

Bexley non-COVID19 pathways update

V4.0 18th June 2020

Contents

Community connect	2
Community dermatology – Communitas	3
Oxleas services	3
Mental health services	4
Mind in Bexley	4
IAPT (Improving Access to Psychological Therapies).....	4
Oxleas MH Service.....	4
London’s digital mental wellbeing service – Good Thinking	5
MSK service.....	5
Vasectomy Clinics.....	6
Marie Stopes	6
Dr Gupta and Dr Nehru	6
Ophthalmology.....	6
Stop Smoking service	7
Paediatrics GP advice and guidance hot line at Darent Valley Hospital	8
Darent Valley Hospital adult.....	8
Diabetes Urgent Foot Service - South East London Diabetes Foot Network	8
Anticoagulation Services – Hospital Trusts	9
DOACs.....	9
Suspected DVT / PE	10
Prescribing antibiotics for patients on warfarin.....	10
Anticoagulation Service – Bellegrove Surgery.....	10
X-PERT Diabetes Education.....	10
Consultant Connect	11
Interpreting service	11
Language connect.....	11

Coronavirus - update for GP practices in Bexley borough

BSL interpreters	11
Referral Management and Booking Service - RMBS.....	11
Dr Adagra's Erectile Dysfunction clinic.....	12
Cardiac Diagnostics Service – PML	12
Domestic Abuse.....	12
Pathology Services at Erith Hospital	12
Community Dietetics	13
Respiratory	13
Health checks update	13
LD health checks.....	13
SMI health checks	14
Co-ordinate my care (CMC).....	15

Community connect

Please be reminded that the service is still available and has adapted in light of the pandemic to operate as follows:

- All appointments with Community Wellbeing Coordinators are now held over the telephone
- Many voluntary and community sector charities have changed their services and availability due to Covid-19. The Community Wellbeing Co-ordinators are up to date with the changes so can access the right support quickly for patients.
- BVSC is in daily communication with the VCS and is maintaining an up to date directory of services: which support the Co-ordinators.
- With less referrals being received from practices, Community Wellbeing Coordinators have been making proactive welfare checks of patients referred to the service in the past 12 months to check how they are managing in light of the lockdown and ensure community support is in place.

Help and information is available for patients via the LBB [helpline](#). This is supported by BVSC recruited volunteers who can undertake tasks for people who are self-isolating or who do not have support networks.

BVSC have also been working closely with the CCG, LBB and third sector organisations to recruit and train volunteers that can support those in need of ongoing assistance especially as an increasing number of patients will be discharged from hospital.

Coronavirus - update for GP practices in Bexley borough

So if you have patients with non-clinical social and practical challenges, please refer to Community Connect using the referral form on DXS. Or for any other enquiries the team can be contacted on 0300 302 0041.

Community dermatology – Communitas

Practices are reminded to refer patients into community dermatology service for triage rather than postponing referrals to ensure patients have access to dermatological advice as required. These measures will also allow us to continue to monitor waiting lists so that the service can better plan capacity, and keep waiting times to a minimum when face to face services recommence.

The following services are offered:

Following clinical triage, appointments are readily available for direct booking by RMBS – **current waiting times are less than 1 week**

Patients will be offered a virtual appointment in the first instance (telephone and video with the facility to send and receive photos) and treatment where appropriate including medication and management plan

Where patients require a face to face community appointment and/or procedure, patients will be held on waiting list within the Community Dermatology service and offered an appointment when the service is able to reopen - patients will **NOT** be returned to the GP in this instance.

Where patients are consulted virtually in the community and require secondary care treatment; patients will be directly referred and **NOT** returned to the GP.

Oxleas services

Oxleas services are operating at reduced capacity, with between 200 and 300 staff who are unable to work due to self isolation or illness. People who are highest risk are being prioritised.

Across all of our Directorates and services, community and OP capacity has reduced, and this has led to some appointments that cannot be carried out 'virtually' being cancelled. Only around 1/3 of services are able to run 'normally' at the moment. The directorates are actively finding ways to deliver these services, and to ensure that patients get the care that they need if at all possible. Some less urgent care may not be rescheduled in the near future until staffing levels and the national picture allow for this.

Coronavirus - update for GP practices in Bexley borough

There is a national directive on reducing elective care to give capacity for urgent and Covid-19 related activity, and some of our services (like district nursing) have changed their emphasis to meet this need.

Norman Ward in Green Parks House is going to be used to house clinical staff from Princess Royal Hospital, Bromley, who are unable to go home and need somewhere to stay between shifts.

There is work on-going to expand the capacity in intermediate care to support our local acute hospitals by taking patients who would not usually be in our beds.

Services are prioritising urgent care. The numbers of patients attending ED has reduced, which is helping reduced services cope with activity levels.

Mental health services

Mind in Bexley

Mind in Bexley services continue to be available through video, email, telephone and messaging. Mind in Bexley have set up a Wellbeing Helpline for adults who want to talk and be listened to. Staff will listen, reassure, offer support and signpost individuals into appropriate services. Telephone: 0203 912 0048

The Bexley Crisis Café is a drop in service for those in the borough 18+ who are emotionally/psychologically distressed and need somebody to talk to. This remains OPEN every day from 6pm-10pm at the Mind in Bexley office. To stay safe the Bexley Crisis Café admits only one client at a time to be seen.

IAPT (Improving Access to Psychological Therapies)

IAPT service, CBT and Counselling sessions and groups continue to be delivered, offering support to individuals who are struggling with low mood and worry via telephone, video and online.

Therapy and employment support is offered remotely, using a combination of telephone, video link, email and supported on-line Cognitive Behavioural Therapy (CBT). Counselling, CBT appointments and initial assessments have increased Silvercloud uptake (on-line CBT).

Oxleas MH Service

Coronavirus - update for GP practices in Bexley borough

To keep patients and staff as safe as possible, Oxleas are reviewing their services daily to make sure they can keep essential services running if our staff levels drop. Oxleas services are operating at reduced capacity, with between 200 and 300 staff who are unable to work due to self-isolation or illness. People who are highest risk are being prioritised.

If patients have a mental health crisis they should call the Oxleas Mental Health Crisis Line: 0800 330 8590

Oxleas have moved to using telephone and video calls to hold meetings and consultations where possible instead of meeting face-to-face.

Criteria for admitting patients to mental health wards was reviewed and two wards have been closed so far.

London's digital mental wellbeing service – Good Thinking

Good Thinking is free for Londoners to access and provides support to those who feel anxious, sleep deprived, stressed or sad.

The platform has recently been updated with specific resources to support the mental health and wellbeing of Londoners in response to coronavirus which can be found [here](#). This includes:

- [Guides to manage mental health](#)
- [Advice guides aimed at healthcare workers, parents and carers and children and young people](#)
- [Personal stories \(blogs and podcasts\)](#) – currently **5 blogs** and **12 podcasts** with a variety of people being interviewed
- [Useful links](#)

Further content is in development and will be added so it is worth revisiting the Good Thinking website.

Please consider following Good Thinking on social media:

Twitter - [@GoodThinkingUK](#)

LinkedIn - @Good Thinking

Instagram – goodthinkinguk

MSK service

Coronavirus - update for GP practices in Bexley borough

The MSK service is continuing to e-triage and screen via telephone and video conferencing, all urgent referrals as set out by the prioritisation of community services guidance and COVID 19 standard operating service for community health services.

The service will also continue to support GPs by offering routine patients an SOS period, this means that they will be contacted and told that their referral has been received, however they will need to self-initiate their appointment when they are informed that restrictions for appointments are lifted (details on how to do this will be provided) as per the NHS England Community Services Guidelines

Vasectomy Clinics

Marie Stopes

MSI will begin to restart Vasectomy Services from the week commencing 11th May 2020 - this will be staff and location dependant.

In view of the service postponement, the expiry of patient referrals is planned to be extended by 3 months to allow those patients affected by the list cancellations to attend their new appointment without having to go back to their GP.

Resumption of vasectomy services would ensure access to one of the most effective choices of contraception, and the only long term method available to men. Clearly this could only be actioned if appropriate under social isolation rules; MSI only treats those who do not have suspected or confirmed COVID-19.

Dr Gupta and Dr Nehru

Both Dr Gupta is re-starting week commencing 23rd June 2020, please continue to send referrals directly or via RMBS.

We are currently in discussion with Dr Nehru.

Ophthalmology

In light of the current situation with COVID-19 with immediate effect a reduced Ophthalmology service will be running.

Please send all referrals for Ophthalmology via DXS/ERS using the current referral form.
Urgent referrals should be clearly indicated as urgent.

Coronavirus - update for GP practices in Bexley borough

All referrals will be triaged by a specialist Optometrist. Patients will be offered a clinically appropriate appointment.

****Please note: No patients are to be sent directly to any urgent eye treatment service or Urgent Care Centre ****

Only in extremely urgent cases following triage by the MECS specialist Optometrist will patients be referred to any urgent acute service. This is inclusive of the urgent eye treatment service at Queen Mary's, Sidcup. All such cases will also be discussed with the acute ophthalmology department prior to referral.

We need to ensure for the safety of the patients ensuring that **only** the correct patients present to the urgent services.

Any queries please email: jnelson@nhs.net

Stop Smoking service

Bexley's Public Health Stop Smoking Team continues to operate during this Lockdown period; however as the team is not in the office at this time, they are unable to perform Carbon Monoxide screening nor send referral letters out to those the service have been unable to contact.

In line with NHS/PHE guidance, all face to face clinics have been suspended for the time being. However, the team now provide weekly telephone calls to patients to motivate and support them through their quit journey. The team are able to discuss medication options and monitor medication usage during our previous clinic times. This means patients will be offered a morning, afternoon or early evening phone call from one of the team and will be supported by that same Advisor for the duration of their quit attempt.

The service continues to accept referrals of new patients into the service; any smokers that are motivated and want to quit, but particularly those in the usual high risk groups (pregnant smokers, those with a long term smoking related condition such as COPD, Asthma, CVD etc, and patients recently discharged from hospital).

Patients can be referred in the usual way: They can either call us themselves on 0800 783 2514, or they can be referred online at www.smokefreebexley.co.uk The "Sign up for a Session" box needs to be selected to open up the referral form. This can be done by the patient themselves or by a Healthcare professionals like yourselves (remember to tick the *Professional Referral* tick box and enter your details). The stop smoking service advisors will endeavour to contact anyone

Coronavirus - update for GP practices in Bexley borough

referred to us within 2 working days (or as soon as possible) with the offer of a call with an Advisor.

Paediatrics GP advice and guidance hot line at Darent Valley Hospital

Darent Valley hospital has set up mobile phone hot line to GP colleagues during covid19 pandemic in order to provide better help and support in decision making for children who are unwell and require timely decision and medical help in order to get best outcome.

Mobile hotline number **07405021012** is operational 9-5pm Monday to Friday except on bank holidays, and Dr Hasib is the lead clinician for this service.

This is in addition to other existing supports including hot week consultants, on call consultants and on call registrars. The e-advice and guidance will continue as before.

Further information can be found in the attached document



Darent Valley Hospital adult

Outpatients are accepting referrals as normal. Referrals will be reviewed and appointments prioritised and given by telephone / video or face to face if necessary.

Diabetes Urgent Foot Service - South East London Diabetes Foot Network

The South East Diabetes Foot Network (SEDFN) are working closely to ensure that diabetes patients with an urgent foot problem will continue to get access to specialist multidisciplinary advice and treatment during the COVID19 pandemic.

They are keen to reduce the risk of COVID-19 infection for diabetes patients attending face-to-face clinics, but also want to ensure that urgent foot problems are managed quickly to reduce the risk of serious infections and possible amputations. This remains important as mortality rates are very high in this group of patients.

SEDFN are therefore putting in place a model of initial phone triage and then home visits by community/acute podiatrists. Please note that in some areas across south

Coronavirus - update for GP practices in Bexley borough

east London, clean clinics are available and patients may be asked to attend these. They will be checked on arrival to ensure there are no COVID symptoms and strict guidance on distancing and PPE will be followed. If COVID-19 is suspected they will be isolated and treated accordingly.

Key points are:

- Please continue to refer any diabetes patient with an **URGENT** foot problem (i.e. **ANY** new wound/infection/ulcer/hot swollen foot) using your existing referral process to your local multi-disciplinary foot team (MDfT).
- **Wherever possible please include/attach a photo(s) of the foot with your referral form**
- Don't worry if this isn't possible, the MDfT staff will contact the patient directly and request a photo to help them do an initial phone triage.
- If photos can't be provided then a home visit will be organised.

Anticoagulation Services – Hospital Trusts

Anticoagulant clinics are continuing at all the acute Trusts that Bexley practices refer to. Please contact the clinics for queries regarding patients using the following methods:

- For LGT: LH.Anticoagulation@nhs.net
- For QEH: LG.QEAnticoagulant@nhs.net
- For PRUH: kch-tr.br-anticoag@nhs.net
- For KCH: kch-tr.dh-anticoag@nhs.net
- For GSTT: gst-tr.anticoag@nhs.net
- For community service: anticoag.bellegrove@nhs.net

Anticoagulation services are still measuring INRs for most patients on warfarin and are dosing patients remotely. However, patients on anticoagulation and who are shielding due to COVID-19 should be offered home based INR testing, where possible: <https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0145-COVID-19-prioritisation-within-community-health-services-1-April-2020.pdf>

DOACs

Some patients are being moved from warfarin to DOACs, where suitable. If you have a patient you believe is suitable for switching – please refer to the appropriate anticoagulant service to review and, if appropriate, manage the switch.

Coronavirus - update for GP practices in Bexley borough

Suspected DVT / PE

In line with usual practice, patients with suspected DVT or PE should be referred to secondary care for assessment, diagnosis and initiation of a treatment plan.

Prescribing antibiotics for patients on warfarin

Local anticoagulant services have recently seen an increase in patients with out-of-range INRs due to the prescribing of antibiotics. If patients require antibiotics, please contact the relevant anticoagulant service using the details above, so they can arrange to check the INR.

Anticoagulation Service – Bellegrove Surgery

Due to issues with sustainability of service during COVID 19, the service will minimise face to face appointments and reduce frequency of INR and increased home visiting. The service will continue to deliver full scope of service aside from screening walk in. We will keep you updated of any changes.

X-PERT Diabetes Education

During these challenging times and as expected the well-established X-PERT Diabetes education programme, which has supported the education of Bexley patients for over 10 years, has had to postpone all face to face education groups.

In an attempt to adapt to meet the needs of the current situation the Bexley Diabetes team have worked with the national Diabetes X-PERT team to provide access to a digital platform, through the internet or iOS/Android apps. This digital platform will provide patients with the same content as provided at the face to face education, through videos, presentations, recipes, forums alongside the greatly reviewed X-PERT handbook. Patients who chose this option for their education will also have the support of a personal X-PERT coach (from our own team of educators) who will support them with 2 hours' worth of coaching.

This will allow us to continue to provide patients with the key messages and support from X-PERT digitally, whilst we are not able to run the face to face group sessions.

Patients are able to self-refer via the Diabetes Book and Learn website, or alternatively GP's and nurses are able to refer to education via the Diabetes Book and Learn pathway, as for group sessions.

If anyone would like any further information please do not hesitate to contact Natasha Collett on natasha.collett@nhs.net or 0208 269 3419.

Coronavirus - update for GP practices in Bexley borough

Consultant Connect

Consultant Connect has extended the number of specialities available to Bexley CCG. Bexley GPs will be able to contact the following specialities:

Cardiology (backup for existing)	General Medicine	Renal Medicine
Diabetes & Endocrinology	Gynaecology (backup for existing)	Respiratory Medicine
ENT	Haematology	Rheumatology
Gastroenterology	Neurology	Urology

Existing: Ambulatory Care, Medicines Management, Elderly Care, Paediatrics

Interpreting service

Language connect

Please note that interpreting services will be available to patients as usual. However, we expect that all consultations requiring interpreting support should be managed over the phone and face to face consultations will only be available in exceptional circumstances.

Detailed information on how to set up a telephone interpreter can be found in the attached document:



Practices are reminded that BSL interpreting is not part of the contract delivery specification we hold with Language Connect. This means that any bookings requested directly will need to be paid by the practice.

BSL interpreters

Arrangements for BSL interpreters are available for patients requiring sign language. This is provided by the Sensory Support Team at Inspire Disability Trust. They can be reached on 0203 045 5334 or via email to lisa.neun@inspirecommunitytrust.org. Separate provision for urgent/immediate walk in patients is provided through a contract with Sign-video, which is accessed via a link and password which has previously been shared with all practices.

Please contact annie.gardner@nhs.net for further information.

Referral Management and Booking Service - RMBS

Coronavirus - update for GP practices in Bexley borough

From week commencing 23rd March, RMBS working hours between Monday and Friday will be 08.00hrs to 17.30hrs. RMBS will not be open on Saturdays. It is not expected that this will have an impact on workload.

Dr Adagra's Erectile Dysfunction clinic

In accordance with the governments' guidance regarding avoidance of contact with non-urgent patients Dr Adagra's erectile dysfunction clinic has been suspended until further notice.

Patients will be written to advising them of the postponement including those who have been recently referred and have not yet been given an appointment. We will inform you when the service has been re-instated.

Cardiac Diagnostics Service – PML

This service continues to run however some of the locations have been closed. PML will contact patients and book them into available clinics. PML is checking with all patients that they are not symptomatic prior to their appointment.

Domestic Abuse

Solace, the provider for domestic abuse, is continuing to operate during COVID-19. Please see information below on making contact and referrals with Solace; for updates on available support please visit. www.bexleydomesticabuseservices.org.uk

Duty: 0203 1984 659 (9am to 5pm)

Duty inbox for referrals bexley.community@solacewomensaid.org

Unless you are referring from MASH then its bexley.mash@solacewomensaid.org

With regards to Bexley MARAC, we will be using audio conferencing for the meeting and your referrals and queries should continue to be submitted to marac@bexley.gov.uk . The MARAC case summary will be emailed this afternoon with guidance on the meeting.

Pathology Services at Erith Hospital

Coronavirus - update for GP practices in Bexley borough

All pathology services previously offered at Erith Hospital have been suspended until further notice. Patients requiring blood tests should be directed to an alternative hospital such as Queen Marys or Queen Elizabeth Hospital.

Community Dietetics

Bromley healthcare are running a reduced service prioritising urgent care needs in non-ambulatory patients for dietetics, as per below.

- Enteral feeding
- Malnutrition score of 4 or more
- Pressure sores with concurrent poor eating
- New / worsened dysphagia with concurrent poor eating

Currently all Bexley referrals are being triaged, and if they do not meet the above criteria, then they are not being accepted into the service.

Respiratory

Pulmonary Rehab service is running virtually through a variety of platforms, please do continue to refer to the service via the normal process.

Oxleas Community Specialist Respiratory service is continuing to run, inclusive of home oxygen. Where able the service is running virtually if clinically required home visits are taking place.

IAPT are commissioned for patients under LTC with COPD please refer to the service as per the separate IAPT information, patients are also able to self-refer.

All respiratory services are prioritising post COVID patients where clinically appropriate.

Health checks update

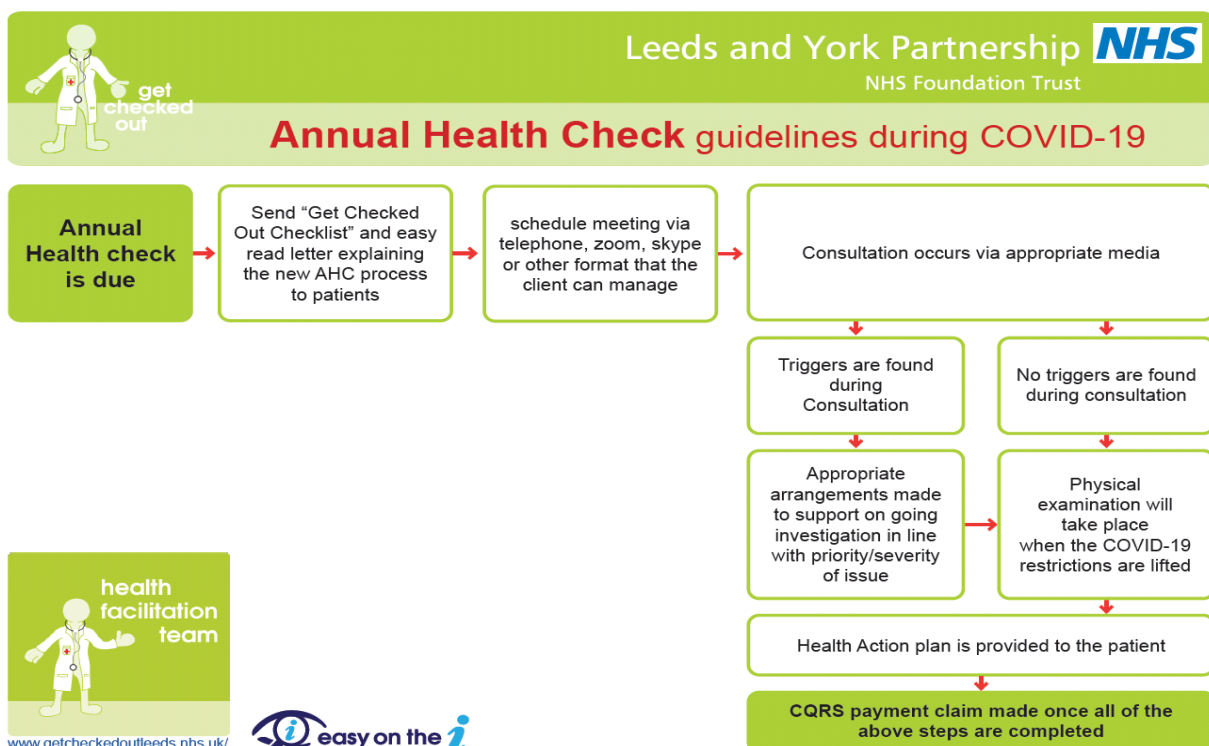
LD health checks

On 18 May NHS England Primary Care team confirmed that GPs are expected to continue proactively carrying out annual health checks for people with a learning disability as part of the Directly Enhanced Service. Karen Upton has put together some resources for practices available for download [here](#) as follows;

Coronavirus - update for GP practices in Bexley borough

1. A script which could be used by reception or other clinical or non-clinical staff, to contact carers to make them aware of how to make an appointment at the surgery.
2. A suggestion for how to do a virtual but useful health check.
3. A document produced by a Waltham Forrest Named GP to aid in assessment of severity COVID-19 infection in patients with learning or communication difficulties.

The below is an example health check flow chart developed by Leeds and York Partnership NHS trust.



SMI health checks

Primary care team has discussed the SMI health checks with Oxleas, the mental health commissioner and GP lead for mental health who confirmed they are keen to re-start the SMI health check project. With this in mind, we plan to re-start the SMI health checks from July 2020, further information will follow.

Practices are, in the meantime, asked to email the list of patients on their mental health register to bexley.smihealthchecks@nhs.net in order for the information to be cross referenced with Oxleas data.

As a reminder please see attached document that was shared with the practices in February 2020.

Coronavirus - update for GP practices in Bexley borough



202001 SMI Health
Checks KPIs v1.0 FIN

This document will shortly be updated and circulated to practices. If you have any questions please email marina.moores@nhs.net

Equally Well UK has developed a helpful guide for people living with serious mental illness available [here](#).

Co-ordinate my care (CMC)

As you are all aware, Coordinate My Care is an innovative NHS service that builds medical care around the wishes of each patient. Patients are encouraged to create their own urgent care plan, which makes sure that their wishes and care preferences will be heard by all the healthcare professionals who may look after them if they need urgent care. Those professionals will also see the clinical detail e.g. diagnoses, medication and treatment priorities from GPs and Nurses who regularly look after them. Once complete, the plan will be signed off by their GP and shared with all the healthcare professionals who might treat them, so that everyone looking after them will know exactly what they want.

Attached is simple quick guide for searches which will help practices to identify who already has a CMC plan and who may be due for a review.



Quick Guide for
searches lists 2019

Coordinate my Care Website <https://www.coordinatemycare.co.uk/> has lots of useful information. For help with getting signed up or if you have any questions please email joannehare@nhs.net