

Directory of Services

Caring at its best



Admission Avoidance
Ambulatory Services
Community Services to Support Discharge



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

Switchboard

0300 303 1573

GP Fast Access to Switchboard

0116 254 6961

0116 254 9816

0116 254 9866

Sarah Gregory
0116 258 5646

Version 2.0 19.02.16

Quick Reference Guide to Ambulatory Services for Admission Avoidance

Patients can be seen on the day

Acute Ambulatory DVT Service	Via Bed Bureau 0116 258 4858
Ambulatory Assessment Unit	Via Bed Bureau 0116 258 4858
Breast Abscess	Via Bed Bureau 0116 258 4858
Haematology: existing patients to the department	Via Bed Bureau 0116 258 4858
Pulmonary Embolism	Via Bed Bureau 0116 258 4858
Acute Paediatrics	CAU phone 0116 258 6923 or 0300 303 1573
Bone Marrow Transplant Patients	0116 258 5698
Cellulitis Pathway	SPA 0300 300 1000
Early Pregnancy Assessment Unit	EPAU on-call direct 0116 258 5241 GAU out-of-hours advice 0116 258 6259
Gynecology Assessment Unit	0116 258 6305
Haematology: patients not known to the department	0300 303 1573
Outpatient Parenteral Antimicrobial Therapy (OPAT)	OPAT Specialist Nurse M-F 9am-5pm 07534826105

Patients can be seen within 24 hours of referral

Neurology	Via Bed Bureau 0116 258 4858
Bronchiectasis: Home IV Therapy	0116 256 3201 or 0300 300 1573 (ask for Karen Payne)
ENT	0116 258 5318
Fracture Clinic	0116 258 5430
Haematology: Abnormal blood test results	E-referral Advice and Guidance
Oncology	0300 303 1573
Ambulatory TIA and Minor Stroke Clinic	0116 258 5431

Patients can be seen within 48 hours of referral

Ambulatory Diabetes Clinic	07970199709 (Dr Steve Jackson)
Ambulatory Heart Failure Clinic (West Leic only)	Fax 0116 258 3422
Endocrinology Outpatient's Clinic	0300 303 1573
ENT	0116 258 5318
Haematology: haemophilia patients	0300 303 1573
Rapid Access Atrial Fibrillation Clinic (West Leic only)	Fax 0116 258 3422
Rapid Access Chest Pain	See PRISM

Patients can be seen within one week of referral

Pleural Disease Clinic	Via Bed Bureau 0116 258 4858
Pneumothorax	Via Bed Bureau 0116 258 4858
Pulmonary Embolism	Via Bed Bureau 0116 258 4858
Rheumatology	0300 303 1573

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Crisis Response Service (CRS), <i>Leicestershire</i>	0116 305 0495	28
Geriatrician Support	07538692015	29
Integrated Crisis Response Service (ICRS), <i>Leicester City Council</i>	0116 221 1515	29
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Breast Care

Symptomatic Breast Clinic

Service Name	Symptomatic Breast Clinic
Service Lead	Mr Jaroslaw Krupa
Location/site	Ward 23A Glenfield
Referral Criteria	<p>Suspected cancer</p> <ul style="list-style-type: none"> Two week wait referral via Choose & Book <p>Advice re: acute breast problem</p> <ul style="list-style-type: none"> Consultant on-call via switch (e.g. infections, post-operative complications, on-going management of existing patients but queries regarding oncological/adjuvant treatment as well as acute presentation of metastatic disease should be directed to oncology)
Access	Contact number: currently consultant breast surgeon on-call via switchboard (0300 303 1573)
Opening times	07:30 Monday - 20:00 Friday. Any urgent admission over the weekend goes via SAU at LRI or LGH with subsequent transfer to 23A at the Glenfield. There has been an agreement with the general surgeons that the general surgical junior staff is the first port of call for such admissions at the weekend
Maximum Wait	<p>Non-urgent choose & book for breast problem other than suspected breast cancer.</p> <p>Two week wait /choose & book for suspected breast cancer.</p> <p>Same day admission via 23A (Monday-Friday) or SAU/A&E (Sat/Sun).</p>

Breast Abscess

Service Name	Symptomatic Breast Clinic
Service Lead	Mr Jaroslaw Krupa
Location/site	Ward 23A Glenfield
Referral Criteria	Breast abscesses can be seen at the end of breast clinic each weekday morning. Referrals should be made by telephone and patient details including contact number either to the consultant on-call or to the middle grade/23A ward cover bleep
Access	Contact number: via Bed Bureau
Opening times	08:00 – 11:00 Monday – Friday, weekend via SAU/A&E
Maximum Wait	48 hours (next working day clinic)

Cardiology

Ambulatory Heart Failure Clinic	
Service Name	Ambulatory Heart Failure Clinic
Service Lead	Dr Ian Loke
Location/site	Glenfield Hospital
Referral Criteria	<ul style="list-style-type: none"> The urgent heart failure assessment unit is designed to see heart failure patients within 72hrs, to prevent or divert admission. Inclusion/exclusion criteria : patients with new suspected heart failure (either abnormal echocardiogram or BNP) OR patients with an exacerbation of existing heart failure Patients are seen by a consultant with ECG and echocardiogram on the same day (if required). Currently the service has been commissioned by West Leicester CCG and it is <i>only</i> available to GPs in the community. Patients are usually seen in an urgent follow up appointment (1 week) and the appointment letter is available on ICE within 48hrs of the appointment.
Access	Fax referral form to 0116 258 3422
Opening times	Monday, PM Tuesday-Wednesday, AM
Maximum Wait	72 working hours

Rapid Access Atrial Fibrillation Clinic (West Leicestershire CCG only)	
Service Name	Rapid Access Atrial Fibrillation Clinic
Service Lead	Dr Alistair Sandilands
Location/site	Glenfield Hospital, Cardiology
Referral Criteria	<ul style="list-style-type: none"> Symptomatic AF new onset, also where hospital admission avoidance, AF difficult to control
Access	Fax referral form to 0116 258 3375, phone number 0116 258 3705/3264 Contact Drs Stafford, Sandilands and Somani, Prof Ng.
Opening times	7 days a week
Maximum Wait	All referrals within 48 hours

Rapid Access Chest Pain Clinic	
Service Name	Rapid Access Chest Pain Clinic
Service Lead	Sue Mason, Nursing Lead
Location/site	Glenfield Hospital, Outpatient Cardiology Area
Referral Criteria	Patients: <ul style="list-style-type: none"> • With new onset of Angina pain in recent weeks • With worsening of previous diagnosed Angina • Who require urgent assessment and are not likely to require admission
Access	Admin office (08:00-16:00): 0116 258 3084 Nursing Office (08:00-18:00): 0116 258 2481
Opening times	Monday-Friday, AM and PM Not open on bank holidays
Maximum Wait	2 week wait service but also offer 48 hour appointment slots

Dermatology

Ambulatory Dermatology Clinic	
Service Name	Ambulatory Dermatology Clinic
Service Lead	Dr Rob Burd
Location/site	Leicester Royal Infirmary, Balmoral Building, Level 1, Outpatients Clinic
Referral Criteria	Patients requiring urgent Dermatology Assessment who are unlikely to require admission <ul style="list-style-type: none"> • 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 • There is also an option for asking for 'advice and guidance' via NHS e-Referral (see page 25) • Skin cancer 2 week wait service
Access	Via switchboard to the Dermatology doctor on-call. Adult General Dermatology Service has an on-call Consultant each day at LRI. Access via NHS e-Referral Service and a response should be received within 5 working days.
Opening times	Monday-Friday, 08:00-17:00
Maximum Wait	2 weeks

Diabetes and Endocrinology

Ambulatory Diabetes Clinic	
Service Name	Ambulatory Diabetes Clinic
Service Lead	Dr Steve Jackson
Location/site	Leicester Royal Infirmary
Referral Criteria	<ul style="list-style-type: none"> For patients for which advice or review is required to prevent an admission. For referrals to the diabetes foot clinic please complete the referral form and fax to the foot clinic as per the instructions.
Access	Monday-Friday: 09:00-17:00, Steve Jackson on 07970199709 Outside these times, via Bed Bureau: 0116 258 4858
Opening times	09:00-17:00
Maximum Wait	48 hours

Endocrinology Outpatients Clinic	
Service Name	Endocrinology Outpatients Clinic
Service Lead	Dr Miles Levy
Location/site	Leicester Royal Infirmary, Victoria Building, Level 1, Outpatients Clinic
Referral Criteria	<ul style="list-style-type: none"> See http://endolri.org.uk/: Clinician to clinician discussion
Access	<p>If referrals are urgent either</p> <ul style="list-style-type: none"> contact the endocrinology SpR on-call via switchboard (0300 303 1573) contact one of the consultant endocrinologists (Dr Mile Levy, Dr Ragini Bhake or Dr Trevor Howlett) via switchboard (0300 303 1573) or via their secretary (0116 258 5157) <p>Fax an urgent referral to 0116 258 5344 although generally it is better to speak in person</p> <p>For routine enquiries endocrinology@uhl-tr.nhs.uk</p>
Opening times	Monday-Wednesday, Friday, 09:00-17:00 If patient needs to be seen on the same day they will be seen even if it's outside clinic hours
Maximum Wait	48 hours

Ears, Nose and Throat

Ears, Nose and Throat Clinic	
Service Name	Ambulatory ENT Clinic
Service Lead	Dr Anil Banerjee
Location/site	Leicester Royal Infirmary, Balmoral Building, Level 1
Referral Criteria	<ul style="list-style-type: none"> Any patient requiring urgent ENT assessment who is unlikely to require admission to hospital
Access	<p>ENT outpatient front desk (0116 258 5318) not used for routine or emergency referrals. Emergency referrals are via the GP hotline or paging the ENT SHO via switchboard (0300 303 1573). The clinic is not open access and appointments are scheduled once referrals have been received from GPs.</p> <p>There is an emergency ENT clinic available and bookings for this are typically arranged by the on-call team after discussion with the requesting GP.</p>
Opening times	Monday-Sunday, 09:00-17:00
Maximum Wait	24 to 48 hours

Haematology

Bone Marrow Transplant Patients	
Service Name	Bone Marrow Transplant
Service Lead	Contact name: nurse in charge in BMTU
Location/site	Leicester Royal Infirmary, Windsor Building, Level 2, BMTU
Referral Criteria	<ul style="list-style-type: none"> Patients waiting for bone marrow transplants who score ≥ 2 ambers on the triage form
Access	Call 0116 258 5698
Opening times	24 hours
Maximum Wait	Same day. Please advise patients that there may be a wait for treatment and/or bed depending on severity of their symptoms

Haematology- Existing or Known Patients to Clinical Haematology	
Service Name	Haematology
Service Lead	Contact name: Nurse in charge in Osborne Day Ward
Location/site	Leicester Royal Infirmary, Osborne Building, Osborne Assessment Unit (Ward 41 out of hours)
Referral Criteria	<ul style="list-style-type: none"> Patients requiring urgent assessment or admission who are currently known to Haematology. Please see triage tool for more information on inclusion criteria
Access	Call 0116 258 7529
Opening times	24 hours
Maximum Wait	Same day. Please advise patients that there may be a wait for treatment and/or bed depending on severity of their symptoms

Haematology- Patients Not Known to the Service	
Service Name	Haematology
Referral Criteria	<ul style="list-style-type: none"> Referral from GPs identifying an Abnormal Blood Result and GP identifying a need
Access	SpR and 2 consultants on-call (for general haematology and haematology and haematoses and thrombosis)

Haemophilia Patients	
Service Name	Haemophilia
Service Lead	Contact SpR on-call
Referral Criteria	<ul style="list-style-type: none">• Patients with a bleed due to Haemophilia requiring urgent assessment and are unlikely to be admitted
Access	SpR on-call via switchboard (0300 303 1573), self-referral
Opening times	Monday-Friday, 09:00-16:00
Maximum Wait	48 hours

Medicine

Acute Ambulatory DVT Service	
Service Name	Acute Ambulatory DVT service
Service Lead	Jane Strong
Location/site	LRI, Level 1 Balmoral Building, Outpatients' Clinic
Referral Criteria	<ul style="list-style-type: none"> • Patients must be able to understand the treatment instructions or have home support or carer to understand instructions and carry them out (must have access to telephone) • Appreciate the importance of full compliance with treatment • Have the ability to attend hospital for treatment • Are not perceived as having a bleeding risk e.g. liver disease, active peptic ulcer disease • Have no contra-indications to warfarin or LMWH • Are Haemodynamically stable (pulse <110, systolic BP >100) • Not hypoxic (O₂ sats >92% on air, RR<30) • Not requiring iv analgesia • No intercurrent illness requiring admission • Be 18 years old or above • Not pregnant • No other diagnosis likely • No clinically obvious PE • Must be able to weight bear and transfer to couch
Access	Via Bed Bureau: 0116 258 4858 to book timed appointment if DVT likely on assessment (i.e. Well's score +/- D dimers)
Opening times	Monday-Friday, 08:00-20:00 (last referral 18.30) Saturday, 08:00-12:00 (last referral 10.30)
Maximum Wait	24 to 48 hours

EDU DVT Clinic Pathway	
Service Name	Emergency Decision Unit Pathway Community Hospital DVT Clinic Pathway
Service Lead	Dr Mark Williams in conjunction with Caroline Barclay
Location/site	LRI, Balmoral Building, Level 1, Emergency Decisions Unit
Referral Criteria	<p>Designed for patients who are non- ambulatory inpatients in a Community Hospital where a DVT has been suspected and they have been referred for further assessment / scan to the DVT clinic. It avoids admission to AFU or RAU</p> <ul style="list-style-type: none"> • In view of their immobility, they will need a short stay on EDU to facilitate been assessed in the DVT clinic • Patients will have a DVT clinic slot booked prior to transfer to the ED and a check made that there is likely to be bed availability on EDU • A brief assessment is to be made in ED assessment bay with observations taken and a brief assessment made by the assessment bay doctor. This is to ensure patient safety • The patient can then be fast-tracked to EDU after pathway sign off <p>EDU will contact DVT clinic and book transport back to the Community Hospital for when tests expected to be completed</p>
Access	<p>For Community Hospital Patients only DVT clinic 0116 258 5972 Check made with EDU nurse co-ordinator that bed likely to be available for patient and hold put on bed (0116 258 6214)</p>
Opening times	<p>Monday-Friday 08:00-20:00 (last referral 18.30) Saturday 08:00-12:00 (last referral 10.30)</p>
Maximum Wait	Dependent on DVT clinic appointment availability and bed space on EDU
Additional Info	http://moss.xuhl-tr.nhs.uk/together/Documents/ED%20CBU%20Documents/EDU%20Documents/DVT%20(EDU%20pathway%20for%20community%20hospital%20patients).pdf

Acute Assessment Unit	
Service Name	Acute Assessment Unit
Service Lead	Dr Lee Walker
Location/site	Leicester Royal Infirmary, Balmoral Building, Level 5, Ward 15
Referral Criteria	<ul style="list-style-type: none"> • General Medicine patients requiring an urgent assessment but who are not likely to require admission to hospital and cannot be seen by other pathway specific services
Access	Via Bed Bureau: 0116 258 4858
Opening times	Monday-Sunday, 09:00-20:00
Maximum Wait	Same day or next week service. Please advise patients that there may be a wait for assessment and investigations

Cellulitis Pathway	
Service Name	Cellulitis Pathway
Service Lead	Dr Avinashi Prasad
Location/site	Community Based
Referral Criteria	<p>Patients presenting with Cellulitis who require urgent assessment who are unlikely to be admitted:</p> <p>Inclusion criteria:</p> <p>Class 1 patients neither have features of systematic infection nor any of the comorbidities below</p> <p>Class 2 patients EITHER Are systematically affected (i.e. have a temperature $>37.9^{\circ}\text{C}$ or are vomiting) OR Have one or more comorbidities; i.e.</p> <ul style="list-style-type: none"> • Peripheral vascular disease • Treated diabetes or blood glucose $> 11\text{mmol/L}$ • Chronic venous insufficiency • Morbid obesity (i.e. $\text{BMI} \geq 40$) • Liver cirrhosis <p>Exclusion criteria:</p> <p>Class 3 patients EITHER Are clinically unstable, e.g. have</p> <ul style="list-style-type: none"> • Acutely altered mental status • Heart rate $>99/\text{min}$ • Respiratory rate $>20/\text{min}$ • Systolic BP $<100\text{mmHg}$ <p>OR Have unstable comorbidities; i.e.</p> <ul style="list-style-type: none"> • Uncontrolled diabetes • Varicose ulcer • Peripheral vascular disease with critical ischaemia or arterial ulcer • Class 4 patients have a systolic BP of $<90\text{mmHg}$ or other features of severe sepsis or life-threatening infection, such as necrotizing fasciitis (NB: such patients may need surgery)
Access	SPA 0300 300 1000
Opening times	Monday-Sunday, 24 hours
Maximum Wait	Same day service
Additional Info	<ul style="list-style-type: none"> - http://insitetogether.xuhl-tr.nhs.uk/Divisions/Corporate/CommunicationsandExternalRelations/Documents/Clinical%20Documents%20and%20Policies/Adult%20Primary%20Care%20Cellulitis%20Pathway%20March%202015.pdf - http://moss.xuhl-tr.nhs.uk/together/Documents/ED%20CBU%20Documents/EDU%20Documents/Cellulitis%20(EDU%20pathway).pdf

Outpatient Parenteral Antimicrobial Therapy (OPAT)	
Service Name	Outpatient Parenteral Antimicrobial Therapy (OPAT)
Service Lead	Lead contact: Dr Helena White, Infectious Diseases Consultant
Location/site	Community based
Referral Criteria	<p>Inclusion</p> <ul style="list-style-type: none"> • Current inpatients who are under the care of a hospital consultant who will provide shared clinical care and responsibility with OPAT • Antibiotic for OPAT is clinically effective for the infectious disease diagnosis • 1st dose given without side-effect* • Patient has suitable vascular access (or one booked within 3 working days of discharge) • Patient medically fit for discharge • Patient is mentally fit for OPAT – (MMSE >24, AMT >8) • Patient independent or if lives alone has carer support at home who visit daily • Patient has telephone access and can communicate if there are any problems • Patient has given consent for OPAT (verbal / written), including for home visits and home delivery of antibiotics / equipment • Patient has suitable home environment (space for a small fridge and trolley; easily accessible; able to keep pets away from equipment, etc.) • Ability to attend hospital for review on a minimum of a fortnightly basis (weekly if self-administering) <p><i>*If multiple drug allergies give 3 doses in hospital prior to discharge.</i></p> <p>Exclusion</p> <ul style="list-style-type: none"> • Patients with straightforward cellulitis should be referred via SPA on the existing Community Cellulitis Pathway • Current/ recent Intravenous drug user • Patients who are medically or biochemically unstable • Patients requiring urgent investigations or who are at high risk of readmission within 30 days • Patients who have a moderate to high risk of harm associated with reduced monitoring as a consequence of OPAT <p>TDS antibiotic regimens unless patient /carer agrees to train to self-administer</p>
Access	Call OPAT Specialist Nurse 9am - 5pm Monday - Friday: 07534826105
Opening times	Monday-Friday, 9:00-17:00
Maximum Wait	Same day service

Neurology

First Fit Clinic	
Service Name	First Fit Clinic
Service Lead	Dr Mark Lawden, clinic performed by Lucy Murena
Location/site	Leicester General Hospital, neurology out-patients
Referral Criteria	Patients with a suspected first fit who require urgent assessment and are unlikely to require admission. Exclusion criteria: age below 16 years, prior history of epilepsy (except in distant childhood, which doesn't count). Referrals accepted from ED, UHL wards and GPs
Access	Via Bed Bureau 0116 258 4858 to Neuro reg on-call and fax to neurology 0116 2584094
Opening times	Tuesday, AM
Maximum Wait	24/48 hours. There are four available slots per clinic.

Obstetrics and Gynaecology

Early Pregnancy Assessment Unit	
Service Name	Early Pregnancy Assessment Unit
Service Lead	David Yeomanson
Location/site	Monday-Friday: LRI, Jarvis Building, Ground Floor Saturday-Sunday: LRI, Kensington Building, Ground Floor
Referral Criteria	Patients requiring urgent assessment for the following who are not likely to require admission: <ul style="list-style-type: none"> • Positive pregnancy test 6 weeks to 15+ weeks • Pain and/or PV bleed, previous miscarriage, previous or suspected ectopic pregnancy
Access	EPAU call direct on 0116 258 5241 GAU out-of-hours advice: 0116 258 6259 EPAU open some weekend mornings not all
Opening times	Monday-Friday, 08:30-17:00 Saturday-Sunday, 09:00-13:00
Maximum Wait	Dependent on clinical need, can be same day.

Gynaecology Assessment Unit	
Service Name	Gynaecology Assessment Unit
Service Lead	Dr Raji Aravindan
Location/site	LRI, Kensington Building, Level 1
Referral Criteria	<ul style="list-style-type: none"> • Patients with a Gynaecological emergency who require assessment who may not need admission to hospital. • Directly speak to a trained member of staff to triage referral
Access	0116 258 6305
Opening times	24/7: Doctors present 08:00-20:00 for direct advice
Maximum Wait	Seen immediately if clinically indicated or triaged to EPAU or consultant direct emergency clinics within 24 hrs.

Oncology

Oncology	
Service Name	Oncology
Service Lead	Dr David Peel
Location/site	Osborne Day Ward, Leicester Royal Infirmary
Referral Criteria	<ul style="list-style-type: none"> • Patients requiring an urgent outpatient appointment or advice who are unlikely to require admission to hospital • The team can offer advice and may be able to see the patient in an urgent clinic slot or for review on the day case ward, as an alternative to admission
Access	GPs can contact the on-call SpR via switch or the consultant team directly
Opening times	Clinic times, 09:00-17:00 Osborne assessment unit is open 24 hours per day
Maximum Wait	In practice we usually respond to a fax within 24-48 hours

Orthopaedics and Trauma

Fracture Clinic via Professor Harper Trauma Centre	
Service Name	Fracture Clinic via Professor Harper Trauma Centre
Service Lead	John Davison
Location/site	LRI, Balmoral Building, Level 1, Fracture Clinic
Referral Criteria	<p>Non-Urgent Trauma Requires follow-up</p> <ul style="list-style-type: none"> • Fax referral letter to Professor Harper Trauma Centre • Rapid review process- consultant x-ray meeting within 24 hours • GP contacted by fax with outcome <p>Urgent Trauma</p> <ul style="list-style-type: none"> • Contact on-call trauma team (ANP/Registrar/SHO) via switchboard on Bleep 4046 <ul style="list-style-type: none"> a) Advice given over the phone- no follow up b) Accepted by on-call team, will be given appointment in PHTC or asked to attend that day to PHTC to wait and see on-call team. GP to fax or send letter to PHTC and include: <ul style="list-style-type: none"> Patient details Summary Accepting registrar • Should your call be regarding a spinal or back concern the ANP will take your number and you will be contacted by the Registrar
Access	<p>Fax a referral to PHTC: 0116 258 5219</p> <p>Call PHTC: 0116 258 5430</p> <p>Out-of-hours: Contact on-call registrar for trauma via switchboard (0300 303 1573) bleep 4046</p> <p>Fax letter to PHTC: 0116 258 5219</p>
Opening times	<p>Monday-Friday, 8:00-19:30</p> <p>Saturday-Sunday, 10:00-17:00</p>
Maximum Wait	<p>Decision will be made within 24-48 hours</p> <p>Patients whose injury/condition that the on-call team need to see on the day will be reviewed by the registrar/ANP/SHO</p>

Paediatrics

Acute Paediatrics	
Service Name	Acute Paediatrics
Service Lead	Dr Chris Wighton, Head of Service Acute and General Paediatrics
Location/site	Children's Assessment Unit, Ward 9, Level 3 Balmoral Building, LRI
Referral Criteria	<ul style="list-style-type: none"> • Patients aged 0-16 years • Acute paediatric medical conditions
Access	We offer rapid access referrals which can be discussed with the registrar on-call, or the CAU consultant via CAU phone between 10:30-06:30 Monday-Friday on 0116 2586923
Opening times	24 hours a day, 7 days a week
Maximum Wait	Dependent on acuity, <ul style="list-style-type: none"> • Immediate care for unwell children • As soon as possible for all others Targets for all children to be triaged in less than 15 minutes and have a medical review in less than 1 hour

Respiratory

Ambulatory Pleural Disease Clinic	
Service Name	Ambulatory Pleural Disease Clinic
Service Lead	Dr Rakesh K Panchal
Location/site	GGH, Department of Respiratory Medicine
Referral Criteria	<p>Patients requiring urgent assessment for the following:</p> <ul style="list-style-type: none"> • 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 • Referral accepted from UHL and GPs • Patients must be suitable for ambulatory care • Please indicate if they are taking oral anti-coagulation
Access	<p>Via Bed Bureau: 0116 258 4858</p> <p>Fax a referral: 0116 256 3258</p> <p>Clinic co-ordinator Anne Prickett: 0116 250 2939</p>
Opening times	Wednesday, 09:00-12:00
Maximum Wait	One week

Ambulatory Pleural Effusion Clinic/ Pneumothorax	
Service Name	Ambulatory Pleural Effusion Clinic/ Pneumothorax
Service Lead	Dr Rakesh K Panchal
Location/site	GGH, Ward 19
Referral Criteria	<ul style="list-style-type: none"> • Patients with a small (less than 2cm measured from the level of the hilum/carina) primary spontaneous pneumothorax who are stable (not limited by pain or breathlessness) • Patient does not require admission to hospital but will require follow up to ensure the pneumothorax is resolving • Patients should be given information that should their symptoms worsen following discharge they should telephone CDU on 0116 258 3772 in order to have a repeat CXR and further clinical assessment
Access	Via Bed Bureau on 0116 258 4858. Follow up can be arranged by faxing the details of the patient and a referral to the pleural clinic on 0116 256 3258 for the attention of Anne Prickett
Opening times	Wednesday, 09:00-12:00
Maximum Wait	Weekly

Bronchiectasis - Home Intravenous Therapy	
Service Name	Bronchiectasis- Home Intravenous Therapy
Service Lead	Karen Payne (Specialist Bronchiectasis Nurse)
Location/site	Glenfield
Referral Criteria	<p>This is mainly for patients with Bronchiectasis who require urgent assessment and unlikely to need admission. Patients with respiratory conditions who meet the criteria will also be considered.</p> <p>Inclusion criteria</p> <ul style="list-style-type: none"> • The patient must be 16 years or over • There must be a reliable diagnosis to suggest Intravenous Therapy is required. • The medical, nursing and psychological condition of the patient is deemed clinically suitable and stable for care in the community setting by mutual assessment as agreed by the Doctor, Nurse and patient • The treatment must be appropriate, manageable and cost effective in the community setting. • The patient/ carer/ advocate must be able to understand and comply with the implications of the treatment regime and be able to give consent. • The patient/carer/family understands the implications of the intravenous therapy treatment, care of the vascular access device (VAD) and how to recognise and report potential complications relating to their treatment throughout the day or night. • Satisfactory home conditions exist, including appropriate storage space and access to a telephone and support in an emergency. • 1st dose to be administered in a clinical environment (2nd dose also if never received that particular medication before) • Ability to attend appointment <p>Exclusion Criteria</p> <ul style="list-style-type: none"> • Patient declines home intravenous therapy • Patients with a history of drug/substance abuse will be considered for the service on an individual basis. • The final decision as to suitability of Home IV's will be made by the Home IV team, therefore, do not tell the patient they can definitely go home until assessed by the Home IV team
Access	<p>Patients can be referred by</p> <p>Telephone 0116 256 3201</p> <p>Pager # 6390</p> <p>Switch 0300 300 1573 (ask to page Karen Payne)</p>
Opening times	Monday-Friday, 09:00-17:00
Maximum Wait	24-48 hours

Pulmonary Embolism Ambulatory Care Clinic	
Service Name	Pulmonary Embolism Ambulatory Care Clinic
Service Lead	Elaine Bailie
Location/site	GGH, Ward 20
Referral Criteria	<ul style="list-style-type: none"> • Patients must be 18 or over • Mobile • Access to a telephone • Able to understand information • Pulse <110 • Systolic blood pressure >100 • O₂ sats 92% and greater • More than 8 weeks post-partum • Platelets >100 • No liver disease or bleeding risks • Not already on anticoagulation • Not pregnant
Access	ED via Bed Bureau: 0116 258 4858 and fax (must be both) GP and UCC via Bed Bureau: 0116 258 4858
Opening times	Monday-Friday, 08:30-16:30 (latest arrival of a patient is 14:00) Not open on bank holidays
Maximum Wait	Same day/ next day

Rheumatology

Rheumatology	
Service Name	Rheumatology
Service Lead	Dr Alison Kinder
Location/site	Leicester Royal Infirmary/Leicester General Hospital/Glenfield
Referral Criteria	<p>Patients requiring urgent rheumatology assessment who are unlikely to require admission including:</p> <ul style="list-style-type: none"> Any rheumatological problems for those aged 18-25 Inflammatory Spinal Disease Connective Tissue Disease and Vasculitis Early Inflammatory Arthritis (initial presentation of inflammatory arthritis with DEXA scans as part of the diagnostic process if required) General and urgent rheumatology advice from the specialist registrar on-call is also available.
Access	<p>Young Adult Clinic: NHS e-Referral Inflammatory Spinal Disease Clinic: NHS e-Referral Connective Tissue Disease Clinic and Vasculitis: NHS e-Referral Early Inflammatory Arthritis Clinic: NHS e-Referral, Osteoporosis Clinic: NHS e-Referral</p> <p>For advice please call the following:</p> <ul style="list-style-type: none"> The specialist registrar or Consultant on-call via switchboard 0300 303 1573 <p>Advice monitoring of patients on DMARD's or biological therapy via nurse advice line 0116 2585264</p>
Opening times	<p>Young Adult Clinic: Tuesday PM Inflammatory Spinal Disease Clinic and Vasculitis: Monday AM once a month Connective Tissue Disease Clinic and Vasculitis: Monday PM once a month Early Inflammatory Arthritis Clinic: Wednesday AM Osteoporosis Clinic: Friday AM</p>
Maximum Wait	Dependent on clinic – see opening times

TIA/ Stroke

UHL Rapid Access Ambulatory TIA and Minor Stroke Clinic	
Service Name	UHL Rapid Access Ambulatory TIA and Minor Stroke Clinic
Service Lead	Dr Rachel Marsh (Stroke), Dr David Eveson (TIA)
Location/site	LRI, Balmoral Building, Level 1, Ambulatory Care Centre
Referral Criteria	<p>Patients who have a suspected TIA/ transient episode of focal neurology.</p> <p>Inclusion criteria:</p> <ul style="list-style-type: none"> • Capable of attending for most of the day e.g. 8am to 4pm - it is a whole day one-stop clinic ; not suitable for very dependent people- they need to be able to transfer with the help of one person and they need to be ambulant • Non-disabling strokes <p>Exclusion criteria:</p> <ul style="list-style-type: none"> • Syncope • Suspected acute stroke patients unless it has resulted in no significant impairment • Current in-patient, modified Rankin score 5 (bed-bound, requiring round the clock care) <p>If there is any doubt please phone the consultant stroke physician on-call for that day.</p> <p>What information does the referrer need to give to the patient?</p> <ul style="list-style-type: none"> • To take Aspirin 300mg stat (or Clopidogrel 75mg if aspirin-intolerant) and Simvastatin 40mg stat (or equivalent). • To not drive until advised by clinic. • To expect an all-day one-stop appointment with accompanying investigations and specialist review
Access	<p>Call clinic on 0116 258 5431 or fax on 0116 258 6370</p> <p>Online referral at http://uhlstrokeweb01 24/7</p> <p>24hr specialist advice available via on-call stroke consultant via UHL switchboard on 0300 303 1573</p>
Opening times	Monday-Sunday, 09:00-15:00
Maximum Wait	<p>24-48 hours (urgent)</p> <p>1 week (non-urgent)</p>
Additional Info	http://uhlstrokeweb01 – Search TIA clinic

Advice and Guidance Clinics

“Advice and Guidance Services” from Consultant colleagues are available through the NHS e-Referral System (previously Choose and Book). A response can be expected within 5 working days.

Colorectal

Colorectal Service Clinic, Colorectal Surgery, Leicester General Hospital, RWE

Dermatology

Adult General Dermatology Service, Dermatology, Leicester Royal Infirmary, RWE

General Nephrology

General Nephrology Service, Nephrology, Leicester General Hospital, RWE

General Surgery

Adult General Surgery Service Clinic, General Surgery, Leicester Royal Infirmary, RWE

Adult Non-Inguinal Hernia Clinic, General Surgery, Leicester Royal Infirmary, RWE

Haematology

General Haematology, Clinical Haematology, Leicester Royal Infirmary, RWE

Hepatology

Adult General Hepatology Service, Hepatology (Medical Non-Surgical), Leicester Royal Infirmary, RWE

Hepatobiliary and Pancreatic Specialised Surgery

Hepatobiliary and Pancreatic Specialised Surgery, Leicester General Hospital, RWE

Ophthalmology

Corneal Service, Ophthalmology, Leicester Royal Infirmary, RWE

Eye Lid Service (Adult), Ophthalmology, Leicester Royal Infirmary, RWE

General Eye Clinic Service (Adult), Ophthalmology, Leicester Royal Infirmary, RWE

Glaucoma Service, Ophthalmology, Leicester Royal Infirmary, RWE

Macular and Retinal Vascular Disease Service, Ophthalmology, Leicester Royal Infirmary, RWE

Orbital and Lacrimal Service (Adult), Ophthalmology, Leicester Royal Infirmary, RWE

Paediatric Ophthalmology (General Service) Orthoptic and Optometry, Ophthalmology, Leicester Royal Infirmary, RWE

Guidance for using the system can be accessed using the following link:

<http://www.leicestershospitals.nhs.uk/professionals/gp-referrals/nhs-e-referral-service/>

Community services to support discharge or prevent admission

Acute Visiting Service (AVS) <i>West Leicestershire</i>	
Service Name	Acute Visiting Service (AVS)
Service Lead	A team of ECPs employed by the Soldiers, Sailors, Airman and Families Association (SSAFA) who cover the West Leicestershire area and visit acute patients referred from EMAS, GP Practices, care homes or other health care providers.
Location/site	West Leicestershire
Referral Criteria	<ul style="list-style-type: none"> Any injury that will require assessment. X-ray rule out for sprains, soft tissue injuries. Other minor injuries including burns / bites / haematomas / foreign bodies. Wounds – Stitch/Glue. Any musculo - skeletal injuries (Sprains/soft tissue) to the neck, ribs, back and ALL joints, COPD Patients (with O2 Sat's > 92% on air) unless the patient is within a documented normal range for them e.g. in a current care plan Falls patients with no apparent significant injury and FAST Neg. (12 lead ECG if unknown cause) Abdominal Problems or Mild Abdominal Pain / Known Diarrhoea and Vomiting Suspected Urinary Tract Infection (including pain) / Urinary retention including pain Non-specifically unwell patients (with normal observations) Mild to moderate headaches including migraines Minor head injuries providing the patient is not taking Warfarin and had no loss of consciousness. Minor eye infections/ ENT problems Epistaxis which has now stopped (with normal observations and no history of warfarin, aspirin or clopidogrel) Mild to moderate respiratory problems e.g. chest infections, asthma
Access	0844 808 2628
Opening times	09:00 - 16:00 7 Days a week
Maximum Wait	<ul style="list-style-type: none"> A rapid response home visiting service between the hours of 9:00-16:00, Monday to Friday to patients in their own home or in care homes. The ECP will visit patients to assess their condition and to make a decision on the most appropriate care necessary. In some instances the service provider will provide treatment or will coordinate care from another agency. The service provider will also have the facility to receive new referrals whilst conducting visits. If the ECP receives a referral and has no remaining capacity to visit the patient on that day, this will be communicated to the referrer who will then retain responsibility for management of the patient.

Care Navigator Service <i>Leicester City</i>	
Service Name	Care Navigator Service
Location/site	Leicester City
Referral Criteria	<ul style="list-style-type: none"> • Patients age 75 or over with a moderate-to-high risk of unplanned hospitalisation and/or who are potential high users of health and social care resources. • Patients 75 or over who are identified by either practice staff or by the risk stratification system as frequent users of Primary and Secondary Care Health Services. • Patients aged 75 or over who are not currently in crisis but whose ability to continue to live independently appears to be at risk following assessment by a GP, someone from a profession allied to medicine (nurse or therapist for example). Except- Patients requiring URGENT health or social care services. Patients not registered with a Leicester City CCG Practice, patients resident in care or nursing homes)
Access	Directly using SystemOne/0116 4546190
Opening times	08:30-17:00

Clinical Response Team (CRT) <i>Leicester City</i>	
Service Name	Clinical Response Team (CRT)
Service Lead	A team of Emergency Care Practitioners employed by the Soldiers, Sailors, Airman and Families Association (SSAFA) who cover the Leicester City area and visit acute patients referred from EMAS, GP Practices, care homes or other appropriate health care provider for urgent assessment/treatment
Location/site	Leicester City
Referral Criteria	<ul style="list-style-type: none"> • Any injury that will require assessment. X-ray rule out for sprains, soft tissue injuries. Other minor injuries including burns / bites / haematomas / foreign bodies. Wounds – Stitch/Glue. • Any musculo - skeletal injuries (Sprains/soft tissue) to the neck, ribs, back and ALL joints, • COPD Patients (with O2 Sat's > 92% on air) unless the patient is within a documented normal range for them e.g. in a current care plan • Falls patients with no apparent significant injury and negative FAST test • Abdominal Problems or Mild Abdominal Pain/known Diarrhoea and Vomiting • Suspected Urinary Tract Infection (including pain) & Urinary retention including pain • Non-specifically unwell patients (with normal observations) • Mild to moderate headaches including migraines • Minor head injuries providing the patient is not taking Warfarin and had no loss of consciousness. • Minor eye infections / ENT problems • Epistaxis which has now stopped (with normal observations and no history of taking warfarin, aspirin or clopidogrel) • Mild to moderate respiratory problems e.g. chest infections, asthma
Access	0844 808 2536

Opening times	08:00 – 19:00 7 Days a week
Maximum Wait	<ul style="list-style-type: none"> ECP level rapid response home visiting service to patients in their own home or in care homes. The ECP will visit patients to assess their condition and to make a decision on the most appropriate care necessary. In some instances the service provider will provide treatment or will coordinate care from another agency. The service provider will also have the facility to receive new referrals whilst conducting visits. If the ECP receives a referral and has no remaining capacity to visit the patient on that day, this will be communicated to the referrer who will then retain responsibility for management of the patient.

Crisis Response Service (CRS) <i>Leicester County</i>	
Service Name	Crisis Response Service (CRS)
Service Lead	Provided by Leicestershire County Council
Location/site	Leicester County
Referral Criteria	<ul style="list-style-type: none"> The CRS is accessible to people aged 18+ undergoing a 'crisis' that requires urgent social care intervention. It is open not only to current and previously known individuals, but also to people who are not known to Adult Social Care. People who require urgent personal care People who have fallen but do not require hospital assessment or treatment, or who are at risk of further falls People who require support with prescribed medication (in line with the Medication Policy and Guidelines) People who have become confused or distressed, requiring reassurance, personal care and support People who require assistance with urgent nutritional needs People who would benefit from access to urgent assistive technology/telecare, minor equipment and adaptations alongside a Handypersons Service
Access	0116 305 0495
Opening times	07:00 – 22:00 7 Days a week
Maximum Wait	Responds within 4 hours helping people to remain independent and living at home.
Additional Info	<ul style="list-style-type: none"> The Crisis Response Service will usually make an on-site visit to determine the best course of action following the acceptance of a referral. Activity taken may include provision of urgent telecare, community equipment or provision of urgent domiciliary support. If there is a clear need for health intervention then the team will contact the relevant GP or contact Community Health Services directly where the person is currently open to them. The service is available from 7am to 10pm, 7 days a week and responds within 4 hours

	<p>helping people to remain independent and living at home. Where waking night support is required, this is commissioned through Independent domiciliary care provision as part of the CRS offering. The service is short-term and is only available for a maximum of 3 days. The Crisis Response Service works alongside: Health Intermediate Care Teams, Adult Social Care, Occupational therapists and Care support staff. The service will include an assessment function, including commissioning of alternative services where it is deemed unsafe to support someone in their own home.</p>
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Geriatrician Support	
Service Name	Geriatrician Support
Service Lead	Dr Richard Wong, Consultant Geriatrician Leicester Royal Infirmary
Access	Geriatric Red Phone 07538692015, could go through SPA (see below) or Dr Wong's secretary 0116 258 4051
Opening times	Monday-Sunday, 08:00-18:00 Dr Wong's secretary Monday-Friday, 08:00-16:00

Integrated Crisis Response Service (ICRS) <i>Leicester City Council</i>	
Service Name	Integrated Crisis Response Service (ICRS)
Service Lead	Provided by Leicester City Council
Location/site	Leicester City
Referral Criteria	<ul style="list-style-type: none"> • Patients who have fallen, but do not require hospital treatment, or at risk of further falls (ICRS carry equipment such as a Manger Elk and will respond to FRVs who require a lift assist instead of a DCA for patients who will not require admission). • Patients at high risk of deterioration. • Patients experiencing acute inability to transfer. • At risk of admission (or readmission) to hospital or residential care. • Where there is a carer crisis – ICRS can support the patient while the carer has medical care or can support carer and the person for whom the carer has responsibility. • Patients at end of life with social care needs.
Access	0116 221 1515
Opening times	24 Hours 7 Days a week
Maximum Wait	Referral response within 2 hours (day and night), with average response to fallers of 28 minutes.
Additional Info	<ul style="list-style-type: none"> • The ICRS is provided by Leicester City Council and is a multi-service approach which involves adult social care, community nursing, health therapy, and mental health services for older people working together to support the citizens of Leicester City who are experiencing a health

	<p>or social care crisis within their own home and without which they will be admitted to hospital or a care home.</p> <ul style="list-style-type: none"> • The ICRS team comprises of Adult Social Care staff, including a Care Management Officer, an Assistant Social Care Manager, Social Care Officers and Social Care Assistants. • Out-of-Hours Care Management support is provided through the Emergency Duty Team. It will see people for up to 72 hours before passing them on to regular social care services for continuance of care and further assessment as needed.
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Leicestershire Crisis Support Helpline <i>Leicestershire, Leicester and Rutland</i>	
Service Name	Leicestershire Crisis Support Helpline
Service Lead	Leicestershire Partnership NHS Trust (LPT) and Richmond Fellowship
Location/site	Leicestershire, Leicester & Rutland
Referral Criteria	<ul style="list-style-type: none"> • Anyone who is struggling with their mental health and would benefit from talking to someone confidentially.
Access	0808 8003302 (free phone)
Opening times	Helpline 14:00 – 01:30 7 days a week both via phone and face to face

Mental Health Services for Older People	
Service Name	Mental Health Services for Older People
Location/site	Initially via the Evington Centre, Leicester General Hospital
Referral Criteria	<ul style="list-style-type: none"> • The outpatient service provides assessment and treatment for patients with moderate/complex functional mental health issues that require medium to long term intervention within a clinic environment.
Access	<p>City West The Bennion Centre. Tel: 0116 2956036 Glenfield, Leicester, LE3 9DZ Fax: 0116 2958074</p> <p>City East Merlyn Vaz Health and Social Care Centre Tel: 0116 2943229 Fax: 0116 2943201 1 Spinney Hill Road, Leicester, LE5 3GH</p> <p>West Leicestershire CMHT comprising of:</p> <p>North West Leicestershire Coalville Community Hospital. Tel: 01530 453800 Broomleys Road, Coalville, Fax: 01530 453845 Leics. LE67 4DE</p> <p>Hinckley and Bosworth Hynca Lodge. Tel: 01455 443600 Tudor Road, Hinckley, Fax: 01455 443636 Leics. LE10 0EW</p> <p>South Leicestershire CMHT The Cedar Centre. Tel: 0116 2255693 Cedar Avenue, Wigston, Leics. Fax: 0116 2255650</p>

	LE18 2LA Melton, Harborough and St. Mary's Hospital. Tel: 01664 854950 Rutland CMHT Thorpe Road, Melton Mowbray, Fax: 01664 854959 Leics. LE13 1SJ Charnwood CMHT Cameron Stastny House. Tel: 01509 568680 Loughborough, Leics. LE11 2TZ Fax: 01509 568699
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Mental Health CRISIS Resolution and Home Treatment Team	
Service Name	Mental Health CRISIS Resolution and Home Treatment Team
Service Lead	Leicestershire Partnership Trust
Location/site	Leicestershire, Leicester and Rutland
Referral Criteria	<ul style="list-style-type: none"> • Rapid Assessment for those who are experiencing a mental health crisis
Access	0300 300 1010
Opening times	24 hours a day 7 days a week
Maximum Wait	Same day

Older Person's Unit (OPU)	
Service Name	Older Person's Unit (OPU)
Service Lead	Loughborough Hospital
Location/site	Older Peoples Unit, Charnwood Ward, Loughborough Hospital
Referral Criteria	<ul style="list-style-type: none"> • Must be Leicestershire County resident population (including those people residing in residential and nursing homes) • Frail older patients (generally over 75) • Complex health/and or Social Care needs for example • "Off-legs" query cause • Suspected UTI • Suspected Chest infection • An acute illness has destabilised a chronic condition • Need for specialist care of the elderly assessment/diagnostics and treatment
Access	07880 724391
Opening times	09:00 – 17:00 Mon – Fri
Additional Info	<ul style="list-style-type: none"> • The older person's unit intends to provide GP's (and other health care professionals such as EMAS) with an alternative method of obtaining a comprehensive geriatric assessment as opposed to admission to the acute sector for patients who perceived as being pre-hospital admission.

	<ul style="list-style-type: none"> Clinical assessment and support will initially be provided by an Advanced Nurse Practitioner and Consultant Geriatrician specialising in older people. Following referral (initially by telephone from the referring clinician to the ANP via a mobile hot phone) the patient will be contacted and offered an appointment to be seen in the OPU. At the unit, the patient will receive a comprehensive geriatric assessment including as required, diagnostic testing such as bloods and x-rays. Patients requiring further diagnostics such as ultrasound will be referred as appropriate. The unit is directly linked with the Loughborough WIC and has use of the clinical facilities in the event of patient deterioration.
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Overnight Nursing Assessment Service <i>Leicester County and Rutland</i>	
Service Name	Overnight Nursing Assessment Service
Service Lead	Leicestershire Partnership Trust
Location/site	Leicester County and Rutland
Referral Criteria	<ul style="list-style-type: none"> Patients' currently receiving care from a team in the community or their GP and have a destabilising medical condition such as UTI with confusion, Infection causing reduced mobility, 'off legs', respiratory, cardiac, a high risk of falls at home and requiring short term additional support. End of life care, except for those patients currently in receipt of night care funded through continuing healthcare services or Marie Curie Provide a baseline measure of nocturnal behaviors / sleep patterns where there is evidence for concern. This could then inform appropriate treatments / interventions required by CMHT or MHSOP community intensive service Patients as identified by the OOH's visiting Doctors requiring additional support to remain at home rather than being admitted to hospitals Patients as identified by EMAS requiring additional support at home rather than being transferred to hospital
Opening times	22:00 to 08:00 7 days a week
Maximum Wait	Clinical intervention made within two hours of receipt of referral
Additional Info	<ul style="list-style-type: none"> Leicestershire Partnership Trust's enhanced Overnight Nursing Assessment Service provides a roving night team, providing home visits, and overnight support in patients' own homes. The service complements existing CHS unscheduled care and social care crisis response services to provide 24-hour unscheduled care. It incorporates nursing assessment and therapeutic intervention, including the identification and management of low-level social care needs to ensure patients are safe at home The maximum length of stay will be 72 hours, where appropriate. If at any time during the 72 hours it is identified that the patient is unsafe to be left at home the patient will be assessed for eligibility for an enhanced social care package or residential placement, admitted to a community hospital or transferred to acute care, if appropriate. Patients requiring care beyond

	this period will be moved on to planned provision where it is appropriate
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Rutland Integrated Health & Social Care <i>Rutland</i>	
Service Name	Rutland Integrated Health & Social Care
Service Lead	Various
Location/site	Rutland
Referral Criteria	<ul style="list-style-type: none"> • The service is accessible to people aged 18+ undergoing a 'crisis' that requires urgent intervention. The service will be available to people who: • Face a high risk of deterioration to their health or functioning without timely interventions that can be provided in the home environment. • Are facing a 'carer crisis', for example when their main carer cannot manage a sudden deterioration in the person's needs. • Require urgent personal care. • Have fallen but do not require hospital admission or treatment, or who are at risk of further falls. • Require support with prescribed medication. • Have become confused or distressed, requiring reassurance, personal care and support. • Require support with urgent nutritional needs. • Would benefit from urgent assistive technology/telecare or other urgent equipment and adaptations.
Access	<p>If the service is required overnight or a crisis occurs between 10pm and 7am Tel 0300 300 2666</p> <p>If the crisis primarily requires a social care response and is between 7am and 10pm Tel REACH 077 3321 3337 or 01572 758338 during office hours</p> <p>If the crisis primarily requires a health response or a joint health and social care response and is between 7am and 10pm Tel 0300 300 2666</p>
Opening times	24 Hours / 7 Days a week (with the exception of therapy who work Monday to Friday 08.30-16.30)
Maximum Wait	Responds within 2 to 4 hours
Additional Info	<p>ICRS Night Nursing Service, Leicestershire Partnership NHS Trust (an element of the LPT Community Health Services (CHS) Unscheduled Care Team provision). The service offers a roving night team to provide home visits and overnight support incorporating nursing assessment, interventions and management of low level social care needs to ensure the person is safe at home over night.</p> <p>Unscheduled Care, Nursing and Therapy Service, Leicestershire Partnership NHS Trust CHS Unscheduled Care Teams. A multidisciplinary team providing a range of responsive nursing and therapy interventions.</p> <p>REACH, Rutland County Council. Registered domiciliary care service providing reablement and social care interventions provided by Reablement Support Workers, who are supported by a management team and therapists.</p>

Single Point of Access (SPA) Leicestershire, Leicester and Rutland	
The Leicestershire Partnership Trust (LPT) Single Point of Access (SPA) coordinates all urgent and nonurgent referrals for community nursing, intermediate care, therapy services and admission to community hospitals across Leicester, Leicestershire and Rutland	
Service Name	Unscheduled Team
Service Lead	Experienced Community Nurses, Health Care Assistants and Physiotherapists
Location/site	Leicestershire, Leicester & Rutland
Referral Criteria	Patients can have 2-3 visits per day from this team for up to 72 hours. They will provide nursing assessment, treatment and care. Therapy can provide assessments and diagnoses of problems, access equipment such as walking frames, walking sticks, perching stools, wheelchairs, hoists etc. In Leicester City this team works in close cooperation with ICRS from social care
Access	0300 300 1000
Opening times	The team works from 8 AM to 10PM 7 days per week and 365 days of the year.
Maximum Wait	Will respond to referral within two hours – either a home visit or at least initial telephone call to further assess and book a time to come out.
Service Name	Specialist Nurses: Heart Failure/ Respiratory/ Diabetes/MacMillan/Continence
Service Lead	As Above
Location/site	Leicestershire, Leicester & Rutland
Access	0300 300 1000
Opening times	They work 9AM – 5PM, MF only
Additional Info	Heart Failure/ Respiratory/ Diabetes/MacMillan/Continence - These nurses are highly experienced in their respective fields and often are independent prescribers of a range of drugs needed to manage symptoms arising from these conditions.
Service Name	Advanced Nurse Practitioner
Access	0300 300 1000
Additional Info	This is a relatively new qualification for very experienced nurses who will have completed a Masters degree in a clinical area. They can prescribe a range of drugs and provide expert clinical support to other nursing teams. There are a number of them in Leicester city – some lead the Intermediate care bedded facility at the Evington Centre on the LGH site, others lead community nursing teams providing intensive support to frail older people in crisis in the community.
Service Name	Night Nursing
Access	0300 300 1000
Opening Times	From 10PM – 8AM
Additional Info	There are two experienced nurses covering the city. This means that some very ill patients – including patients at the end of life can have planned visits to provide care and support right through the night. These nurses will be supported by ICRS to provide additional elements of

	social care (NB there's a similar type of service in the county)
Service Name	Community Geriatrician
Access	By appointment only, see Dr Wong above
Additional Info	These doctors have specialist skills and experience in the assessment and medical management of frail older people. They can be called upon by any of the above teams to provide expert support in reaching a diagnosis and devising a treatment plan for patients with complex needs – including mental health needs such as dementia. Access to the geriatricians is by planned appointment only. So you could leave someone at home (or in their care home), liaise with their GP and suggest a geriatrician review in the next couple of days.
Service Name	Intensive Community Support (ICS) Service
Access	Via the Single Point of Access – 0300 300 1000
Opening Times	Up to 4 visits a day between 8AM and 10PM
Additional Info	<ul style="list-style-type: none"> • Provides intensive rehabilitation to patients to promote independence and recovery in their own homes. • Advanced Nurse Practitioner led team, including therapists, nurses, allied health professionals, and health care assistants, with close links to social care services. • Team can provide complex nursing and therapy interventions, aimed at ensuring patients can be discharged as soon as they no longer require acute care. • You can find out more about the service on INsite by clicking here
Service Name	Generalist Community Nursing
Location/site	The service is divided into ten neighbourhood teams in Leicester city. Each team serves a number of GP practices.
Access	0300 300 1000
Opening times	Service runs from 8AM to 10PM 7 days a week- although after 5PM there are smaller numbers of staff on duty
Additional Info	Teams are led by Senior Nurses –District Nursing is a specific sub-specialty of nursing and so D/Ns will have a post registration qualification in District Nursing. Community Nurses work in the community but in most cases do not have the DN qualification. Health Care Assistants are an integral part of every team. These are often very experienced people with clinical skills in phlebotomy, vital sign recording as well as roles in wound care, personal care and assisting in clinical procedures such as wound care.
Service Name	Community Nursing
Access	0300 300 1000
Additional Info	Community nursing provides services only for patients who are house bound. They provide treatment and care for a wide range of clinical needs – from simple procedures such as suture removal and insulin administration and long term condition monitoring to end of life care, infusions via peripheral, long and central lines, urinary catheterisation; complex wound management, adult safeguarding etc. Increasing numbers are independent prescribers of

	medicines
Service Name	Community Matrons
Access	0300 300 1000
Additional Info	Community Matrons are highly experienced senior nurses who focus on managing people with complex health and social care needs. They will have a range of post registration qualification and have extended assessment skills. Most will be independent prescribers. Typically their patients are quite frail and have multiple long term conditions. Matrons take referrals largely from primary care GPs but also from acute hospitals. They provide intensive monitoring and care of a case load of about 40 high risk patients at any one time. They also provide line management and clinical support to neighbourhood nursing teams.