

# Directory of Services



## For General Practitioners

- Admission Avoidance
- Ambulatory Care Centre
- Fast Access

The new Directory of Services for admission avoidance, rapid access clinics, pathways and hot clinics is now available with information on how to access these services and telephone numbers.

The purpose of the directory is to ensure that patients requiring specialist opinion in a timely way can access the appropriate services to receive the care they need. This avoids usage of the Emergency Department, and sometimes ultimately being admitted to hospital.

The service is now supported by the development of the new Ambulatory Care Centre at Leicester Royal Infirmary which is located in the Balmoral Building on Level 1. Currently this includes the one stop TIA clinic, DVT Clinic and some acute medical clinics. Information on other sites where clinics are held is also included in the directory.

The directory is updated regularly as new services are added.

**If you have any queries or comments, please contact:**

**Martin Watts**  
Service Manager:  
**0116 258 5231**



**General Hospital**

**LGH**  
Gwendolen Road  
Leicester  
LE5 4PW



**Glenfield Hospital**

**GH**  
Groby Road  
Leicester  
LE3 9QP



**Leicester Royal Infirmary**

**LRI**  
Infirmary Square  
Leicester  
LE1 5WW

## Acute Medical Clinics

**LRI**

Ward 15 Balmoral Building Level 1

### Referral Criteria

- Simple sepsis not responding to treatment.
- Abnormal blood results requiring immediate intervention
- Cellulitis not suitable for the community IV service
- Ambulatory medical patients requiring an urgent secondary care opinion that can not be catered for by urgent out-patient appointment to appropriate speciality
- Minor upper GI bleed  
(Access for CT/US on the day where possible)

## Access

Phone bed bureau:

**0116 258 4858**

AND fax a referral:

**0116 258 5856**

Some access for Ambulance patients,  
please discuss with bed bureau

### Opening Times

Slots available same day, 7 days a week  
**9am-5pm**

### Maximum wait

For same day service

## Ambulatory Care Pleural Disease Clinic

**GH**

Department of Respiratory Medicine

### Referral Criteria

- Diagnosis and follow up of all new unilateral pleural effusions
- Management of malignant pleural disease
- Referral for medical thoracoscopy
- Long term in-dwelling pleural catheters
- Follow up for pneumothorax diagnoses/discharges
- Both internal and external/primary care based referrals
- Patients must be suitable for ambulatory care
- Please indicate if they are taking oral anti-coagulation

## Access

Please refer directly to lead Consultant  
by faxing a copy of the referral form  
(on GP clinical systems):

Fax a referral:

**0116 256 3720**

### Opening Times

**Wednesday AM**

### Maximum wait

One week

## Symptomatic Breast Clinic

**GH**

Breast Care Centre

### Referral Criteria

- Provision is made for assessment & direct admission of ladies with symptomatic breast cysts via the on call SPR & Consultant.
- Telephone advice provided by specialist nursing/advanced nurse practitioner team & ward nurses regarding wound care, drains, pain etc.  
Also ward attender provision once discussed with specialist nursing team.
- Daily short term & long term follow up clinics including wound & dressing assessments. Appointments made via Consultants admin support team.  
If it is an abscess the bed bureau will take the demographics and call the breast care clinic who will give the bed bureau a time for the patient to attend either the same day or the following day. If the patient is systemically unwell the bed bureau will speak to Ward 24, who will usually see the patient on the ward.

## Access

Phone bed bureau:

**0116 258 4858**

AND fax a referral:

**0116 258 5856**

### Opening Times

Monday - Friday

**8.30-4.30pm**

### Maximum wait

24 hours

## Cardiology Rapid Access Chest Pain

**GH**

Outpatients' Cardiology Area

### Referral Criteria

- Rapid access chest pain, requested, screened and signed off by a specialist Nurse.

## Access

Fax a referral:

**0116 250 2653**

### Maximum wait

48 hours for urgent referral  
2 weeks for non-urgent

## Children's Services

### LRI

Children's Assessment Unit

#### Referral Criteria

- All children's

### Access

Phone Children's Assessment Unit directly:

**0116 258 6225**

Fax a referral:

**0116 258 7637**

#### Opening Times

Monday to Friday only

**8.30am-4.45pm**

#### Maximum wait

Same day service

## Dermatology

### LRI

Outpatients' Clinic Balmoral Building Level 1

#### Referral Criteria

- Bed Bureau forward referral to clinic, the referral is read and prioritised by clinician.
- GP is also required to speak to the on call dermatologist as well.

### Access

Phone bed bureau:

**0116 258 4858**

AND fax a referral:

**0116 258 5856**

#### Opening Times

Monday - Friday

**8.30am-5pm**

#### Maximum wait

2 weeks

## Diabetes

### LGH

Outpatients' Clinic

#### Referral Criteria

- Bed Bureau forward referral to clinic, the referral is read and prioritised by clinician
- Patient informed by clinic.

### Access

Phone bed bureau:

**0116 258 4858**

AND fax a referral:

**0116 258 5856**

#### Opening Times

Monday - Friday

**8am-4pm**

#### Maximum wait

24-48 hours

## DVT

### LRI

DVT Clinic Ambulatory Care Centre Balmoral Building Level 1

#### Referral Criteria

- Patient needs to be able to walk a few steps either independently or with walking aid.
- Bed bureau will advise GP that the patient may not have a scan on the day of referral but will be treated and a scan appointment booked if required.
- Ambulances can be booked by bed bureau if required.
- Patient needs to be made aware of potential delays if they require transport home.

### Access

Phone bed bureau:

**0116 258 4858**

AND fax a referral:

**0116 258 5856**

#### Opening Times

Monday - Friday

**8am-7pm**

Saturday

**8am-12noon**

#### Maximum wait

Same day

## Endocrinology

### LRI

Outpatients' Clinic Balmoral Building Level 1

### Referral Criteria

- Clinician to clinician conversation

## Access

Discussion between  
GP and Consultant -  
facilitated by GP hotline or  
secretaries on:

**0116 258 5157**

### Opening Times

Monday - Friday  
**8am-4pm**

### Maximum wait

28-48hrs

## ENT

### LRI

ENT Clinic Balmoral Building Level 1

### Referral Criteria

- Clinician to clinician conversation

## Access

Please contact the  
ENT consultant via the GP hotline:  
**0116 258 48 58 (option 2)**

### Opening Times

Monday - Friday  
**8am-6pm**

### Maximum wait

28-48hrs

## Early Pregnancy Assessment Unit

### LRI

Mon-Fri

Jarvis Building

Ground floor

Sat-Sun

Kensington Building

Ground floor

### Referral Criteria

- Positive pregnancy test 6 weeks to 15+ weeks
- Pain and/or PV bleed, previous miscarriage, previous or suspected ectopic

## Access

EPAU Call direct on:  
**0116 258 5241**  
GAU out-of-hours advice:  
**0116 258 6259**

### Opening Times

Monday - Friday  
**8.30am-5pm**

Saturday - Sunday  
**9am-1pm**

### Maximum wait

48 hours





## Frail Older People

### LRI

Elderly Frail Unit Ward 33 Balmoral Building Level 5

### Referral Criteria

#### Access criteria

Referrals will only be accepted if all of the following criteria can be met:

1. Patient aged 65+
2. Patient has had a change in function lasting more than 24 hours and no more than one month, such as:
  - a. Reduced mobility
  - b. New onset of difficulties in washing or dressing self
  - c. New onset of faecal or urinary incontinence
3. Patients should be stable enough to remain in their usual place of residence awaiting a clinic appointment (up to one week), and well enough to travel to the hospital
4. Patients should ideally be in receipt of multidisciplinary care (e.g. GP and community matron/intermediate care team).
5. Referrals will only be accepted if accompanied with a copy of the past medical history and current prescribed medication.

#### Exclusion criteria

- These hot clinic slots are only intended to support patients with sub-acute medical crises.
- They should not be used for routine referrals, including falls assessments.
- They do not replace other 'hot clinics' such as rapid access chest pain clinics or ambulatory care facilities run by the respiratory physicians.
- They should not be used under the cancer two week wait rule.
- They are not for patients with Transient Ischaemic Attacks or acute stroke.

## Access

Clinician to Clinician conversation

Phone:

**07584 772225**

(8-6pm seven days per week).

**Opening Times**  
**24 hours per day**

**Maximum wait**  
4-14hrs

## Gastroenterology

### LRI

Outpatients' Clinic Balmoral Building Level 1

### Referral Criteria

- Bed Bureau forward referral to clinic, the referral is read and prioritised by clinician
- Patient informed by clinic.

## Access

Phone bed bureau:

**0116 258 4858**

AND fax a referral:

**0116 258 5856**

**Opening Times**  
Monday-Friday  
**9am-5pm**

**Maximum wait**  
2 weeks

## Gastrostomy PEG/RIG

### LRI

Various

### Referral Criteria

#### Information on

- Where and by whom the PEG was inserted
- Description of the current problem
- Patient's specialty

## Access

Phone bed bureau:

**0116 258 4858**

AND fax a referral:

**0116 258 5856**

**Opening Times**  
Monday-Friday  
**9am-5pm**

**Maximum wait**  
Same day

## General Surgery

### LRI/LGH

Various

### Referral Criteria

- Bed Bureau will forward the referral to the SAU, the patient will be seen on the SAU by the consultant and appropriate action taken.
- Patients will be reviewed at either LRI or LGH.
- The service is for urgent / emergency reviews only.

## Access

Phone bed bureau:

**0116 258 4858**

Fax a referral:

**0116 258 5856**

### Maximum wait

Same day

## Gynaecology

### LRI

Kensington Building Level 1

### Referral Criteria

- Gynaecology Emergency Admissions and Advice

## Access

Please call Gynaecology Assessment

Unit directly:

**0116 258 6305**

### Opening Times

24 hrs

### Maximum wait

12-24hrs

## Maxillofacial

### LRI

Maxillofacial Department Balmoral Building Level 0

### Referral Criteria

- Clinician to clinician conversation.

## Access

GP to speak direct to Maxillofacial  
Consultant on call via switchboard

### Opening Times

Monday - Friday

**8am-6pm**

### Maximum wait

2 weeks

## Metabolic Medicine

### LRI/LGH

Outpatients' Clinic

### Referral Criteria

- Bed Bureau forward referral to diabetes clinic, the referral is read and prioritised by clinician
- Patient informed by clinic.

## Access

Phone bed bureau:

**0116 258 4858**

AND fax a referral:

**0116 258 5856**

### Opening Times

Monday-Friday

**8am-4pm**

### Maximum wait

24-48hrs



## Neurology

### LRI

Ambulatory Care Centre Balmoral Building Level 1

### Referral Criteria

#### Access criteria

- Suspected first seizures - please refer and fax a referral

#### Exclusion criteria

- Faints

## Access

Phone bed bureau:

**0116 258 4858**

AND fax a referral:

**0116 258 4094**

### Opening Times

Clinic held

**Tuesday PM & Friday AM**

### Maximum wait

2 weeks

## Ophthalmology

### LRI

Windsor Eye Clinic Windsor Building Level 2

### Referral Criteria

- All sight threatening emergencies, which would be our classification of same day for Ophthalmology.

## Access

Phone EED directly:

**0116 258 6273**

### Opening Times

Monday-Friday

**8.30am-4.30pm**

Saturday-Sunday/Bank Holiday

**8.30am-12.30pm**

### Maximum wait

24 hrs



### LRI

Fracture Clinic Balmoral Building Level 1

### Referral Criteria

#### Non-urgent Trauma

Requires follow-up

1. Fax referral letter to Professor Harper Trauma Centre (PHTC)
2. Rapid review process - consultant x-ray meeting within 24 hours
3. Patient contacted by phone with outcome

Fax a referral to PHTC:

**0116 258 5430**

#### Opening Times

Monday -Friday

**8am-7.30pm**

Saturday-Sunday

**10am-5pm**

#### Maximum wait

Decision will be made  
within 24-48 hours

#### Urgent Trauma

1. Out-of-hours refer to ED
  2. Contact on-call registrar for trauma via switchboard, then
    - a. Advice given over the phone - no follow-up
    - b. Accepted by registrar, **needs to be seen by registrar**  
(no appointment system):  
Conditions:
      - Lacerations
      - Back injuries
      - Cauda equina
- OR IF:
- Advanced Nurse Practitioner (ANP) not on duty but patient requires attention prior to next available ANP appointment.

#### GP to fax letter to PHTC and include:

- Patient details
- Summary
- Accepting registrar

**IF URGENT for that day - will be seen that day**

- c. Accepted by registrar **to be seen by ANP, then**

#### Fax letter to PHTC and include:

- Patient details
- Summary
- Accepting registrar

**IF URGENT for that day - will be seen that day - or given an appointment over the phone  
(Triage nurse will contact the patient with appointment within 24 hours)**

#### Out-of-hours

Refer to ED:

**7.30pm-8am**

Contact on-call registrar for trauma:

**0300 303 1573 bleep 4046**

Fax letter to PHTC:

**0116 258 5430**

Fax letter to PHTC:

**0116 258 5430**

#### Maximum wait

Patients whose injury/condition that the registrar feels needs to be seen that day will be seen that day, either by ANP or registrar





## Pulmonary Embolism

**GH**

Ward 20

### Referral Criteria

#### Access criteria

1. Patients are able to understand treatment instructions or home support/carer support to enable treatment instructions to be understood and for the treatment to be carried out
2. Telephone access to enable home treatment
3. Ambulatory and able to attend hospital for treatment
4. No perceived as having a bleeding risk  
e.g. liver disease, active peptic ulcer disease
5. No contraindications to warfarin or LMWH
6. Haemodynamically stable (systolic BP >100, pulse <110)
7. Not Hypoxic (O2 sats >92% on air, RR <30)
8. Not requiring IV analgesia
9. No intercurrent illness requiring admission
10. Adult (18 years and above) and not pregnant
11. No clinically obvious DVT

#### Exclusion criteria

- Positive Troponin (suggestive of right heart strain)
- History of collapse
- Patients with active bleeding or at significant risk of bleeding

## Access

Phone bed bureau:

**0116 258 4858**

AND fax a referral:

**0116 258 3720**

### Opening Times

Monday - Friday

**8.30-4.30pm**

Slots available up to 2pm  
to enable a one stop clinic

### Maximum wait

Same day or next day

## Rheumatology

**LRI**

Visit Ward

### Referral Criteria

- Clinician to clinician conversation.

## Access

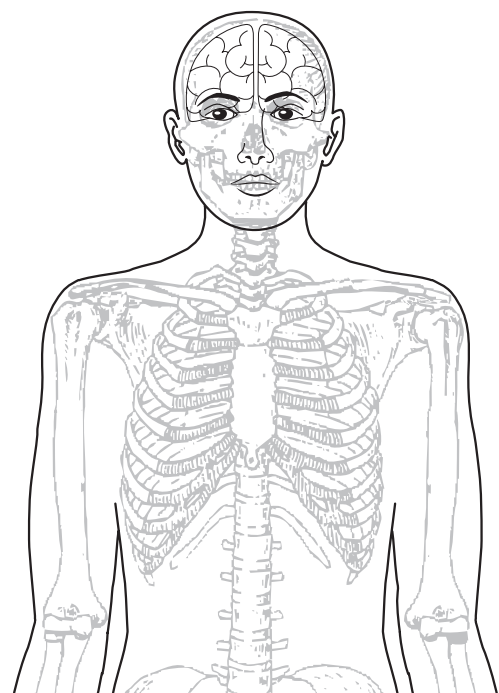
GP to speak direct to the consultant on  
call via switchboard:

**0300 303 1573**

Seen on ward or emergency with  
appointment

### Maximum wait

2 weeks



## LRI

Ambulatory Care Centre Balmoral Building Level 1

## Referral Criteria

**Only high risks are seen 24-48 hours.**

- Service runs 365 days/year.
- If there is doubt; advised to phone the consultant stroke physician on call for that day.

**Other suspected TIAs are seen <1 week.**

- Patients referred to this clinic should be capable of attending for most of the day e.g. 8 am to 4 pm - it is a whole day one-stop clinic; so not suitable for very frail people - they need to be ambulant.
- Referral criteria exclude those with syncope. They should have had a transient episode of focal neurology.
- Suspected acute stroke patients are not usually seen in clinic unless it has resulted in no significant impairment so non-disabling strokes can be referred - but other strokes should go via the Emergency Department.
- If there is doubt; advised to phone the consultant stroke physician on call for that day.

Please speak to the clinic directly:

**0116 258 5431**

Fax a referral:

**0116 258 6370**

## Opening Times

**8am-4pm**

## Maximum wait

24-48 hours (urgent)

1 week (non-urgent)

# Urology

# Access

## LGH

Various

## Referral Criteria

- Clinician to clinician conversation

Please contact the Urology consultant via the GP hotline:

**0116 258 48 58 (option 2)**

## Opening Times

24 hours

## Maximum wait

Same day

