

MARCH 2017

# SPECIALIST ADVICE CONTACTS FOR GPs

## GP Hotline

24/7 phone line for emergency admissions and to provide acute advice and guidance on where to send patients.

0191 203 1414

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## Elderly Assessment

For urgent advice about an elderly patient contact the elderly care consultant at The Northumbria hospital 8am-8pm, seven days a week.

At Hexham General Hospital elderly patients requiring urgent assessment can be referred into the dedicated elderly assessment centre Monday to Friday 8am-4pm.

*Within North Tyneside – for less urgent patients (those that need comprehensive geriatric assessment within the week), please refer to the Jubilee Day Hospital.*

Elderly Care Consultant,  
Northumbria Specialist  
Emergency Care Hospital  
0191 607 2860

Elderly Care Assessment Centre  
Hexham General Hospital  
01434 655 406/7

# GI Advice Line

For general GI enquiries, initial advice for a specific problem about new patients or for advice about results.

You can use the service for blood or other test results, referral pathways and the most appropriate way to access the service for your patient, and for simple management advice.

Consultants will aim to reply the same working day, or the following morning if correspondence has been received late on in the day.

For more urgent enquiries within office hours contact the consultant on duty, or call the GP Hotline outside of these times.

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**07833 403 122**

**GP Hotline: 0191 203 1414**

**or Email:**

**North Tyneside General Hospital:  
nhc-tr.gastrontgh@nhs.net**

**Wansbeck General Hospital:  
nhc-tr.gastrowgh@nhs.net**

**Hexham General Hospital:  
nhc-tr.gastrohgh@nhs.net**

# Gynaecology Advice Line

For support and advice about your patients speak directly to the gynaecology consultant on-call 7 days a week between 8.15am-8.15pm.

For early pregnancy problems please talk to the emergency gynaecology nurse specialist seven days a week from 9am-5pm.

Support outside of these hours is also available via the on-call gynaecology registrar.

**Gynaecology Consultant  
0191 607 2921**

**Emergency gynaecology  
nurse specialist  
0191 607 2908**

**Registrar on-call (out of hours)  
0191 607 2922**

# Medical Ambulatory Care

For patients with medical conditions requiring rapid assessment and intervention without the need for admission. There are many conditions we can manage in ambulatory care in addition to traditional pathway conditions such as PE, DVT, AF, anaemia, skin and soft tissue infections.

These include: Thunderclap headache, severe hypertension, low-risk GI bleed, pneumonia, abnormal blood results, low-risk cardiac sounding chest pain, electrolyte abnormalities or drainage LFT requiring further investigation/treatment but not requiring monitoring, toxicology and gastroenteritis.

This list is not exhaustive so please call for advice if you have a patient who you feel needs to be seen urgently but may not require admission.

All new referrals will be seen at Northumbria Specialist Emergency Care Hospital. Units at all our general hospitals are for review patients only and referrals must come through The Northumbria hospital. DVT pathways are unchanged for Hexham General Hospital. Hexham can also see new referrals for pathway patients including AF and skin and soft tissue infections.

To refer a patient or for clinical advice between 8am-10pm, last referral 7pm for same day review (seven days a week) call the unit at The Northumbria hospital direct. For Hexham, call the unit there direct Monday to Friday 8am-4pm. Outside of these times call the GP Hotline.

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**Northumbria Specialist  
Emergency Care Hospital**  
**0191 607 2867**  
(consultant referral  
or advice dect phone)  
**or 0191 607 2326**

**Hexham General Hospital**  
**01434 655 406/7**

**GP Hotline: 0191 203 1414**

# Paediatrics

Emergency referrals for children are to the short stay paediatric assessment unit (SSPAU) at The Northumbria hospital. This can be done by contacting the paediatric registrar or paediatric nurse practitioner on-call via the GP hotline. A consultant paediatrician is also available for advice on this number if needed - please give us a call if you require any information on where to send a child.

**GP Hotline: 0191 203 1414**

# Surgical Assessment Unit (SAU)

Adults (over 16) with stable acute surgical conditions should be referred directly to the SAU at Northumbria Specialist Emergency Care Hospital.

Allows you to refer patients directly to the surgical team, bypassing the emergency department (for stable patients).

A consultant-led team is on hand to treat emergency surgical patients for acute conditions such as abdominal pain, cholecystitis, abscesses and appendicitis.

Seven days a week 8am to 10pm  
(last referral 7pm)

After these times refer through the emergency department by calling the GP hotline.

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Northumbria Specialist  
Emergency Care Hospital  
**0191 607 2949**

GP Hotline: **0191 203 1414**

## Surgical Helpline

For post-surgery advice about wound issues including pain, swelling or oozing for patients who have had surgery with Northumbria Healthcare.

*For advice at weekends or after 3.30pm, call the GP Hotline and ask for the ward where the patient was admitted for surgery (for day case surgery patients, please contact the surgical assessment unit - as above).*

Monday to Friday  
8.30am-3.30pm  
(excluding bank holidays)  
Call: **01670 529 431**

GP Hotline: **0191 203 1414**

MARCH 2017

# COMMUNITY SERVICES CONTACTS FOR GPs

## Adult Speech and Language Therapy

For a range of support for adults with speech, language and/or swallowing problems which may have developed following a stroke, dementia, degenerative conditions or cancer, and special services to help people who have a stammer.

We also work with people who have communication and/or swallowing problems associated with a learning disability.

To refer a patient in North Tyneside  
call: **0191 295 2790**

For advice on North Tyneside referrals  
to the stammering service  
call: **0191 219 6711**

For advice on referring a  
patient in Northumberland  
call: **01670 500 949**

To refer an adult client with learning  
disabilities in Northumberland  
call: **01670 536 400**

To refer an adult client with learning  
disabilities in North Tyneside  
call: **0191 643 2487**

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## Care Point

For referrals to multidisciplinary admission avoidance and discharge support, reablement, minor illness and injury services, and hospital-based social workers in North Tyneside for patients who have health and social care needs.

North Tyneside  
call: **0191 293 2731**

*The service operates between  
8am and 8pm seven days a week.*

# Community Nursing Services

For a range of expert and specialist care including palliative and end of life care, wound care, and management of long term conditions.

*To refer a patient in Northumberland during the day, contact is via local teams based at GP practices.*

Out of normal working hours  
in Northumberland  
call: **01670 829 864**

For North Tyneside during the day  
call: **0191 238 0044**

Out of normal working hours  
in North Tyneside  
call: **01670 828 674**

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# Community Learning Disabilities Services

For people with a learning disability requiring support including behaviour assessment and treatment, epilepsy care, independent supported living, mental health, psychiatry, psychology, specialist occupational therapy, or speech therapy.

For advice on referring a patient in Northumberland  
call: **01670 536 400**

For advice on referring a patient in North Tyneside  
call: **0191 643 2487**

# Community Occupational Therapy

For people who need support with special equipment or adaptations to their home to promote their independence and support them to continue living safely in their own homes.

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To refer a patient in Northumberland  
call: **01670 536 400**

## Early Response Service

For patients registered with a GP in Northumberland requiring an urgent response within two hours to enable people with a sudden illness, medical condition or change in circumstance, who are at risk of hospital admission, to remain at home. If longer term support is needed, the team will refer to the appropriate service for the person's needs.

To refer a patient in  
Northumberland  
call: **01670 536400**

To speak to someone out of hours  
contact the emergency duty team  
call: **01670 822 386**

*The service is available Monday to  
Friday from 8am to 6pm,  
with the last referral at 5pm.*

# Hospital2Home Team

For help with identifying and coordinating discharge for patients at high risk of emergency re-admission to hospital, and advice and support on community services options for patients.

Also multi-disciplinary support for people experiencing a health crisis, or following an accident.

For advice about a patient in Northumberland contact the team at Wansbeck General Hospital on: **01670 529 498/99**

Hexham General Hospital on: **01434 655 393**

Northumbria Specialist Emergency Care Hospital on: **0191 607 2124**

*The service operates Monday to Friday 8.30am to 5pm and Saturday and Sunday 8.30am to 4.30pm (at weekends please call The Northumbria Specialist Emergency Care Hospital)*

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## Paediatric Occupational Therapy

For children and young people up to 18 years to help them adapt to the challenges of everyday life that may be a result of a child's difficulty or disability. This includes supporting children with developmental co-ordination disorder, birth injuries or birth defects, cerebral palsy and other long-term conditions. The service can assess, advise and recommend adaptations within the child's home environment. We assist children with various needs to improve their motor, perceptual and physical skills and enhance their self-esteem and self-accomplishment.

To refer a patient in North Tyneside call: **0191 643 4156**

To refer a patient in Northumberland call: **01670 564 050**



# Paediatric Speech and Language Therapy

For children and young people up to the age of 19 years with a wide range of speech, language and communication needs. This includes those experiencing eating, drinking and/or swallowing difficulties.

For advice on referring a patient in North Tyneside call: **0191 219 6711**

For advice on referring a patient in Northumberland call: **01670 564 029**

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## Podiatry

For diagnosis and treatment of lower limb and foot problems. This ranges from health promotion and foot health advice, support in self-care, to treatment of nail and skin conditions, nail surgery, specialist clinics in diabetes and rheumatology (Northumberland and North Tyneside), and biomechanics (Northumberland only); to podiatric surgery.

For advice on referring a patient in North Tyneside call: **0191 282 8080**

For advice on referring a patient in Northumberland call: **01665 511 979**

*The Podiatry Service operates  
Monday to Friday between  
8.30am to 4.30pm.*

# Primary Care Talking Therapies

For free, confidential support for people over 16 registered with a North Tyneside GP. The service offers evidence based psychological treatment for anyone experiencing depression or anxiety to a level that impacts on their daily life.

The service also accepts self-referrals from patients.

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To refer a patient or to discuss any aspect of referral or treatment in North Tyneside  
call: **0191 295 2775**

*The office is open Monday to Friday  
8.30am to 5pm and appointments are offered  
Monday to Thursday 7.45am to 7.30pm and  
Friday 7.45am to 5pm.*

# Sexual Health Services

For free and confidential sexual health advice and support open to everyone.

To refer a patient in North Tyneside  
call: **0191 297 0441**

For health advice/health adviser in North Tyneside  
call: **0191 259 2519**

To refer a patient in Northumberland  
call: **01670 51 51 51**

For health advice/health adviser in Northumberland  
call: **01670 500 525**

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# Short Term Support Service

For urgent care and support for a short time for patients in Northumberland following a serious accident or illness; or a short period of personal care and practical support for people with cancer or a life limiting illness and their families.

To refer a patient in Northumberland  
call: **01670 536 400**

To speak to someone out of hours contact the emergency duty team  
call: **01670 822 386**

# Single Point of Access

For routine referrals in Northumberland to adult social care and community nursing, and to access an immediate response service for urgent cases to avoid unnecessary admissions to hospital.

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To refer a patient in Northumberland  
call: **01670 536 400**

To speak to someone out of hours  
contact the emergency duty team  
call: **01670 822 386**

# Telecare and Alarm Services

For older and vulnerable people in Northumberland, offering a 24 hour contact service including community alarms and more sophisticated 'telecare' sensors, matched to individual needs.

To refer a patient in Northumberland  
call: **01670 827 100** available 24/7

# Are you using Ciix?

Our award-winning dedicated app for GPs, Ciix, is available for both IOS and android devices.

Features include:

- Descriptions of clinics, their times and locations, including rapid access clinics.
- Emergency care services
- Referral information and referral forms
- Consultants, their area of specialty and contact details
- Patient leaflets
- Service changes and latest news
- Patient information leaflets

The app is free and can be downloaded from:



You can scan the QR codes to download it directly

You can also find all this information on the website:

**[gp.northumbria.nhs.uk](http://gp.northumbria.nhs.uk)**