

A&E and hospital admission alternatives for winter 2019/20

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)?

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 building, second floor

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

Charing Cross Hospital, enter via A&E on St Dunstan's Road, ground floor

- 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.

AEC presumed conditions

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

- Abscesses
- Cellulitis
- Deep vein thrombosis (DVT)
- ENT/tonsillitis/Bell's palsy
- First fits
- 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. Outpatient Parenteral Antimicrobial Therapy (OPAT) service

The OPAT service operates across the organisation to allow early discharge (or avoid admission) for patients who are medically stable yet still require a course of intravenous antimicrobials. The OPAT team which is comprised of a multi-disciplinary team (MDT) of infection specialists will assess and manage appropriate patients and facilitate antibiotic administration in either the patient's home or via their outpatient clinic.

Examples of some of the infections OPAT treat are: skin and soft tissue, urinary tract, respiratory and bone and joint infections.

Patients are reviewed daily as required and all patients attend a weekly MDT review.

How do I refer to the OPAT service?

The service receives referrals from all our sites into one of our two OPAT bases:

- St Mary's Hospital:
imperial.opat.SMH@nhs.net
- Charing Cross Hospital:
imperial.opat.CXH@nhs.net

3. Frailty service

Our frailty service offers both urgent advice via our A&E departments and outpatient appointments via the older person's rapid access clinic (OPRAC).

For urgent frailty advice or a review of frail older patients, you can contact the acute frailty teams at Charing Cross and St Mary's hospitals, Monday – Friday, 9.00 – 17.00.

The older person's rapid access clinic (OPRAC)

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. The clinic is on the ground floor of Charing Cross Hospital. Clinics run Monday to Friday from 09.00 – 17.00. Please note there is a longer wait than usual for OPRAC appointments. The next available appointments are in January 2020. We will try to accommodate any urgent reviews on an ad-hoc basis and we are still happy to discuss urgent 48 hour referrals.

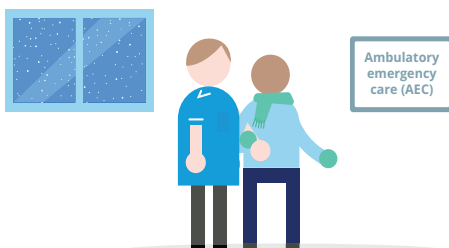
Transport can be organised for patients to and from hospital, if required.

Relatives are welcome to attend the clinic with patients.

How do I get urgent advice or a review?

Acute frailty team at St Mary's call: **020 3312 6666** and ask to be put through to bleep: **1009**

Acute frailty team at Charing Cross call: **020 3313 0203 / 020 3311 5451**



Continued

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.

For more information about the frailty support available across our hospitals email:

imperial.frailty-education@nhs.net

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

a. Urgent medical advice and referrals

Our urgent general medical referral line for GPs and Trust clinicians is available seven days a week, 24 hours a day.

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.

5. 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?

a. The Community Independence Service (CIS)

CIS is provided in Hammersmith & Fulham, Kensington & Chelsea, and Westminster. The teams provide rapid response nursing, therapy and carer input, as well as longer-term reablement care and rehabilitation. The teams provide Rapid Response Community Rehabilitation and partner with Adult Social Care Reablement. 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 while they wait.

Services are available seven days a week, 08.00 – 20.00. Rapid Response referrals should be made by phone before 18.00 .

The short-term assessment, rehabilitation and reablement service (STARRS)

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	Rapid Response	Rapid Response	Hillingdon Rapid Response	Single Point of Access
Service provider	Ealing Community Partners Referral Hub	Central London Community Healthcare	Central & North West London	Hounslow & Richmond Community Healthcare
Hours of operation	24 hours a day, 7 days a week	Mon – Sun 08.00 – 20.30	Mon – Sun 09.00 – 00.30	Mon – Sun 07.00 – 19.00
Last referral	18.00 (for same day)	18.00	17.00	19.00
Contact number	0300 123 4544	030 0555 8889 (option 2)	018 9563 3546	020 8973 3450

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

