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

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 Monday to Friday 9am-5pm, 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.

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
**Elderly Assessment Centres**

For urgent (same or next day) multi-disciplinary assessment and diagnostic tests for complex older patients who might not require emergency admission but have urgent care needs.

To refer patients or speak to a consultant geriatrician call North Tyneside or Wansbeck Monday to Friday 9am-5pm (latest appointment time 3pm for full assessment of referrals), or Hexham Monday to Friday 8.30am-4.30pm (latest appointment time 2pm).

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

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**Gynaecology Advice Line**

For support and advice about your patients speak directly to the gynaecology consultant on-call, Monday to Friday 9am-8pm.

Support outside of these hours is also available via the on-call gynaecology team who you can contact via the GP Hotline.
Medical Ambulatory Care

For patients with medical conditions requiring rapid assessment and intervention without the need for admission. This includes a range of conditions such as suspected PE/DVT, cellulitis, AF, anaemia, acute headache, severe hypertension, pneumonia and abnormal blood results.

This list is not exhaustive so please call for advice if you think you have a patient who 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.

To refer a patient or for clinical advice between 8am-8pm (seven days a week) call the unit direct. Outside of these times call the GP Hotline.
Surgical Helpline

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

*For advice at weekends or after 4pm, 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 below).*

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Surgical Assessment Unit (SAU)

Adults (over 16) with 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, renal colic and appendicitis.

Monday to Friday 7.30am-8.30pm (last referral 7.30pm), weekends 7.30am-5pm (last referral 4pm). After these times refer through the emergency department by calling the GP hotline.
COMMUNITY SERVICES CONTACTS FOR GPs

Admission Avoidance Resource Team

For urgent assessments for people registered with a GP only in North Tyneside, to help them to remain in their own home and prevent an unnecessary hospital visit, and care at home including therapy and nursing services. Refer to the Admission Avoidance Resource Team between 8am and 8pm Monday to Friday and 12pm to 8pm at weekends.

Adult Speech and Language Therapy

For a range of support for adults suffering from 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.

To refer a patient in North Tyneside call: 0191 293 2712

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
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

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. The teams also support children and adults with learning disabilities and complex health needs, parents and families, and people with autism.

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.

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.
Immediate Response Team

For patients registered with a GP only in Northumberland requiring an immediate response within two hours of referral from a multi-disciplinary team of community health and social care staff, to enable people with a sudden illness, medical condition or change in circumstance who are at risk of hospital admission to remain at home.

Paediatric Occupational Therapy

For children with a range of physical disabilities including: broken bones, congenital difficulties, cerebral palsy and other chronic illnesses. The service can also help children with various needs to improve their cognitive, physical and motor skills and provide equipment and adaptations for children’s homes and schools.
Paediatric Speech and Language Therapy

For children and young people up to 18 years old, with a range of conditions including feeding and swallowing difficulties, language delay or impairment, cleft palate, voice disorders and difficulty producing sounds.

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

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 rheumatology, diabetes and biomechanics, 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 operate Monday to Friday between 8.30am to 4.30pm.
There is also a biomechanics clinic at North Tyneside on Tuesday evenings.
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 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.

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

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

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.

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.
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:

- [App Store](https://itunes.apple.com/app/id1410896715) for IOS
- [Google Play](https://play.google.com/store/apps) for android

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)