## Latest Updates & GP Learning Events

<table>
<thead>
<tr>
<th>Keeping you safe – a film for patients</th>
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<tbody>
<tr>
<td>Many of our patients have not visited the hospital for some time and some will have been shielding. They may be nervous about coming in for a face-to-face appointment. We have produced a film with a brief summary of the changes we have made to help keep our patients safe. It supports a series of more detailed frequently asked questions that patients/parents/carers may have about their appointment.</td>
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<tr>
<td>Please share these resources with your patients and staff: Website link: <a href="https://www.guysandstthomas.nhs.uk/patients-and-visitors/coronavirus/frequently-asked-questions.aspx">https://www.guysandstthomas.nhs.uk/patients-and-visitors/coronavirus/frequently-asked-questions.aspx</a></td>
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<table>
<thead>
<tr>
<th>Outpatient Services &amp; Visiting the Hospital</th>
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<tbody>
<tr>
<td>As we begin to increase the number of Outpatient services we are able to provide, we have launched 'Stay safe, keep apart' - a Trust-wide social distancing campaign designed to keep everyone as safe as possible in adherence with Government guidelines. The aim is to ensure we are giving our patients absolute confidence that our hospitals and community sites are safe places for them to come to.</td>
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<tr>
<td>To ensure that our outpatient areas, clinics and waiting rooms are as safe as possible, there are a number of measures we have implemented in these areas. Patients will see our new signs which will guide them.</td>
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<tr>
<td>Some of the key points below:</td>
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<tr>
<td>- When patients visit the hospital or community sites, they will be asked to put on a face mask if they are not already wearing their own face covering. Masks will be provided when they arrive on site. We ask them to continue to wear a mask if they are less than 2m from another person.</td>
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<tr>
<td>- Maintain good hand hygiene - Hand gel will be provided at the entrance and at regular intervals throughout our sites</td>
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<tr>
<td>- Depending on where the patient is visiting they may also be asked to show their appointment confirmation before being allowed to enter our buildings so please ensure they bring this with them</td>
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<td>- One-way system at entry and exit points and walk on left in main corridors.</td>
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<td>- We are limiting the number of people using our lifts and prioritising those who need them more such as those with disabilities so patients may need to queue at peak times</td>
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<td>We will continually review and amend our guidance as the national guidelines may change.</td>
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<table>
<thead>
<tr>
<th>Elective Surgery</th>
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<tr>
<td>GSTT has re-commenced elective surgery on both Guy’s and St Thomas’ sites in a phased manner from 1st June. All patients undergoing elective surgery at GSTT will be swabbed up to 72 hours prior to their operation for COVID-19 at their home, and will then proceed to surgery once confirmed negative.</td>
</tr>
<tr>
<td>Patients and their households are being asked to strictly self-isolate for 14 days prior to surgery to reduce their risk of exposure to COVID-19 and more details on this can be found <a href="https://www.guysandstthomas.nhs.uk/patients-and-visitors/coronavirus/frequently-asked-questions.aspx">here</a>.</td>
</tr>
</tbody>
</table>
Due to COVID 19, patients have avoided attending GPs with pregnancy related musculoskeletal pain including pelvic girdle pain and pregnancy related lower back pain. As services reopen there will be an increased number of patients presenting with these symptoms. Attached is a quick guide about general advice and resources for patients, and when to refer on. You can also use A&G via e-RS for any queries and concerns.

<table>
<thead>
<tr>
<th>Obstetric Physiotherapy Services</th>
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<tbody>
<tr>
<td>Mobile community phlebotomy (blood test) service for internal referrals – Lambeth &amp; Southwark Patients</td>
<td>The Trust has commissioned a mobile community phlebotomy (blood test) service, delivered in partnership with CHS Healthcare. This service is to protect our shielded patients, support virtual appointments and reduce the number of patients visiting our hospitals. Blood tests are taken inside the patient’s home by a phlebotomist wearing PPE. <strong>It is available for internal referrals only and for patients who live in the Lambeth and Southwark area (including Paediatrics).</strong> CHS Healthcare manage staffing and provide a scheduling solution via postcode of the patients home address.</td>
</tr>
<tr>
<td>Advice &amp; Guidance on e-RS &amp; Consultant Connect</td>
<td>We have seen an increase in A&amp;G asking specific advice on patients who are under the care of other providers, e.g., Kings, Lewisham. Your query should be sent directly to the provider in question as they would be better placed to advise on your patient/query.</td>
</tr>
<tr>
<td>Advice and Guidance on e-RS</td>
<td>We are recommending GPs seek advice prior to a referral due to reduction in capacity, however we have recently seen an increase in A&amp;G requests that are referrals asking for us to accept these as a referral. Please state clearly what advice is being sought to enable a clear response from our clinical teams. We are unable to accept A&amp;G requests as a referral so if a referral is required, please refer to the service and advise the patient that the wait time may be longer due to COVID. A&amp;G is recommended if you feel the patient can be managed with advice or if the patient does not wish to attend the hospital.</td>
</tr>
</tbody>
</table>
| EVENT: Management of menopause during COVID-19 | We would like to invite you to a one hour interactive Zoom seminar with a practical overview of Menopause cases the COVID-19 recovery phase. The seminar will cover the following topics:  
  - Signs and symptoms, treatments, complex cases  
  - Premature Ovarian Insufficiency  
  - Sexual difficulties in menopause  
  - Managing HRT and Postmenopausal bleeding?  
  - Trouble shooting in menopause care  
  Questions will be taken at the end of the talk.  
**Date:** Friday 10 July 2020  
**Time:** 13:30-14.30  
After you register you will be sent an invitation link to join the Zoom seminar with all the instructions. This talk counts for one CPD point and a certificate of attendance will be sent to you.  
Click on the link below to book your place:  
| EVENT: Stroke and Transient Ischaemic Attack Presentations in Primary Care | We would like to invite you to join a virtual session ‘**Stroke and Transient Ischaemic Attack Presentations in Primary Care**’, hosted by the London Stroke Clinical Network.  
**Date:** Wednesday 15 July 2020  
**Time:** 14:00-14.45 |
This will be another opportunity to hear from Gill Cluckie and Robert Simister, the Joint Clinical Directors for the Network and the Operational Leads for London sectors about stroke services in London during COVID-19 and onwards, with focus on managing primary care presentations. The session will be open to questions from the participants. Following the previous session held in June, we have extended the session to 45 minutes to include some case studies.

The session will be held via MS Teams. We recommend that you join via the video link below so that you’ll be able to see any instructions and materials on screen and be able to ask questions via the chat function. The recording of the previous session is available on https://web.microsoftstream.com/video/004684f8-88fb-400f-95e5-eaf2983ed772, but please do note that you may be asked to create/log on to Microsoft Stream account.

We hope you can join us for this session. Please circulate to other colleagues who you think may be interested in attending.

**Joining details:**
Join Microsoft Teams Meeting  
+44 20 3855 4234   United Kingdom, London (Toll)  
Conference ID: 108 830 342#

### EVENT: ENT- Vertigo and vestibular disorders for GPs primary care clinicians - free lunchtime virtual talk

Dr Louisa Murdin, Consultant in Audiovestibular Medicine a Guy's and St Thomas' would like to invite you to a one hour interactive virtual seminar where you will learn how to improve the diagnosis, patient referrals and the management of Vestibular disorders in primary care. Questions will be taken at the end of the talk.

**Date:** Friday 17 July 2020  
**Time:** 13:30- 14.30

This event attracts one CPD point.  
Please book by using the link below:  
https://www.eventbrite.co.uk/e/adult-ent-common-problems-in-general-practice-tickets-77310807707

Instructions on how to join the seminar via Bluejeans will be sent to you in a separate email.

### EVENT: ENT - Audiology and otology for primary care clinicians - free lunchtime virtual talk

Ms Irumee Pai, Consultant in Ear Nose and Throat at Guy's and St Thomas' would like to invite you to a one hour interactive virtual seminar where you will learn how to improve the diagnosis, patient referrals and the management of ENT in primary care. Questions will be taken at the end of the talk.  
The talk will cover the following topics:  
- Overview of changes to referral to otology/audiology service (including how to get by without otoscopy)  
- Tinnitus  
- Hearing problems

**Date:** Friday 24 July 2020  
**Time:** 13:30- 14.30

This event attracts one CPD point.  
Please book by using the link below:
Instructions on how to join the seminar via Bluejeans will be sent to you in a separate email.

2. **Changes to referrals at Guy’s and St Thomas’ NHS Foundation Trust**

**UPDATE**

**Important Change to Suspected Lower GI Cancer Referrals**

Diagnostic capacity for suspected lower GI cancer referrals is extremely limited during the COVID-19 pandemic. Given this, any diagnostic capacity must be prioritised to patients who show the highest risk of suspected colorectal cancer, which is why the following changes, mandated by NSHE, have been made.

All patients suspected of having a lower GI cancer (i.e. meeting NICE 2WW criteria) must now have a FIT test performed before a referral should be made, except in cases of unexplained anal or rectal mass, or anal ulceration who should be referred irrespective of FIT.

FIT of ≥10µg/g are positive and should be referred on 2WW.
FIT of <10µg/g indicate a low probability of bowel cancer (99.6% chance that the patient does not have colorectal cancer).

If you are still suspicious of cancer, you should consider
1) Safety netting and review at 4-6 weeks to consider need for referral if concerning symptoms persist, either LGI 2WW if the patient meets NG12 criteria or routinely if they do not;
2) Consider an alternative suspected cancer pathway that may be more appropriate for the patient's symptoms e.g. upper GI, urological, gynaecological or to Rapid Diagnostic Centre (RDC);
3) Seeking advice from a specialist via Advice & Guidance or a similar service;
4) Refer on LGI 2WW pathway but with FULL clinical information included.

Further information can be found in the attached one page. The suspected lower GI cancer referral form has been updated in light of these changes. You can find a copy of this, as well as further information, on this website: [https://www.healthylondon.org/resource/covid-19-cancer-referral-resources](https://www.healthylondon.org/resource/covid-19-cancer-referral-resources)

DXS has also been updated with these changes.
Please don’t hesitate to contact england.tcstlondon@nhs.net if you have any questions regarding these changes.

X1 Attachment enclosed

**Important Message to Share with patients**

Although people are being told to stay home to protect themselves, if you have a patient already under the care of Guy’s and St Thomas’ or who is unwell, they should continue to access the care that they need.

For patients with a long-term condition please ask them to keep in touch with their clinical team. They should refer to our services section on our website where more information is available, including the best way to contact us, which may include by email or telephone. We have set up dedicated patient helplines.

Our emergency department (A&E) including Children’s is open 24 hours a day, seven
Our urgent care centre at Guy’s Hospital is open and can provide help with minor injuries and urgent medical problems.

Across Guy’s, St Thomas’ and Evelina London we have segregated areas for specialists to review COVID-19 negative, suspected and positive patients who require urgent review. Please direct patients to the Emergency Department (ED) or contact the specialist team(s) directly for your patient to be seen.

**Urgent Unscheduled Care**

Please monitor worklists **daily on e-RS** for advice responses and rejections.

**GSTT Website**

To support GPs we have updated our services pages on our website with COVID specific information. There is also a dedicated section for patients with details on how to contact us.


**Existing Referrals – New & Follow ups & Community referrals**

As of 30th March we have reduced activity across all services by 80% - to release clinical staff to support most urgent patients and growing inpatient pressures. Patients will either be:

- Have their appointment via telephone/video consultation
- Appointment postponed and retained on a patient waiting list
- Discharged back to GP with advice as appropriate

Please advise your patient they must not come to the hospital for an appointment unless we have specifically asked them to or they require urgent review.

If a patient is asked to attend a face to face appointment, please advise them that they must come for this.

**NEW Referrals – Suspected Cancer (Two Week Wait)**

GPs should continue to refer a patient with suspected Cancer on this pathway. For the majority of services (except Breast and Dermatology), use the “defer to provider” functionality to generate an Appointment Slot Issue (ASI) and we will be made aware of the patients referral.

All referrals are now being vetted by a nominated Consultant or Nurse Consultant to review. Referrals will be:

- Accepted and an appointment scheduled
- Downgraded with advice and guidance back to GP
- Patient is query cancer but is in vulnerable group and so appointment to be deferred and patient added to waiting list for future appointment

** For Breast - Appointments to be booked via e-RS and clinical team will review clinic lists and reallocate to a telephone clinic appointment for those patients with a lower index of suspicion.

** For Dermatology – please continue to book face to face appointments

Please consider urgency of referral and ensure patients are aware they will be on a pathway and to expect contact from the hospital within 48 hours of referral being received.

**NEW Urgent & Routine**

**PLEASE ENSURE THAT YOU HAVE SOUGHT ADVICE IF YOU THINK YOUR PATIENT CAN BE MANAGED WITH ADVICE, PRIOR TO ANY NEW REFERRAL VIA CONSULTANT CONNECT OR e-RS.**

If you need to refer post seeking advice, please use e-RS – **do NOT email referrals.**

Please inform patient’s there will be a delay for routine appointments and avoid sending duplicate referrals

You can attach documents to the e-RS advice request, which may include diagnostic results, scanned images (e.g. ECGs). Providers can also respond with attachments.
3. Advice and Guidance

**e-RS**
All of our services on e-RS are configured to accept advice requests. We have now set up our Specialist Genetics and Neurofibromatosis service to accept e-RS A&G. Please ensure that you have sought advice if you think your patient can be managed with advice, prior to any new referral.

**Consultant Connect**
We have rapidly expanded our Consultant Connect lines – most of these are available Monday to Friday 9am to 5pm unless stated otherwise. We would encourage GPs to download the Consultant Connect app for convenient access our services.

**Please note that our Gastroenterology and Hepatology Lines are for Lambeth & Southwark.**
Our Elderly Care Line and Acute Medicine lines are available 24/7.

**We have set up a dedicated Post ICU care line.** This is for any syndrome related issues/complications up to a year post discharge from intensive care. For COVID/ non COVID patients, this relates to patients who have been in ICU only and been discharged.

Depending on your area, Consultant Connect lines are available for GPs in South East London for the following specialities:

We have set up dedicated lines for Evelina London services which are now live as below:

<table>
<thead>
<tr>
<th>Speciality</th>
<th>CC Coverage</th>
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</thead>
<tbody>
<tr>
<td>Paediatric ENT</td>
<td>Lambeth, Southwark &amp; Lewisham</td>
</tr>
<tr>
<td>Paediatric Allergy</td>
<td>All 6 SEL CCGs</td>
</tr>
<tr>
<td>Paediatric Bladder</td>
<td>All 6 SEL CCGs</td>
</tr>
<tr>
<td>Paediatric Cardiac Surgery</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Cardiology</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Cleft</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Endocrine &amp; Diabetes</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Gastroenterology</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric General Surgery</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Haematology</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric IMMID</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Metabolic</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Neurology</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Ophthalmology</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Orthopaedic</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Palliative care</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Plastic Surgery</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Renal</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Respiratory</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Rheumatology</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Sleep</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Spinal</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Paediatric Urology</td>
<td>All 6 SEL CCGs</td>
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### Adult Services

<table>
<thead>
<tr>
<th>Specialty</th>
<th>CC Coverage</th>
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<tbody>
<tr>
<td>Elderly Care - Nursing and Residential Homes</td>
<td>Lambeth, Southwark</td>
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<tr>
<td>Elderly Care (24/7 line)</td>
<td>Lambeth, Southwark</td>
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<tr>
<td>Foot Health Acute</td>
<td>Lambeth, Southwark</td>
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<tr>
<td>Foot Health Community</td>
<td>Lambeth, Southwark</td>
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<tr>
<td><strong>Gastroenterology</strong></td>
<td><strong>Lambeth, Southwark</strong></td>
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<tr>
<td><strong>Hepatology</strong></td>
<td><strong>Lambeth, Southwark</strong></td>
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<tr>
<td>Occupational Therapy &amp; Hand Therapy</td>
<td>Lambeth, Southwark</td>
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<tr>
<td>Physiotherapy</td>
<td>Lambeth, Southwark</td>
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<tr>
<td>Adult Dermatology via PhotoSAF</td>
<td>Lambeth, Southwark &amp; Lewisham</td>
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<tr>
<td>Adult Dermatology via PhotoSAF</td>
<td>Lambeth, Southwark &amp; Lewisham</td>
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<tr>
<td>Gynaecology</td>
<td>Lambeth, Southwark, Bromley</td>
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<tr>
<td>Neurology</td>
<td>Lambeth, Southwark, Bromley</td>
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<tr>
<td>Rheumatology</td>
<td>Lambeth, Southwark, Bromley</td>
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<tr>
<td>Cardiology</td>
<td>Lambeth, Southwark, Bromley &amp; Bexley</td>
</tr>
<tr>
<td>Acute Medicine (24/7 Line)</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Adult Allergy</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Cancer confirmed diagnosis</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Cancer Genetics</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Cardiac Surgery</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Diabetes &amp; Endocrinology</td>
<td>All 6 SEL CCGs</td>
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<td>ENT</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>General Genetics</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Haematology</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>HIV (24/7 Line)</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Neurofibromatosis</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Ophthalmology</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Orthopaedics</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Pain Management</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Palliative Care</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td><strong>Post ICU Care</strong></td>
<td><strong>All 6 SEL CCGs</strong></td>
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<tr>
<td>Plastics</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Renal Medicine</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Respiratory Medicine</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Speech and Language Therapy</td>
<td>All 6 SEL CCGs</td>
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<tr>
<td>Urology</td>
<td>All 6 SEL CCGs</td>
</tr>
<tr>
<td>Vascular Surgery</td>
<td>All 6 SEL CCGs</td>
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</tbody>
</table>

Where available, calls will first go through to your local trust’s specialist team. If the call is not answered, it will pass to the National Consultant Network (where available) which now supports all lines throughout South East London. This will ensure as many calls as possible are picked up.

**Adult and Children’s**

Consultant Connect PhotoSAF share is available to Lambeth, Southwark and Lewisham GPs. Please use Consultant Connect PhotoSAF to send images for dermatology consultant review,
Dermatology PhotoSAF share
prior to making a dermatology referral. If you are unable to do this, you can also use A&G via e-RS and upload images.

Stroke/ TIA Mobile Helpline
The stroke team have set up a direct mobile. It is manned Mon-Fri 9-5 and they welcome all calls regarding stroke/TIA. 07825023845
Primary care referrals can be made by phoning TIA MOBILE or alternatively email gst-tr.gsttstroke referrals@nhs.net (Out of hours). Please see our website for the TIA pathway and GP referral form. All patients referred should receive the TIA patient information leaflet. https://www.guysandstthomas.nhs.uk/our-services/stroke/referrals.aspx

4. Service Specific Updates

Anosmia related to COVID-19
Given the high prevalence of loss of sense of smell and taste as a consequence of COVID-19, GPs are likely to see a significant increase in patients presenting with recent onset anosmia.
We have provided guidelines for their management at the ENTUK website: https://www.entuk.org/guideline-management-covid-19-anosmia
The majority of these patients do not need imaging or ENT review, and although it would be helpful to confirm the likelihood of COVID infection with antibody testing, it can occur as at the only symptom in confirmed COVID cases on PCR in patients do not all later seroconvert.
A patient advice sheet, directing them to patient support groups and to advice on smell training, is available https://www.entuk.org/advice-patients-new-onset-anosmia-during-covid-19-pandemic

Rapid Diagnostic Clinic
**PLEASE SEE NEW CLINIC MAPPINGS**
& CORRECTION
Please ensure actual blood values are on the referral form. Especially from the services not connected to Local Records
Post the hotfix in Early May, we have amended our Rapid access diagnostic clinic on e-RS and it is now mapped to the new clinic type ‘2WW Non-specific symptoms’.
The services used to be mapped to General Medicine which has now been end-dated using transition date to allow for any patients referred under this to be processed. All new referrals for this service must be made via the new clinic type which can be accessed as follows:
Priority: 2ww
Specialty: 2ww
Clinic Type: 2ww Non-specific symptoms
Service Name: Rapid Access Diagnostic Service for non-specific symptoms - Guy’s Site - RJ1
The service can NOW ONLY BE accessed via e-RS using the above mappings.
The Rapid Diagnostic Clinic (RDC) at GSTT is currently open and reviewing high risk patients. We are triaging all referrals and operating two clinic lists weekly for patients with urgent non-site specific symptoms that are highly suspicious for cancer. The current wait time for an appointment is approx. 7 days.
Please find more information on our website: https://www.guysandstthomas.nhs.uk/our-services/rapid-access-diagnostic-clinic/overview.aspx
You can also call the team on 07922383126 to discuss urgent clinical cases or seek advice via e-RS.
The RDC is also working closely with ED at St Thomas hospital to try and capture high risk patients who present as an emergency.

Gynaecology Ultrasound walk-in service
Our walk in service held at St Thomas’ hospital is not currently able to accept referrals. An appointment only service is being provided to enable us to ensure patient safety. For any GP referrals please use e-RS.
Please ensure that the patient is advised not to attend the hospital on the date and time booked on e-RS – we will contact the patient in due course to arrange their scan.

**Pelvic Floor Physiotherapy**

Due to COVID 19, patients have avoided attending GPs with pelvic floor concerns. As services reopen there will be an increased number of patients presenting with symptoms of pelvic floor dysfunction. Attached is a quick guide about general advice and resources for patients, and when to refer on. You can also use A&G via e-RS for any queries and concerns.

[Pelvic Health Physiotherapy Team]

**Post COVID clinic referrals – Lambeth & Southwark Only**

Patients can be referred from the community if they have significant chest symptoms following suspected or confirmed COVID infection (Lambeth and Southwark only). The GP should send an urgent e-RS referral via speciality: Respiratory Medicine to the Chest Service and make it clear that the patient needs post COVID follow up. Please defer to provider once a request has been created and upload the referral letter within 24 hours.

Please note that we have limited capacity due to infection control requirements for face to face clinics.

Referrals must include the following:
- CXR result
- Recent blood test results
- Baseline observations

If these tests are normal, continued observation in primary care may be recommended.

If a patient has a known respiratory condition (e.g. asthma) please refer to their home specialty for advice in the event of deterioration. Patients are likely to be offered a telephone consult in the first instance.

If a patient is known to another trust (ED or clinic) please refer to their COVID follow up team directly.

If further advice is required prior to referral please use Consultant Connect or e-RS advice and guidance.

**Gastroenterology Stabilisation Update**

As we are now entering the stabilisation phase of Covid-19 response, we are gradually increasing our outpatient and endoscopy activity. We are currently accepting only suspected cancer and urgent referrals, while our routine referrals pathways are still on hold.

**Outpatients**

*It is very important that patients do not travel into hospital unless there is an urgent need.*

Most appointments are carried out as telephone consultations. We are now processing the referral backlog accumulated over the last few months.

**Endoscopy**

Our endoscopy is now working at about 50% of pre-Covid-19 capacity and processing the backlog accumulated in the last months. We are prioritising suspected cancer and urgent referrals as well as overdue surveillance tests. We are not accepting non-urgent referrals, while endoscopies requested before the covid-19 crisis will be clinically assessed and either cancelled or scheduled at later time.

**Contacts**
We are doing everything we can to support GPs and your patients during the Covid-19 pandemic. If you need advice you can use the e-RS Advice and Guidance service for written communication or Consultant Connect for telephone advice (Lambeth and Southwark GPs only). You can also use our email address general enquiries: gst-tr.gastroenterologyofficestaff@nhs.net
– please do not email A&G or referrals to this address

Suspected cancer referrals
Please ensure the information below is included in your referral to enable risk stratification:
UGI referrals
▪ Bleeding/anaemia: please include Hb value, ferritin and transferrin saturation
▪ Dysphagia: duration of symptoms, localisation (neck vs distal), presence of weight loss
▪ Weight loss: last weight and baseline
LGI referrals
All patients suspected of having a lower GI cancer (i.e. meeting NICE 2WW criteria) must have a FIT test performed before a referral is made (except in cases of unexplained anal or rectal mass or anal ulceration who should be referred irrespective of FIT). If the main symptom is rectal bleeding, a FIT should be carried out when no overt bleeding is present.

Genetics – New Highly Specialist Service for Cockayne Syndrome (CS) and Trichothiodystrophy (TTD) Launched
We are pleased to announce the provision of this new, centrally funded National Specialist Service for patients affected with the life-limiting genetic disorders Cockayne Syndrome (CS) and Trichothiodystrophy (TTD). The service provides care for patients residing within the United Kingdom.

We would be happy to receive referrals or be contacted for advice. In order to make a referral please complete the attached referral form and return it to gst-tr.CS/TTD@nhs.net
Currently our webpage is under construction, unfortunately with unavoidable delays caused by the COVID19 outbreak.

In light of the current pandemic our clinics are being undertaken virtually using a Trust approved video calling facility with the inclusion of the full MDT team. However as soon as the hospital is open to outpatients we will revert back to face to face clinics.

Phlebotomy walk in services
The current service will be as follows:
▪ St Thomas’ Hospital: 07.30-16.30 (last patient entry 16.15)
▪ Guys Hospital: - moving back to Phlebotomy 4th Floor Tower Wing: 07.30-13.00 (last patient entry 12.45)
▪ Gracefield Gardens: 08.30-17.00 (last patient entry 16.45)
▪ King’s College Hospital (Denmark Hill): 07.30-16.00 (last patient entry at 15.45)
▪ Tessa Jowell Health Centre: 07.30-16.00 (last patient entry 15.45)
▪ Cancer Centre - Cancer Centre patients only: 08.00-17.00
▪ Paediatric Phlebotomy – St Thomas’s Hospital: 07.30-16.30 (last patient entry 16.15)

Please note that phlebotomy services at the Dulwich Community Hospital have now closed.
**Andrology**  
Following recent announcements from the government regarding returning to the ‘new normal’ way of working, the Cytology Department at Guy’s & St. Thomas’ will be reopening the Andrology services which have been suspended due to the COVID-19 pandemic. We aim to have full services in operation from Monday June 1st, with the reopening of the laboratory for infertility and post vasectomy semen analysis investigations.

- In order to accommodate all booked appointments on a clinic day, whilst observing social distancing, the capacity for on-site production has been reduced by 40%.
- Until social distancing is relaxed further, we will be unable to accommodate the number of patients we previously did at our on-site production facility.
- Therefore we will encourage patients, as much as it is possible, to produce their samples at home and bring them into the department within their appointment time.
- All paper resources including magazines that our patients have previously been able to access in order to aid production of samples will be removed to reduce the risk of spread of COVID-19.
- In order to meet requirements such as social distancing, reduce overcrowding and accommodate more robust and stringent cleaning measures, the time slots between patients will be increased.
- To minimise the number of patients on site, patients are advised to arrive the laboratory or onsite production facility not more than 5 mins before their appointment time. We will be operating a strict one-way system around the site to ensure a safe flow of patients.
- All patients should adhere strictly to the ‘2 metres social distancing’ rules to ensure the safety of our staff and other patients.

**The Tier 3 Healthy Weight Management Programme**  
The Tier 3 Healthy Weight Management Programme has resumed its Initial Assessment triage appointments from 01 June. Currently these are not directly bookable through e-RS however we are still accepting referrals – please use e-RS and patient can be deferred to provider (creating an Appointment Slot Issue).

Please note that the service is under review. Due to COVID-19 social distancing requirements, the programme has moved to a virtual intervention using online group sessions rather than face to face group meetings. Our Directory of Services on e-RS will be updated to reflect that appointments will be virtual.

**NEW ELECTRONIC X-RAY REFFERAL PATHWAY FOR GP DIRECT TO RADIOLOGY REFERRALS**

**NEW ELECTRONIC X-RAY REFFERAL PATHWAY FOR GP DIRECT TO RADIOLOGY REFERRALS DUE TO COVID 19 PANDEMIC – 01/06/2020.**

*Please note that our web page will be updated shortly with the information below.*

We will no longer be accepting paper referrals, this change will take effect from the 1st June 2020, however paper referral requests made prior to this date will still be accepted.

This will still remain as a walk-in service, however we need the emailed referral prior to patient being asked to attend for their X-Ray.

Please use our nhs.net radiology referral email box when referring patients for X-ray imaging: gst-tr.radiologyreferrals@nhs.net.

Subject header must include: Patient SURNAME, First NAME and DOB

All requests must adhere to the following:

- **Completed referral form** - The latest online template can be found at: [https://www.guysandstthomas.nhs.uk/our-services/radiology/referrals.aspx#na](https://www.guysandstthomas.nhs.uk/our-services/radiology/referrals.aspx#na)
**Template must** have referrer’s name/e-signature.

**Template must** have referrers GMC number.

**Template must** adhere to latest IRMER 17 regulations, GSTT IRMER procedures, RCR and NICE guidelines.

Failure to comply with the above could cause unnecessary delay and possible rejected requests with patients being returned home.

Service Managers must ensure to share the trust’s Employer’s Procedures for IRMER17 attached and assure that only entitled IRMER referrers will request imaging.

From the 1st June 2020 and upon referral, the sender will receive an auto reply as follows:

`Thank you for sending this X-ray request. Please advise your patient to attend either Guy’s or St Thomas’ X-ray imaging department between 08:30 – 17:00 and Evelina Children’s Imaging department 09:00 – 17:00. All requests more than 3 months passed the referral date will be deleted and require a new referral. All requests must have name of referrer, contact details, e-signature, GMC number of referrer and must be sent by the referrer to comply with IRMER 17 regulations and existing trust employer’s procedures. Failure to do so will result in unnecessary delays and rejected referrals upon patient arrival. Please note that requests are not justified when sent through, only upon attendance of the patient.`

** **CORRECTION**

**GSTT lung nodule (virtual) clinic**

The GSTT lung nodule (virtual) clinic is available on e-RS

The nodule clinic is a **virtual** clinic for review and follow up of pulmonary nodules (in accordance with British Thoracic Society guidelines). The patients are not seen **physically** in clinic.

CT scans are reviewed by the respiratory physicians and radiologists. Patients receive the outcome of the clinic review by letter (discharge, CT follow up or clinical review) with a copy to their general practitioner.

Please note that if the nodule is a new solid nodule greater than **8mm** (not ground glass) we would advise a referral to the 2WW lung service

The service is currently accessible via e-RS as outlined below:

**Specialty:** Respiratory Medicine  
**Clinic Type:** Not Otherwise Specified  
**Service Name:** Lung Nodule Virtual Clinic - Respiratory - Guys’ & St Thomas’ - RJ1

Please advise in the referral where the scan was performed if not done at Guy’s and St Thomas’.

Please ensure that the patient is advised not to attend the hospital on the date and time booked.

**Covid-19 registry for ecema patients (SECURE-AD)**

Have any of your patients with eczema (syn. atopic dermatitis) developed COVID-19?

Please report your cases to SECURE-AD ([https://www.covidderm.org/](https://www.covidderm.org/)) via a simple anonymised case report form, if the patient is not seen in Dermatology at Guy’s & St Thomas Hospital.

SECURE-AD is a global registry for healthcare professionals to report outcomes of COVID-19 in individuals with eczema.

Entering your cases is quick and can be done during a virtual consultation. All data is de-identified.

The information you provide will rapidly improve our understanding of how factors
such as systemic immunomodulatory therapies, comorbidities and disease activity affect outcomes of COVID-19 in eczema. Regular open-access summaries of reported cases will be provided online. We look forward to working with you all on this important effort. Professor Carsten Flohr (on behalf of the SECURE-AD Team)

<table>
<thead>
<tr>
<th>Post ICU (Critical Care Recovery) Service</th>
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</thead>
<tbody>
<tr>
<td>Our Critical Care Recovery Service is available on e-RS for A&amp;G and referrals. In addition we have also set up a dedicated service on Consultant Connect - “Post ICU care”. This is for any patient query related to their ICU stay whether related to COVID 19 or not up to a year post discharge from intensive care. <strong>For COVID/ non COVID patients this relates to patients who have been in ICU and been discharged.</strong></td>
</tr>
<tr>
<td>As there is no speciality on e-RS, the service is currently accessible via General medicine as outlined below:</td>
</tr>
<tr>
<td><strong>Specialty:</strong> General Medicine</td>
</tr>
<tr>
<td><strong>Clinic Type:</strong> General Medicine</td>
</tr>
<tr>
<td><strong>Service Name:</strong> Critical Care Recovery Clinic Service - Guys’ &amp; St Thomas’ NHS Trust - RJI</td>
</tr>
<tr>
<td>Please note that this service is <strong>NOT</strong> for General medicine referrals and read the DoS criteria ahead of referral or seek advice if unsure.</td>
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<table>
<thead>
<tr>
<th>Evelina London Children’s Hospital: Paediatric Orthopaedic Service</th>
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<tbody>
<tr>
<td>Our paediatric orthopaedic team continue to provide normal services for emergency or urgent musculoskeletal conditions during the COVID-19 pandemic.</td>
</tr>
<tr>
<td>▪ Traumatic injuries, musculoskeletal infections and concerns regarding possible non-accidental injury should be referred via A&amp;E or the on call Orthopaedic team at St. Thomas’ Hospital.</td>
</tr>
<tr>
<td>▪ We are also happy to receive routine referrals via e-RS and will triage them to be seen in an appropriate timescale; please advise patients there may be a delay in them being seen. We are also able to give advice via the e-RS ‘Advice &amp; Guidance’ system and ‘Consultant Connect’ telephone service.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dimbleby Cancer Care</th>
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</thead>
<tbody>
<tr>
<td>We are currently not providing face-to-face appointments for all our services, apart from the walk-in information nurse service at Guys’ Cancer centre. However, we have adapted our services to continue to be there for people and provide the support people need.</td>
</tr>
<tr>
<td>The psychological therapy, information nurse and welfare benefits services can all be conducted by phone or video depending on a person’s preference. While our complementary therapy team are unable to provide hands-on treatments</td>
</tr>
</tbody>
</table>
during this time, we can still support patients with our Aromastick Service and Online Relaxation and Complementary Therapy Support Service.

People can refer to us in the usual way either on EPR or by completing a self-referral.

Contact us:
· Email: dimblebycancercare@gstt.nhs.uk
· Tel: 020 7188 5918

Please note, we are not an emergency service. If your patient requires urgent medical or emotional support, please ask them to attend their nearest 24 hour Accident and Emergency (A&E) Department.

For 24 hour emotional support please call SLAM 24 hour mental health support line 0800 731 2864 or Samaritans on their new short number: 116 123.

Maternity Services FAQs

We have created a list of FAQ’s specifically around pregnancy and care during this time. We would like to reassure patients that our Hospital Birth Centre and Home from Home Centre are fully operational and if they are booked to have their baby at St Thomas’ Hospital they are still able to give birth here. Please ask patients to refer to below to reassure them in this difficult time. 
https://www.guysandstthomas.nhs.uk/our-services/maternity/frequently-asked-questions.aspx

Ophthalmology Service

We continue to provide an ophthalmic walk in emergency service at St Thomas’ Hospital. **Eye emergency should only be used for people with genuine acute eye problems.** If referrers/ GP’s are unsure if a patient needs to attend Eye Emergency, please contact Eye Casualty on 020 7188 4336 for advice.

Additionally if a GP is unsure whether to refer a patient for an outpatient appointment, this can now be discussed with a clinician by using consultant connect (for all SEL GPs) or by seeking advice via e-RS.

We continue to provide an unaffected AMD service and other urgent patients are still seen. All non-urgent outpatient appointments have been cancelled and placed on a waiting list. We have created a number of subspecialty email addresses for existing patients to send clinical queries directly to their subspecialty clinical teams. These can be found on our website: 

We would encourage all GPs to seek advice ahead of referral due to current booking constraints in light of COVID.

Cardiology & Vascular Update

The cardiovascular (and subspecialties) webpages on the GSTT website have been thoroughly updated to reflect the ongoing coronavirus situation. Patients can now find reassuring messages of our services, contact details for their clinical team, and commonly asked questions specific to their condition. We will be updating our patient letters to direct them to this information.

Additionally, for GPs, we have updated our advice and guidance sections to ensure that we can best support our primary care colleagues through this challenging time. Please review this information, and share with your patients as appropriate.

We have Consultant Connect (for Lambeth, Southwark, Bromley & Bexley) and e-RS advice and guidance available for all GPs. We would encourage all GPs to seek advice ahead of referral as this will enable the clinical team to review your request and provide an interim treatment plan for ongoing management of a patient. They can also
| **Revised schedule of antenatal care:** Midwife Led Care | GSTT (in line with other maternity providers) are trying to minimise the number of face to face appointments that women require in pregnancy. A new schedule of care has therefore been drawn up that allows for safe delivery of supportive care, minimised travel and face to face contact for both the women and staff. In brief, women will have a telephone booking appointment at 8-10 weeks to ensure that we are able to support them on the correct antenatal pathway, face to face contact when they have scans (12 and 20 weeks) and in late pregnancy. Blood tests will be done (where possible) at the same time as a face to face contact (e.g. at the 12 week scan rather than booking). For ease of consolidation (and to reduce the pressure on GP services) all care will now be provided by GSTT and all documentation will be in the electronic record (Badgernet). The full schedule has been sent out to all local GPs and CCG and is attached. |
| **Dental Hospital** | The Dental Hospital is closed for routine outpatient appointments. The Dental Hospital remains open to offer an emergency dental service to our local population. Over the coming weeks it will be used for patients from a wider area within London, where patient treatment cannot be provided in a primary care setting in the current situation. We are offering emergency treatment, but limited to a specific set of conditions. This includes severe uncontrolled dental pain, dento-alveolar infections, dental trauma, malignancy and uncontrolled bleeding. Patients will be triaged over the phone and offered an appointment time, if appropriate. Access to our service is by the patient calling Dental 111. Please ring Dental 111 and press Option 2. Patients will be triaged by a Dental Nurse and given advice on how to book an appointment if needed. |
| **Advance Care Planning for District Nursing patients** | Our District Nursing teams are working through their caseload to identify patients for whom it would be prudent to make advance care plans. They will be in touch with practices to discuss their patients. |
| **General Paediatrics – Children’s Assessment and Referral Service (CARS)** | Evelina London: Evelina CARS is available from Monday to Friday between 11am and 7pm via Consultant Connect to SEL GPs. Written advice is available via Advice & Guidance on e-RS – please do not email the service. |
| **Plastic Surgery** | **Plastic surgery out-reach nurse:** This service is currently unavailable. **Plastic surgery dressing clinic** is running a reduced service. More information can be accessed via https://www.guysandstthomas.nhs.uk/our-services/plastic-surgery/overview.aspx |
| **Gynaecological cancer and coronavirus information hub launched** | This is a particularly difficult time to be living with a gynaecological cancer, or to be experiencing any worrying symptoms. Decisions are being made across the NHS which impact cancer care, screening programmes and GP appointments, and women and their families are understandably worried and confused. We have seen a big spike in calls to our nurse-led gynae information service, Ask Eve, with coronavirus related questions. We have developed a cancer and coronavirus information hub, so that people can access up to date and accurate information on gynaecological cancer pathways, from first investigation of symptoms through to follow up post treatment, as well as... |
information on the national cervical screening programme. [www.eveappeal.org.uk/coronavirus](http://www.eveappeal.org.uk/coronavirus)

We will be continually reviewing this information and making any updates as they are announced. We are working on further information around gynaecological cancers and coronavirus.

Our nurse-led information service, Ask Eve, is here to answer any questions relating to gynaecological health, and is completely free and confidential. People can contact Ask Eve by emailing nurse@eveappeal.org.uk or calling 0808 802 0019.

### Evelina Health Visiting (HV) Services in Lambeth & Southwark

The HV service will continue to deliver:

- New Birth Visits with an offer of a weight review for the baby utilising (combination of video consultation/telephone and face to face contact for weight review and visual assessment of baby)
- Follow up of babies of concern e.g. Failure to thrive (Face to Face)
- 6-8 week health review done (Video consultation /telephone)
- Health Reviews at one year and at two and half years old – (Video Consultation /Telephone)
- New-born bloodspot follow ups for babies under one year of age – (Face to Face in clinic)
- BCG clinics – (Face to Face in clinic)
- Safeguarding children activity – (Video consultation /Telephone and Face to Face contact if deemed necessary)

From 30th March, the majority of our community appointments will be changed to either a telephone or video consultation. Face-to-face appointments with minimal contact using PPE will be done only to carry out essential health screening e.g. weights of babies of concern and bloodspot screening and significant safeguarding activity with families.

Parents can obtain Health Visitor advice by calling our Single Points of Access in each borough - Operating Hours: Monday to Friday 9.00am to 5.00pm.

Southwark Single Point of Access - Tel: 020 3049 8166
Referral Email: gst-tr.spahealthvisitingservicesouthwark@nhs.net

Lambeth Single Point of Access - Tel: 020 3049 5300
Referral Email: gst-tr.spahealthvisitingservicelambeth@nhs.net

**Home visits will only be done in exceptional circumstances**

### Activities for Older Adults During COVID-19


### Fracture Liaison Service (FLS)

Radiology reports describing incidental osteoporotic changes with the comment ‘FLS will be notified’ are no longer being acted upon as the FLS team has been redeployed to other areas.

Please consider completing a FRAX score to risk stratify your patient with osteoporotic changes and either commencing treatment where appropriate to do so or seeking advice from our service via e-RS selecting Bone Health within Geriatric Medicine. Referrals should ideally be made post seeking advice if indicated.

### Integrated MCATTS MSK service

We are running a reduced service and are prioritising urgent patients. All our clinics are now **non-face to face. We will not be accepting any new non-urgent/ routine referrals unless advice and guidance has been sought from our clinical team**. Our clinical team will advise you through this channel whether a referral should be made and whether it is urgent or non-urgent. At present we are not currently booking routine patients so...
there will be a significant delay before we see your patient as capacity is limited for emergency and urgent appointments only.

The physiotherapy team have produced a number of patient leaflets to help our patients. We also recommend documentation and useful links to other sites that may be of interest. This does not mean we endorse or accept responsibility for the sites or the information found on them.
https://www.guysandstthomas.nhs.uk/our-services/therapies/physiotherapy/information-resources.aspx

Urgent Criteria:
- History of trauma
- Recent onset unremitting pain
- Recent post op
- Spinal referral with documented neurological symptoms
- Recent change in function so that: unable to work or care for dependent due to symptoms

There are currently no corticosteroid injections being performed in our Musculoskeletal services

The best course of action for MCATTs including LIMS and MSK referrals considered to be urgent is to seek advice and guidance via e-RS and Consultant Connect (being set up for Lambeth (LIMS) & Southwark GPs). The team can help with appropriate triage. We have video consultations to assess and treat conditions that may warrant a face to face consultation.

Community Neuro Rehabilitation
A revised service will become effective from 01/04/2020.
Please email gst-tr.NeuroRehabService@nhs.net with your referrals for the Stroke or Neuro Rehab team or general queries/questions you may have.

ENT Referrals
Only Emergency and Urgent patients will be seen until further notice. We will not be accepting any new non-urgent/ routine referrals unless advice and guidance has been sought from our clinical team. Our clinical team will advise you through this channel whether a referral should be made and whether it is urgent or non-urgent. At present we are not currently booking routine patients so there will be a significant delay before we see your patient as capacity is limited for emergency and urgent appointments only. The best course of action for ENT referrals considered to be an emergency is to discuss with the ENT on-call via bleep 1508 in the first instance or seek advice and guidance via e-RS and Consultant Connect (available for Lambeth, Southwark & Bromley GPs). The team can help with appropriate triage, we still have facilities to assess and treat conditions that may warrant a visit to the hospital (e.g. epistaxis, quinsy, severe otitis externa, fractured noses).

Nephrology Referrals
For routine questions regarding new or existing patients, please use advice and guidance available on e-RS.
If a referral is then indicated, please use the Appointment Slot Issue (ASI) feature on e-RS. Please be aware there is currently significant delay in reviewing non-urgent referrals and majority of referrals are managed on the phone.
For patients with stable CKD, please consider referral at a later date or referral via CAS which we can direct to our Virtual Chronic Kidney Disease service (Southwark referral only).

FOR URGENT QUERIES, please contact the renal registrar on duty (direct number: 07789 505 184) or via the Guy’s and St Thomas’ Switchboard (020 7188 3026).
For more COVID-19 related information, contact numbers and email addresses please
Radiology and Nuclear Medicine Referrals

**As of 30th March, we have postponed all routine imaging.** The Department will continue to scan Urgent (P5) and Cancer Pathway (P3) within normal turnaround times.

We would request that referrers consider carefully whether the imaging will genuinely have an immediate or significant clinical management impact on the patient’s management before requesting that it is done.

Endoscopy

Non-urgent endoscopies, including cancer surveillance procedures, will be deferred. Only emergency and few urgent endoscopies will be carried out until further notice. We would encourage you to contact our clinical team through advice and guidance before making a referrals as we are not currently booking routine patients and so there may be a significant delay before seeing your patient.

Please consider this before making any referral as our capacity to see new patients is very limited.

Emergency Vascular Clinic

Currently running Mon-Fri at Guy’s Hospital – please refer only urgent cases via gst-tr.urgentvascular@nhs.net

Gynaecology

Please find the attached new guidance for the management of abnormal-uterine-bleeding during the Covid19 pandemic. This will help the clinical management and the risk assessment of cancelled patients. [separate attachment]

Post-natal Care

From 30th March, all community appointments will be changed to either a telephone consultation or a face-to-face appointment with minimal contact and only to carry out essential health screening.

We are now offering services at five community maternity sites only:

- Gracefield Gardens Health Centre (SW16)
- Clapham Manor Health Centre (SW4)
- Mary Sheridan Centre – known as Wooden Spoon House (SE11)
- The Assisted Conception Unit (ACU) in Guy’s Hospital (SE1)
- Artesian Health Centre (SE1)

They will be staffed with a core midwifery team and we will be working closely with our health visitor colleagues to ensure women and babies receive essential care.

Home visits will be reduced to an absolute minimum.

Consultant appointments, including those that currently occur in the local health centres, will take place at St Thomas’ Hospital.

Prescribing

Medicines that would usually be prescribed via GP should continue. When the patient is seen by a non-face to face means and the prescription would be usually issued by the hospital the medication will be posted to the patient. For urgent, controlled or high cost drugs these will be sent by courier.

5. **Attending the hospital**

**Attending the hospital including A&E services**

No visitors will be allowed onto our wards until further notice. No visitors will be able to accompany patients to any face to face appointments unless it is essential and will be at the discretion of clinical staff on the day. Only one adult should accompany a child.

If you are using our emergency departments or urgent care centre services please note:

- Adults are advised to come alone.
- One adult only should accompany a child

Please inform patients they should not attend if they have any symptoms of coronavirus (COVID-19), unless their condition has deteriorated and they require urgent review by a specialist. Please either direct the patient to ED or contact the specialty.
Visiting Maternity

Currently no visitors are permitted on the antenatal ward or postnatal (including the father of the baby).
For women in labour only one companion will be allowed. This companion can stay for the duration of labour but will need to leave six hours after delivery or earlier if the mother is transferred to another area.
There may be exceptions for circumstances where mother and baby require additional care, this will be discussed on an individual basis. *Any other family members or friends will not be allowed to enter.*
Please understand that this has been a very difficult decision to make, safety is our top priority and these measures are necessary to reduce the risk of spreading infection.

6. Changes to walk-in services

Please note, without exception all services are running a reduced service on skeleton staff and so only urgent patients are being seen. Please only refer to a walk in service if urgent and please consider the safety of the patient when referring.

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk in ECG/ ECHO at</td>
<td><em>CHANGE OF LOCATION</em> We will no longer be providing an ECG/ECHO walk in</td>
</tr>
<tr>
<td>Gracefield Gardens</td>
<td>service a Gracefield Gardens during the current COVID-19 situation. This</td>
</tr>
<tr>
<td></td>
<td>service for the time being has been transferred to <strong>Cardiothoracic Outpatients at Guys Hospital</strong></td>
</tr>
<tr>
<td>Early Pregnancy and</td>
<td>This service is now by <strong>appointment only</strong>. Will support women up to 18</td>
</tr>
<tr>
<td>Acute Gynaecology Unit</td>
<td>weeks of pregnancy with problems such as pain, bleeding or severe vomiting</td>
</tr>
<tr>
<td></td>
<td>but this will be by appointment. Women can self-refer or healthcare</td>
</tr>
<tr>
<td></td>
<td>professionals can refer on their behalf by calling 020 7188 0864 (M-F</td>
</tr>
<tr>
<td></td>
<td>8am to 6pm, Sat, Sun &amp; Bank Holidays 9.30am to 3pm) and a specific</td>
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<tr>
<td></td>
<td>appointment time will then be given. If a woman or healthcare professional</td>
</tr>
<tr>
<td></td>
<td>is urgently concerned about the amount of bleeding or level of pain, they</td>
</tr>
<tr>
<td></td>
<td>should go directly to their nearest Emergency Department (A&amp;E). At present,</td>
</tr>
<tr>
<td></td>
<td>partners are still able to attend appointment but this may change. We ask</td>
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<td></td>
<td>that other family members and children do not attend.</td>
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7. Service Suspensions

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>Pelvic Ultrasound (walk-in Service)</td>
<td>Radiology have suspended non-urgent ultrasound scanning. This includes the walk-in service in at St Thomas’ Hospital for pelvic ultrasound. We will not be accepting walk-in ultrasound requests until further notice</td>
</tr>
<tr>
<td>CYPHP services suspended</td>
<td>From the 24/03/2020 the CYPHP programme has suspended its Health Check service and In-reach clinics. If a child from your practice or service has been seen by the CYPHP Health Team, they would have been contacted and received advice on how to best look after their child’s health and wellbeing.</td>
</tr>
<tr>
<td>Burrell Street – Sexual Health Service</td>
<td>All of our walk-in clinics are now closed. If you have an urgent problem you can book a telephone triage appointment here <a href="https://zesty.co.uk/practices/burrell-street-telephone">https://zesty.co.uk/practices/burrell-street-telephone</a> or please phone on 0207 188 7707</td>
</tr>
<tr>
<td>Assisted Conception Unit (ACU)</td>
<td>With immediate effect, no new referrals will be accepted in to the ACU. This includes all routine referrals from GPs, Satellite Units and Self-Referrals for IVF and PGD. This applies to all NHS funded patients and those who are either self-funded/private referrals.</td>
</tr>
</tbody>
</table>