



North East London

GP Winter Pack

Date: Winter 2023-24

Contents

- Introduction and purpose
- Bronchiolitis/RSV Pathway
- Covid
- Advice lines and hot clinics
- Frailty
- Frailty line
- CTT
- Catheter care (aligned with CTT)
- Children
- Mental Health
- Cost of living crisis
- 111
- CPCS
- Urgent care key contacts for GPs
- Whipps Cross ED Alternatives
- Before Christmas / cold periods
- Practice Voicemail message guide
- Support for Practices

Introduction and purpose

Dear Primary Care Teams,

Thank you for all you are doing to support your patients and each other. We know how busy it is and this pack is intended to support you with the anticipated challenges this winter.

Please make use of all the services and pathways included, they are here to help you and your patients to access the right care. If there are any pathways that do not work as they should, please feedback via the GP alert system.

If there are additional services you would like to see in this pack, please contact us.

Kind regards

Anil Mehta, Rami Hara, Mickey Kullar: Clinical Directors

Bronchiolitis/RSV/CMDU Pathways

• Click on the following links to view the latest RSV pathways:

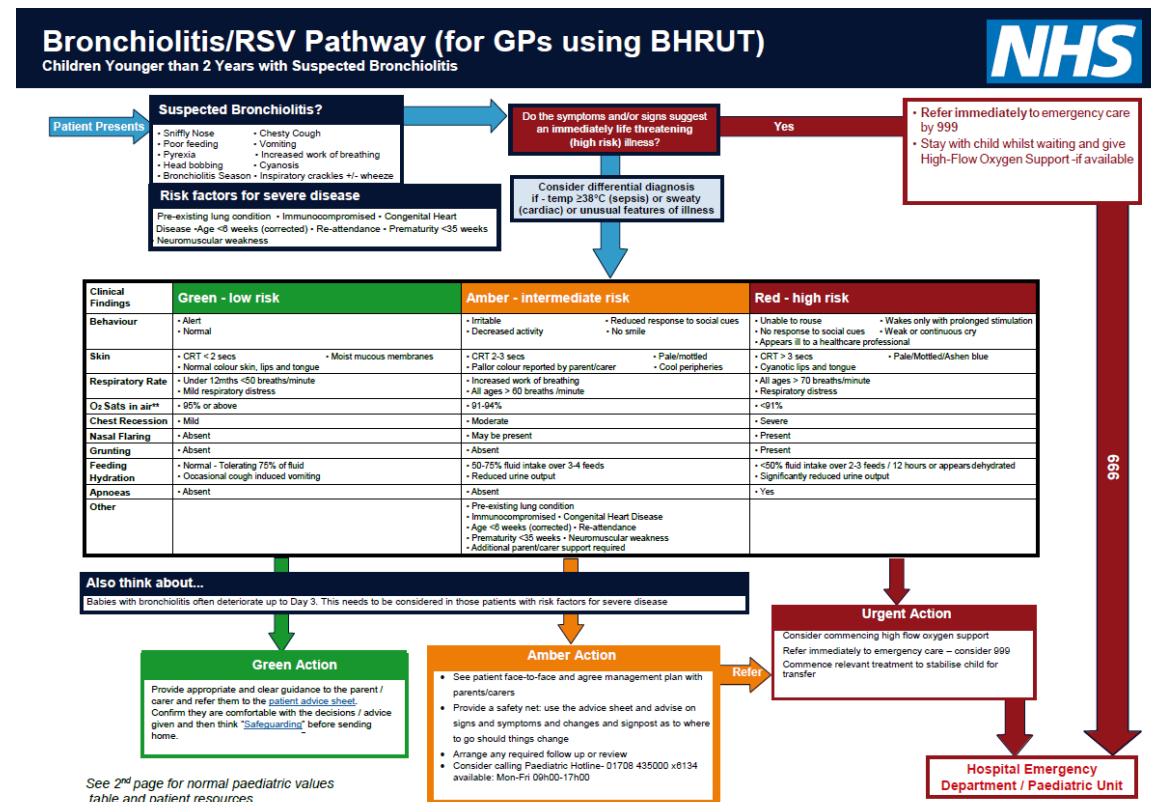
- <http://coronavirus.wel.nhs.sitekit.net/downloads/Updates/Bronchiolitis-RSV-pathway-BHRUT.pdf>
- <http://coronavirus.wel.nhs.sitekit.net/downloads/Updates/Bronchiolitis-RSV-pathway-Whipps-Cross.pdf>

Useful respiratory training resources:

- <http://thcepn.com/plt-presentations>
- [Managing RSV and other respiratory viruses in 2021 - webinar recording | RCPCH](#)

CMDU

- If required for high risk patients please call the Barts CMDU number: 020 3196 3239



Advice lines and hot clinics

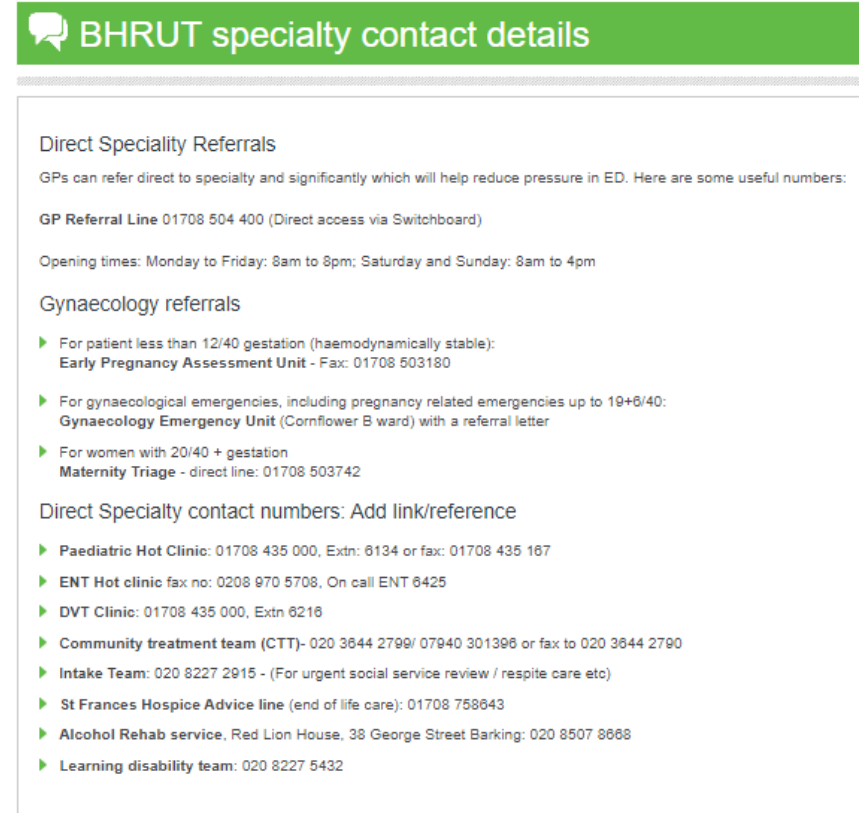
There are 27 Advice lines and hot clinics available from Anticoag to Vascular.

For the details use the links below.

- <http://gp.barkingdagenhamccg.nhs.uk/clinicalresources/Emergency-UrgentCare/bhrut-specialty-contact-details.htm>
- <http://gp.haveringccg.nhs.uk/clinical-resources/Emergency-urgent-care/bhrut-specialty-direct-contact-numbers.htm>
- <http://gp.redbridgeccg.nhs.uk/clinical/emergency-urgentCare/bhrut-specialty-direct-contact-numbers.htm>

If the specialty you need is not on the first screen - click 'BHRUT Covid-19 AG and hot clinic contacts' in the downloads section to see the latest complete list.

The final link takes you to a page with the **Whipps Cross** advice lines.



BHRUT specialty contact details

Direct Speciality Referrals
GPs can refer direct to speciality and significantly which will help reduce pressure in ED. Here are some useful numbers:

GP Referral Line 01708 504 400 (Direct access via Switchboard)

Opening times: Monday to Friday: 8am to 8pm; Saturday and Sunday: 8am to 4pm

Gynaecology referrals

- ▶ For patient less than 12/40 gestation (haemodynamically stable):
Early Pregnancy Assessment Unit - Fax: 01708 503180
- ▶ For gynaecological emergencies, including pregnancy related emergencies up to 19+6/40:
Gynaecology Emergency Unit (Cornflower B ward) with a referral letter
- ▶ For women with 20/40 + gestation
Maternity Triage - direct line: 01708 503742

Direct Speciality contact numbers: Add link/reference

- ▶ Paediatric Hot Clinic: 01708 435 000, Extn: 6134 or fax: 01708 435 167
- ▶ ENT Hot clinic fax no: 0208 970 5708, On call ENT 6425
- ▶ DVT Clinic: 01708 435 000, Extn 6216
- ▶ Community treatment team (CTT)- 020 3644 2799/ 07940 301396 or fax to 020 3644 2790
- ▶ Intake Team: 020 8227 2915 - (For urgent social service review / respite care etc)
- ▶ St Frances Hospice Advice line (end of life care): 01708 758643
- ▶ Alcohol Rehab service, Red Lion House, 38 George Street Barking: 020 8507 8668
- ▶ Learning disability team: 020 8227 5432



Downloads

- ▶ BHRUT Covid-19 AG and hot clinics contacts
- ▶ Waltham Forest alternatives to ED (updated May 2020)

Frailty

- A directory of key services for older people has been developed

<http://gp.barkingdagenhamccg.nhs.uk/BHR-directory-of-services.htm>

<http://gp.haveringccg.nhs.uk/BHR-directory-of-services.htm>

<http://gp.redbridgeccg.nhs.uk/BHR-directory-of-services.htm>

If the service you are looking for is not in the directory, follow the instructions within the directory to feedback.

- FOPAL: 01708 435 000 x6066/6192
- Beech: 020 8970 8035 or 020 8970 5770
- CTT: 0300 300 1660 or 07808 364 472

A new Frailty line is described on the next slide...



Frailty Line

pilot commencing 30th October 2023



Barking, Havering and Redbridge
University Hospitals
NHS Trust

- Looking for some advice and guidance on how best to manage a frail older patient (>65yrs) presenting in crisis?
- Want to discuss if conveyance to hospital is the best plan for your patient?
- Looking for advice on management or where to refer a patient to?

CLINICAL FRAILTY SCALE

	1	VERY FIT	People who are robust, active, energetic and motivated. They tend to exercise regularly and are among the fittest for their age.
	2	FIT	People who have no active disease symptoms but are less fit than category 1. Often, they exercise or are very active occasionally , e.g., seasonally.
	3	MANAGING WELL	People whose medical problems are well controlled, even if occasionally symptomatic, but often are not regularly active beyond routine walking.
	4	LIVING WITH VERY MILD FRAILTY	Previously "vulnerable," this category marks early transition from complete independence. While not dependent on others for daily help, often symptoms limit activities . A common complaint is being "slowed up" and/or being tired during the day.
	5	LIVING WITH MILD FRAILTY	People who often have more evident slowing , and need help with high order instrumental activities of daily living (finances, transportation, heavy housework). Typically, mild frailty progressively impairs shopping and walking outside alone, meal preparation, medications and begins to restrict light housework.

	6	LIVING WITH MODERATE FRAILTY	People who need help with all outside activities and with keeping house . Inside, they often have problems with stairs and need help with bathing and might need minimal assistance (cuing, standby) with dressing.
	7	LIVING WITH SEVERE FRAILTY	Completely dependent for personal care , from whatever cause (physical or cognitive). Even so, they seem stable and not at high risk of dying (within ~6 months).
	8	LIVING WITH VERY SEVERE FRAILTY	Completely dependent for personal care and approaching end of life. Typically, they could not recover even from a minor illness.
	9	TERMINALLY ILL	Approaching the end of life. This category applies to people with a life expectancy <6 months , who are not otherwise living with severe frailty . (Many terminally ill people can still exercise until very close to death.)

SCORING FRAILTY IN PEOPLE WITH DEMENTIA

The degree of frailty generally corresponds to the degree of dementia. Common **symptoms in mild dementia** include forgetting the details of a recent event, though still remembering the event itself, repeating the same question/story and social withdrawal.

In **moderate dementia**, recent memory is very impaired, even though they seemingly can remember their past life events well. They can do personal care with prompting.

In **severe dementia**, they cannot do personal care without help.

In **very severe dementia** they are often bedfast. Many are virtually mute.



Clinical Frailty Scale ©2005-2020 Rockwood, Version 2.0 (EN). All rights reserved. For permission: www.geriatricmedicineresearch.ca
Rockwood K et al. A global clinical measure of fitness and frailty in elderly people. CMAJ 2005;173:489-495.

The Frailty Line is open between 09.00-17.00hrs Monday to Friday

Call 01708 435000 ext. 2670

to be automatically connected to one of our Frailty Clinicians

Please have your patient details to hand, including the current frailty score (essential)

CTT

- Before referral
 - Criteria: patients with a non life-threatening, acute physical health condition that would ordinarily mean attending A&E; be housebound, live in Barking and Dagenham, Havering or Redbridge and are aged 18 and over. CTT are unable to accept patients who require a hospital admission but are declining.
- To refer
 - GP referrals should be triaged by the medical professional prior to referral to CTT to ensure suitability for referral and the patient must consent.
 - Clinician referral line: 07808 364 472
 - Any referral routes including self-referrals: 0300 300 1660

New catheter advice line

A new advice line has been introduced to provide patients living with a catheter access to care and advice to help them manage any issues they may be facing.

This provides an alternative service for those previously walking into our Emergency Departments for catheter care.

Exclusions:

- Patients who are not entitled to NHS care in the UK and do not have a valid NHS number.
- Patients who are housebound, who meet the criteria for the District Nursing Service.
- Patients who would normally have their catheter changed in a hospital environment i.e. for excessive bleeding.

To refer:

For Clinician and Patient (Self-referrals)

Call: 07525 313 961/0300 300 1699

For clinician referrals only email:

Catheter.crisis@nelft.nhs.uk

Acceptance criteria:

- Mobile and not housebound.
- Living in the above boroughs.
- Have an indwelling urinary or suprapubic catheter.
- Aged 18 years and over.

And:

- Have a blocked or bypassing catheter.
- Require a routine change of their catheter.
- Need advice when changing their catheter bags.
- Need any advice about their catheter.

Children

- Continue to encourage childrens immunisations, this year the focus is on:
 - Polio, MMR, influenza
- Parents UEC leaflet - send the link to parents/carers after a consultation https://northeastlondon.icb.nhs.uk/wp-content/uploads/2023/11/What_to_do_if_your_child_is_unwell_guide_for_parents.pdf
- Children in MH crisis – see next slide
- Paeds asthma nurses - refer using the EMIS CYP spirometry referral form
- Healthier together - promote this app to parents <https://what0-18.nhs.uk/>
- Remember that children can also be booked into Same Day Primary Care
- Remember over 1's can be referred to CPCS

Mental Health

- Children
 - CAMHS: 0300 300 1888
 - Crisis ensure patients are aware of Mental Health Direct: 0800 995 1000
- Adults
 - For routine in consider the older adult mental health teams
 - B&D: 0300 355 1016
 - Havering: 0300 555 1135
 - Redbridge memory service: 0208 708 2386
- HTT: 300 555 1022
- Crisis ensure patients are aware of Mental Health Direct: 0300 555 1000
- Drug and Alcohol services - please use the services directory to identify the most appropriate service for your patient.

Cost of living crisis

- Social prescribing link workers can help direct patients to support
- Patients can check whether they can get support for NHS costs such as prescriptions, dental etc. on the SBS website: [NHS Help with Health Costs | NHSBSA](#)
- Welfare support - the council webpages are:
 - B&D: <https://www.lbbd.gov.uk/cost-living-support>
 - Havering: [Financial help and advice | The London Borough Of Havering](#)
 - Redbridge: [Redbridge - Household support fund](#)
- CVS sector support with cost of living:
 - B&D <https://www.lbbd.gov.uk/cost-living-support/meet-our-community-partners>
 - Havering <https://www.haveringcommunityhub.com/havering/find/>
 - Redbridge [Cost of Living \(redbridge.gov.uk\)](#)
- Discuss within your PCN appointing an ARRS care coordinator for the most frail.

111

- Please make your 111 slots available to 111 at least 72 hours in advance - release them in advance rather than each day; 111 prevents slots being booked too far ahead
- Ensure the 111 slots are marked whether they are face to face or virtual
- The table below shows the number of appointment slots to be released daily based on patient list sizes (1 appointment slot to every 3000 registered patients) and the best time of day to make the slots available to NHS 111 to increase utilisation:

List size	No. of slots to be made available for direct booking each weekday	Recommended slot timings
Up to 3,000	1	14:00
3,000 to 5,999	2	14:00, 17:00
6,000 to 8,999	3	14:00, 16:00, 18:00
9,000 to 11,999	4	11:00, 14:00, 16:00, 18:00
12,000 to 14,999	5	11:00, 13:00, 15:00, 17:00, 18:00

- We suggest that you 're-claim' any unutilised slots 1 hour before the appt time to make these available to other patients
- Use the HCP form to report any inappropriate 111 booking
<http://gp.barkingdagenhamccg.nhs.uk/clinicalresources/Emergency-UrgentCare/las-hcp-feedback-form.htm>

CPCS - use for low acuity minor illness

- Instead of using a GP appointment for a minor illness assessment, refer patients with low acuity minor illness to the CPCS service. This allows GPs to create additional capacity giving them more time and focus to see patients who would otherwise be required to wait longer for appointments.
- Exclusions: red flags, patients under 1 year old, anyone presenting with high temperature unresponsive to antipyretic medicines (self-declared).
- How to refer: use the referral forms available within your clinical system.
- How to get training: email the primary care team to find out the next CPCS training dates.
- For more information go to [NHS England » NHS Community Pharmacist Consultation Service \(CPCS\) – integrating pharmacy into urgent care](#)

BHRUT urgent care key contacts

Anticoagulant clinic	01708 435 000	x6060
CTT	0300 300 1660	07808 364 472
DVT clinic	01708 435 000	x6216
ED advice line	01708 435 000	x6456
ENT	01708 435 000	x6425
Emergency eye clinic	01708 435 000	2553
Fopal clinic	01708 435 000	x6066/6192
Fracture clinic	Send referral form to: bhrut.virtualfracture.clinic@nhs.net	
Frailty Beech	020 8970 8035	020 8970 5770
St Francis Hospice advice line	01708 758 643	
IBD helpline	Queens: 01708 435 347	KGH: 020 8970 8161
LAS direct line for clinicians	020 162 7525	
Maxfac	01708 435 000	x6336
Medicine - Ambulatory care	01708 435 000	x6843
Medicine – Med reg on call	01708 435 000	x6891
Neurology advice line	01708 435 043	
Nephrolog sec for hot clinic referral	01708 435 000	x2221
Paediatric reg on call	01708 435 000	x6816
Respiratory	01708 435 000	x6641
Surgery on call	01708 435 000	x3366/6041
Urology red	01708 435 000	x6335

Whipps Cross ED Alternatives

Referral Line	SDEC/ Ambulatory Care	Frailty Virtual Ward	Pregnancy Emergency Gynae Unit	Paediatric Assessment Unit (PAU)	Emergency Eye Treatment Centre (ETC)
<p>Whipps Cross 020 8535 6400 24/7</p> <p>Acute assessment or admission by hospital speciality on-call team. Speak to the on call team for advise if admission is not necessary. Do not call switchboard to make a referral.</p>	<p>Whipps Cross 020 8539 5522 Ext 6553/4121/4122 Mon-Fri 08:00–22:00 Weekends 09:00-18:00</p> <p>Accepts patients over 16, stable, ambulant, do not clearly require admission and are considered suitable after a clinical conversation with the ambulatory care Consultant. The last referral is accepted 2 hours before the closing time.</p>	<p>Whipps Cross 020 8535 6644 Mon-Fri: 09:00-17:00 Email: wxfrailty.virtualward@nhs.net</p> <p>A virtual ward for frailty is available as an option for clinicians to refer adults (aged 65 or over) who have an acute exacerbation of a frailty-related condition. Accepts patients by email referral or dedicated referral/advice and guidance phone line after clinical conversation</p>	<p>Whipps Cross 020 535 6499 Ext 6575/4780 Mon-Fri: 08:00-20:00 Sat- Sun: 08:00-13:00</p> <p>Consultant led service for women with pregnancy related symptoms including bleeding or pain in the early stages of pregnancy (up to 18 weeks).</p>	<p>Whipps Cross 07783 659 102 Mon-Fri: 09:00-17:00 After 17:00 call referral line/paediatric reg</p> <p>Paediatric Consultant led service and offers same day bookable appointments.</p> <p>The unit is open Mon – Fri 09:00 – 22:00 with last appointment at 20:00</p>	<p>Whipps Cross 0208 539 5522 Ext 6939/5768/6940 Mon-Fri: 09:00-16:00</p> <p>Minor eye conditions . Emergency treatment for trauma, injury & infection. Email for urgent referrals only: Bartshealth.eyepatientenquiry@nhs.net</p> <p>MECS service http://www.nelondonloc.com/mecs</p>

Before Christmas / cold periods

- **LTC patients**

- Text reminders
- Review patients where possible and consider:
 - Promote Flu and covid vaccinations
 - Social prescribing link workers
- Ensure LTC patients have prescriptions for the seasonal period

- **Care Homes**

- Ensure weekly ward rounds happen
- Check all patients have an Urgent Care Plan (update every 12 weeks)
- Promote Flu, pneumonia and covid vaccinations

Practice voicemail message guide

The following text has been developed to use as your voicemail message:

- Thank you for calling. We are here to help you. We are open Monday to Friday 8am-6.30pm
- We are currently closed and will next be open tomorrow or Monday at 8am. Please call back then or visit our website.
- Many local pharmacies are open every day and you don't need an appointment
- At other times please use NHS 111 - you can visit 111.nhs.uk or call 111 if you don't have online access, for help and advice, including booking you an appointment

Practices are asked to monitor bypass numbers 8am - 6.30pm and support paramedics when they call for advice. Inform your PCIL of any bypass number changes.

Support for practices

- Encourage your practice team to get vaccinated for Covid-19 and influenza if they are eligible
- NHS coaching programme
- Use the Practitioner health support service
- Report any service issues to the ICB via the primary care email - this might include service disruption caused by illness of significant number of staff
- Remember to use your buddy practice and liaise with them regularly to provide support
- Local resources to support enhanced access can be found [here](#)
- Local support for looking after you can be found [here](#)
- Information on how to use Practitioner Health can be found [here](#)
- Information on Keeping WellNEL can be found [here](#)