



North East London
Clinical Commissioning Group

Redbridge UEC Services Contact Information

Date: May 2024



BHRUT Services

Name of Service	Contact Number	Hospital Extension Number
Anticoagulant clinic	01708 435 000	x6060
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	x6192/6066
Fracture clinic	Send referral form to: bhrut.virtualfracture.clinic@nhs.net	
Frailty Beech	020 8970 8035	
IBD helpline	Queens: 01708 435 347 / KGH: 020 8970 8161	
Maxfacs	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	
Nephrology secretary for hot clinic referral	01708 435 000	x2221
Paediatric hotline	01708 435 000	x6134
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
Frailty Line	01708 435000	x2670

Whipps Cross Services

Name of Service	Contact Number & Service Operating Information	Service Overview
Referral Line	Whipps Cross: 020 8535 6400 24/7 service	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.
SDEC/Ambulatory Care	Whipps Cross: 0208 535 6402 Mon-Fri 08:00–22:00 Weekends 09:00-18:00	Accepts patients over 16, stable, ambulant, do not clearly require admission and are considered suitable after a clinical conversation with the ambulatory care Consultant. Possible DVT can be referred via SDEC. The last referral is accepted 2 hours before the closing time.
Frailty Virtual Ward	Whipps Cross: 020 8535 6644 Mon-Fri: 09:00-17:00 Email: wxfrailty.virtualward@nhs.net	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.
Pregnancy Emergency Gynae Unit	Whipps Cross: 020 535 6499 Ext 6575/4780 Mon-Fri: 08:00-20:00 Sat- Sun: 08:00-13:00	Consultant led service for women with pregnancy related symptoms including bleeding or pain in the early stages of pregnancy (up to 18 weeks).
Paediatric Assessment Unit (PAU)	Whipps Cross: 07783 659 102 Mon-Fri: 09:00-17:00 After 17:00 call 02085356400 for paediatric referrals	Paediatric Consultant led service and offers same day bookable appointments. The unit is open Mon –Fri 09:00 – 22:00 with last appointment at 20:00
Emergency Eye Treatment Centre (ETC)	Whipps Cross: 0208 539 5522 Ext 6939/5768/6940 Mon-Fri: 09:00-16:00 Email for urgent referrals only: Bartshealth.eyepatientenquiry@nhs.net	Minor eye conditions . Emergency treatment for trauma, injury & infection. MECS service http://www.nelondonloc.com/mecs
Palliative Care	St Francis Hospice 01708 758 643 24/7/365 service	The advice line can be used for urgent advice, when extra care is needed, or when someone is facing a crisis.
Evening & Weekend GP Appointments	Direct access to book appointments via EMIS	Evening and Weekend GP appointments.
Ambulance Service	London Ambulance Service HCP: 020 3162 7525 24/7 service	The HCP number is not for use by the public. HCP's calling for an emergency ambulance response will be asked clinical questions to determine the correct level of response.

Community Services

Name of Service	Contact Number
CTT	0300 300 1660 or 07808 364 472
St Francis Hospice advice line	01708 758 643
LAS direct line for clinicians	020 162 7525
Covid Medicine Delivery Unit (CMDU)	Barts CMDU 0208 121 4378

For more information on the NHS Community Pharmacist Consultation Service (CPCS):
[NHS England » NHS Community Pharmacist Consultation Service \(CPCS\) – integrating pharmacy into urgent care](https://cpsc.org.uk/news/latest-cpsc-news/pharmacy-first-clinical-pathway-summaries)
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Community Services – 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
- Home Treatment Team: 0300 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.

Community Services – New Catheter Service

An additional catheter nurse is working within our Rapid Response service (CTT) – with a focus providing an alternative service for those previously walking into our Emergency Departments for catheter care.

Inclusion criteria	Exclusion criteria
Mobile and not housebound.	Patients who are not entitled to NHS care in the UK and do not have a valid NHS number.
Living in the above boroughs.	Patients who are housebound, who meet the criteria for the District Nursing Service.
Have an indwelling urinary or suprapubic catheter.	Patients who would normally have their catheter changed in a hospital environment i.e. for excessive bleeding.
Aged 18 years and over.	
Have a blocked or bypassing catheter.	
Require a routine change of their catheter (12 Weekly).	
Need advice when changing their catheter bags	

Referral Information:

For Clinician and Patient (Self-referrals) call: 07525 313 961 / 0300 300 1699

For clinician referrals only email: Catheter.crisis@nelft.nhs.uk