of their workforce capacity gap.

All requests are collated and are put through a scoring criterion which helps the service prioritise where across the system resource should be allocated.

Opening Hours:

Service phone lines monitored 8am – 4pm Monday to Friday

Surge service provision: 8am-6.30pm Monday - Friday

GPA Contact:

Email: crgpa.pcsurge@nhs.net

Phone Number: 02477 710980 (Option 2 – Option 4)

Service Provision: Coventry, Rugby, Warwickshire North, South Warwickshire Places

ENHANCED ACCESS

Service Overview

From 1 October 2022 PCNs must provide additional primary care appointments (Enhanced Access) between the hours of 6.30pm and 8pm Mondays to Fridays and between 9am and 5pm on Saturdays, in accordance with the Network Contract DES Specification. PCNs across the ICB footprint have commissioned the CRGPA to provide this service on behalf of their constituent practices.

Referral Criteria

The CRGPA enhanced access clinics are set up to provide additional capacity to those PCNs who have signed up to the service. Please check with your constituent PCNs as to how delivery for your registered population is managed.

Service Provision

Service phone lines are monitored Monday to Friday 8am – 8pm and Saturday 8am to 5:30pm

Open Virtual appointments Monday to Friday 6:30pm – 8pm

Face to face appointments Saturday 9am – 5pm

GPA Contact:

Email: crgpa.admin@nhs.net

Phone Number: 02477 710980 (Option 2 – Option 6)

Service Provision: Coventry, Warwickshire North Places