

GP factsheet

A&E and hospital admission alternatives for winter 2018/19

We are seeing continuing increases in attendances at our A&E departments and in urgent admissions. Where possible, we want to help patients get access to the specialist advice and care they need without having to go via A&E and without having to be admitted. Where patients do need to be admitted, we want to get them to the specialist service they need as quickly as possible.

Here are a range of services that can help.

1. Ambulatory emergency care

What is ambulatory emergency care (AEC)?

Ambulatory emergency care (AEC) provides same-day, consultant review for patients with urgent or emergency health problems without the need for attendance in A&E or, where possible, hospital admission. Appropriate patients can be directly referred to one of two AEC units in our Trust – at St Mary's or Charing Cross hospitals.

Where are our AEC units and when are they open?

St Mary's Hospital, QEQM, second floor

- Monday – Friday: 08.00 – 22.00
- Saturday – Sunday: 08.00 – 20.00

Charing Cross Hospital, ground floor, north block

- Monday – Friday: 08.00 – 22.00
- Saturday – Sunday: 08.00 – 20.00

How do I refer a patient to AEC?

Trust clinicians or local GPs can refer patients with a wide range of presumed conditions directly to AEC, providing the patient is stable and mobile. Patients cannot refer themselves to AEC.

Presumed conditions that can be reviewed and treated in AEC are:

- Abscesses
- Anaemia requiring transfusion
- Cellulitis
- Deep vein thrombosis (DVT)
- ENT/tonsillitis/bell's palsy
- First fits
- Giant cell arteritis (GCA)
- Hyperemesis
- Iron infusion
- Lower respiratory tract infections (LRT)
- Low risk GI bleed
- Low risk head injury
- Low risk chest pain
- Low risk pulmonary embolism
- Painless jaundice
- Pyrexia of unknown origin (PUO)
- Red hot joint
- Renal colic
- Stable pyelonephritis
- Transient loss of consciousness (TLOC pathway)

To refer a patient, call the relevant AEC service:

- St Mary's Hospital
020 3312 3196
- Charing Cross Hospital
020 3313 0734

2. The older person's rapid access clinic (OPRAC)

The older person's rapid access clinic (OPRAC) at Charing Cross Hospital is for frail, older patients who are at risk of admission to hospital and need urgent assessment. The service provides rapid access to a consultant geriatrician and therapist review and diagnostic tests, in an environment designed especially to meet the needs of complex, frail, older patients. Some patients will be booked to come back in to the clinic for a comprehensive geriatric assessment.

Transport can be organised for patients to and from hospital. Relatives are welcome to attend the clinic with patients.

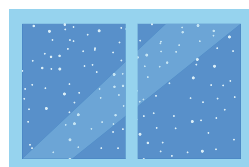
Where is OPRAC and when is it open?

The clinic is on the ground floor of Charing Cross Hospital. Clinics run Monday to Friday, 09.00 – 17.00.

How do I refer a patient to OPRAC?

To discuss urgent referrals or for advice, call: **020 3311 5162** or email: ICHC-tr.adviceelderlymedicine-imperial@nhs.net

To refer, access the OPRAC service on e-referrals with an attached OPRAC referral form. There is an online referral form on the Trust website.



3. Urgent medical advice and referrals (via the emergency department)

a. Urgent medical advice and referrals

Our urgent medical advice and referrals line for GPs and Trust clinicians is available seven days a week, 24 hours a day at Charing Cross and St Mary's hospitals.

How do contact the urgent medical advice and referrals line?

Call **020 3311 8888** and you will be directed to bleep the registrar on call.

b. Urgent surgical advice

Our surgical assessment units at Charing Cross and St Mary's hospitals are open seven days a week, 24 hours a day.

How contact the surgical assessment unit?

Call **020 3312 6666** (switchboard) and ask for the surgical registrar or senior house officer on call.

c. Other urgent advice

There are different pathways for other specialist advice.

How do I make an urgent referral to another specialty?

Call **020 3312 6666** (switchboard) and ask to be put through to the relevant specialty.

d. Urgent frailty advice and review

For urgent frailty advice, rapid access clinic review for a frail patient or urgent outpatient clinic appointments you can contact the acute frailty teams at Charing Cross or St Mary's hospitals, Monday – Friday, 09.00 – 17.00.

How do I get frailty advice or a review?

For urgent advice:

St Mary's frailty team for advice, reviews and urgent clinical appointments:

Call **077 8961 8954** to speak to a frailty consultant.

Charing Cross frailty team:

Call **020 3311 5162** and speak to a frailty consultant.

Please check our website for details on the full list of numbers for non-urgent clinical enquiries.

4. Community-based services

Depending on where your patient lives, there are community services available to provide rapid assessments and on-going care at home.

What community services are available and when are they open?

The community independence service (CIS)

The community independence service (CIS) is provided in Hammersmith & Fulham, Kensington and Chelsea and Westminster. The teams provide rapid response nursing, therapy and carer input as well as longer-term reablement care and rehabilitation. They are also able to provide a 'HomeFirst' service, where they will see and assess patients within two hours of discharge, if they are medically fit and are safe to be at home for two hours.

Services are available seven days a week, 08.00 – 20.00.

STARRS

The short-term assessment, rehabilitation and reablement service (STARRS) is an intermediate care service for patients living in Brent. The team offers a range of health care, rehabilitation and reablement services, including a rapid response service, early supported discharge, short-term rehabilitation providing neurological and general rehabilitation at home.

Services are available seven days a week, 08.00 – 20.30.

How do I refer a patient to community-based services?

To refer to the community independence service, call **030 0033 0333**

To refer to STARRS, call: **020 8453 2233**

Community services in other boroughs can be seen in the table below.

Community services in other boroughs

Borough/ CCG	Ealing	Harrow	Hillingdon	Hounslow
Pathway	Ealing Homeward	Rapid Response	Hillingdon Rapid Response Team	Integrated Community Response Service
Service provider	West London Mental Health	Central London Community Healthcare	Central & North West London	Hounslow & Richmond Community Healthcare
Hours of operation	Mon – Sun 08.00 – 22.00	Mon – Sun 08.00 – 20.30	Mon – Sun 09.00 – 00.30	Mon – Sun 07.00 – 19.00
Last referral	20.00	18.00	22.30	19.00
Contact number	020 8354 8585	030 0555 8889	018 9563 3546	020 3771 6220

