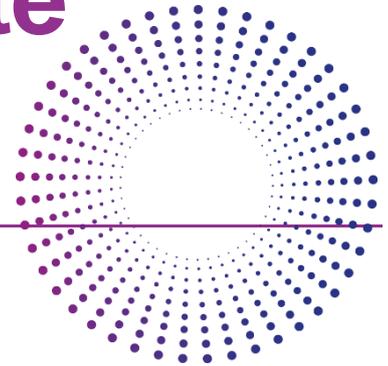


Moorfields A&E Update

24/6/2020



Message from Dr. Gordon Hay, Service Director, A&E

Dear GP Colleagues

I hope this finds you all well after a very trying three months since the start of the Covid-19 crisis. I have heard from multiple sources how quickly and how well GPs have adapted to novel consulting methods and new ways of working. The general feeling is that we can never go back to the old ways.

As most of you will know, Moorfields A&E very quickly set up a virtual platform (Attend Anywhere) as a way for us to triage emergencies for our local population and also so that we could see our own complex patients. This has been hugely successful and we are now the leaders across the NHS for virtual attendances in the hospital setting.

This was so successful that within a few weeks it became international. We received consultation requests from far and wide. Sadly we were not able to assist these patients as they were not NHS eligible.

Emergency Referrals

We have seen a significant improvement in telephone calls to our A&E team from GPs wishing to send patients to us. Regrettably we are still receiving cases

who have not been discussed with us, nor had any form of Covid Pre Screening prior to acceptance.

It is essential that all referrals which are geographically appropriate for Moorfields are telephoned through to us in the first instance.

The GP direct dial number to on call A&E is: **020 7521 4682**

Local referral Pathways

In at least 50% of referrals telephoned to us there are closer alternatives. We are keen that patients are sent to the closest available unit to avoid unnecessary travel into Central London. It is also in the patient's best interests to be seen in the closest unit.



Eye Cas Referral Map

Please use this map to guide you to the closest Eye Casualty unit for advice or referral. This map is constantly updated with the latest referral pathways in to Ophthalmic A&E units.

- www.bit.ly/EyeCas

Virtual Emergency Triage

We are happy to provide emergency triage consultations on our Attend Anywhere platform for those cases that GPs feel unable to manage. Many of the GPs I have spoken with are continuing to provide ophthalmic care for routine cases – e.g. dry eyes, simple conjunctivitis, blepharitis etc.

For more complex cases we are happy to see patients within our catchment area (North Central London) if there is no closer provision.

Please note that patients are pre-screened to check that they are within our area. We do not have capacity to provide this service across the whole of London. The Eye Cas Map will direct you to the closest unit if Moorfields is not your closest.

Please advise your patients that this is a triage tool – not an examination tool as many expect that they will be examined virtually. This is not yet possible.

Link to Virtual Emergency Triage:

<https://www.moorfields.nhs.uk/video-consultations>

For those patients who are inappropriate for us, e.g. South, North, & West London we will divert them back to you for onward referral to your local unit.

Please feel free to contact me directly if you have any questions or concerns.

With best wishes to all of you.