



**North East London**  
Clinical Commissioning Group

# GP Winter Pack

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Date: Winter 2021-22



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# Introduction and purpose

Dear Primary Care Colleagues,

This pack is intended to support you with the anticipated challenges this winter. Please save this pack on your desktops and share with your teams.

We know a surge in RSV bronchiolitis is expected so we have provided pathways for assessment and management, as well as parent information for safety netting. Paediatric saturation monitors will be coming to your practices soon.

Covid is still with us and it is important that we continue to offer Oximetry at Home to at risk patients. All the info and templates are included as well as the IPC guidance you need for this season.

All of our advice lines and hot clinics are still available and we have additionally provided a directory of frailty services as it is clear this makes up a large proportion of our urgent care work.

If there are any pathways or services that do not work as they should, please feedback by the GP alert system and if there are additional services you would like to see in this pack please email:  
[carla.morgan3@nhs.net](mailto:carla.morgan3@nhs.net)

Kind regards

Mary Burtenshaw, Urgent Care Clinical Lead

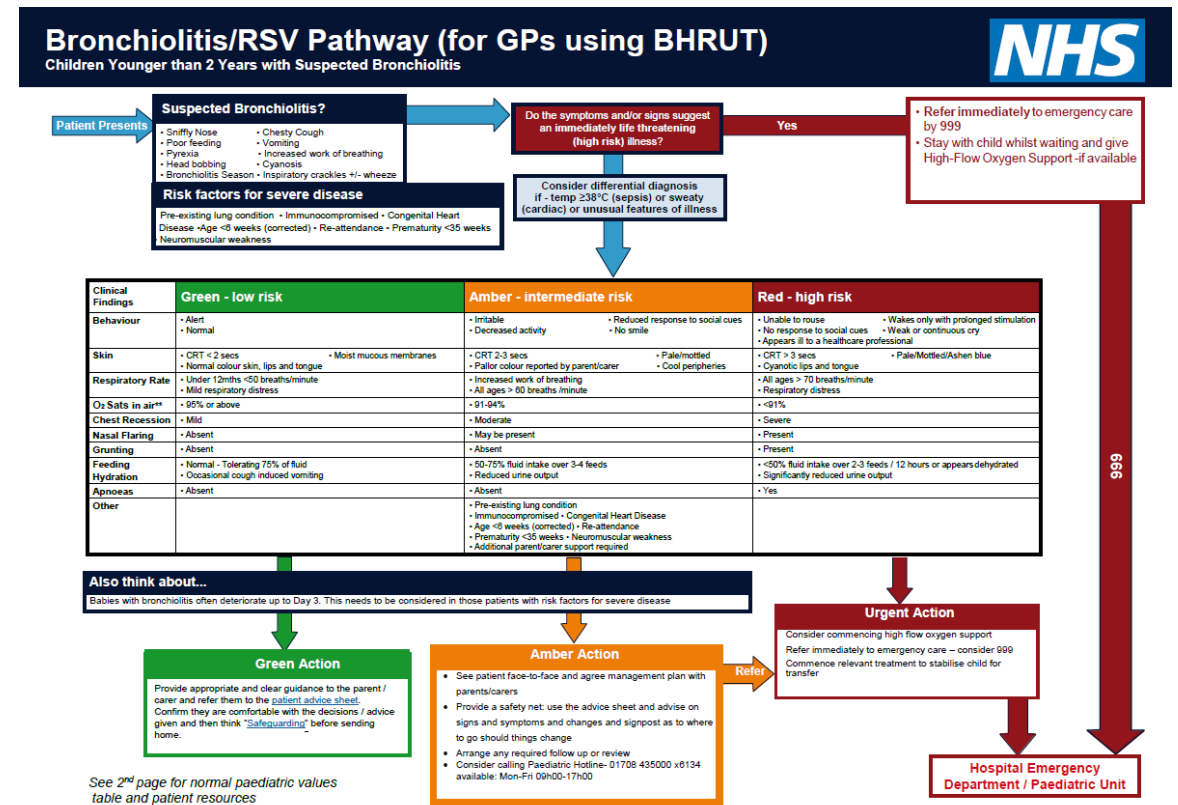


# Bronchiolitis/RSV Pathways

- 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](#)
- <https://www.eastlondonhcp.nhs.uk/ourplans/managing-respiratory-syncytial-virus.htm>



# Covid & IPC - advice and pathways

- COVID oximetry at home pathway - templates to use etc.

<http://gp.barkingdagenhamccg.nhs.uk/clinicalresources/respiratory.htm>

- The latest guidance on IPC includes how to:
  - manage staff who have been pinged
  - manage staff who have a household contact with covid
  - PPE

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>



# Advice lines and hot clinics

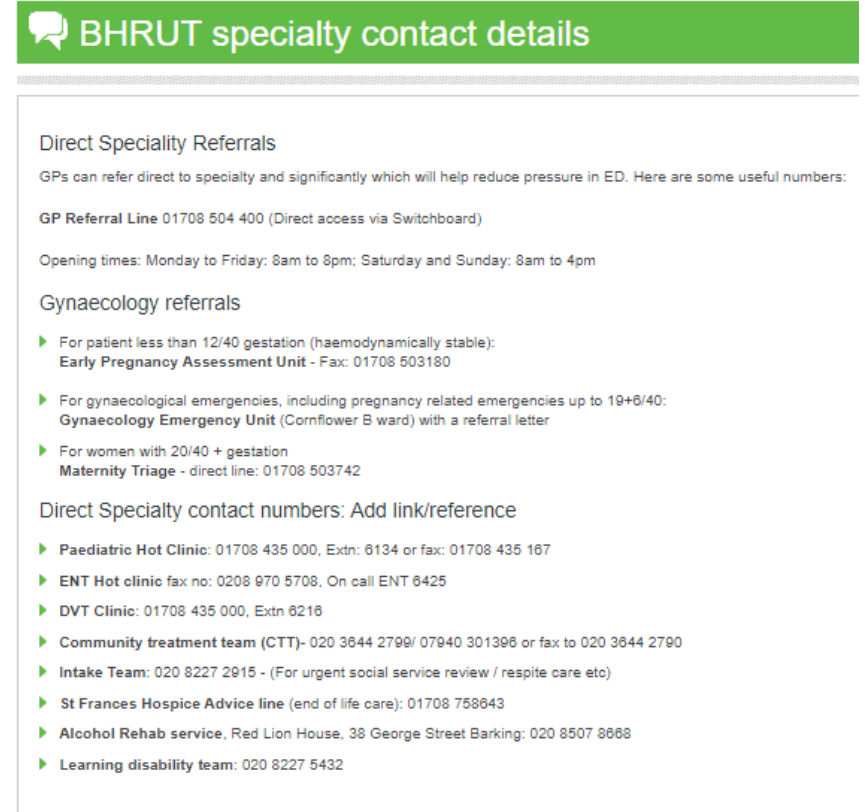
There are 27 Advice lines and hot clinics available from Anticoag to Vascular.

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 directory

- A directory of key services for older people has been developed
- <http://gp.barkingdagenhamccg.nhs.uk/ed-frailty-directory.htm>
- <http://gp.haveringccg.nhs.uk/ed-frailty-directory.htm>
- <http://gp.redbridgeccg.nhs.uk/ed-frailty-directory.htm>

\* If the service you are looking for is not on this list, please feedback via the instructions within the directory



# 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: <a href="mailto:orthopaedicandophthalmology@nhs.net">orthopaedicandophthalmology@nhs.net</a>	
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 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



# Practice voicemail message guide

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

- Thank you for calling <state practice name>. We are here to help you. We are open Monday to Friday 8am - 6.30pm
- We are closed for Christmas and new year from:
  - 6.30 pm on the Friday 24th December until 8am on Wednesday 29 December; and
  - 6.30 pm on the Friday 31st December until 8am on Tuesday 4 January
- At other times if you **urgently** need to speak to a GP:
  - Please call the GP hub booking hotline on 020 3770 1888 between 8am and 8pm every day or by calling NHS 111 at other times.
  - At other times please call 111.
- You can also visit [111.nhs.uk](https://111.nhs.uk) or call 111 if you don't have online access, for help and advice.
- Many local pharmacies are open every day.
- If you or someone you live with has any of the main coronavirus symptoms please stay home and visit [nhs.uk/coronavirus](https://nhs.uk/coronavirus) or call 119.

**Practices are asked to monitor bypass numbers 8am - 6.30pm and inform your PCIL of any change**

