

All the latest updates from the previous edition are in red

• Changes to referrals at King's College Hospital NHS Foundation Trust

Referral type	
<p>2WW Lower GI Services</p>	<p>2WW Colorectal Referral Assessment - Suite 7 Golden Jubilee Wing - King's College Hospital.</p> <p>From Monday 14th December :The above service will be moving to a Clinical Assessment Service and has been renamed as:</p> <p>2WW Colorectal (CAS) Assessment (PATIENTS DO NOT ATTEND) - @ DH King's College Hospital</p> <p>Please be advised that the ERS system utilises 'dummy/virtual' appointments purely for administrative purposes. This does not correlate to a booked appointment that your patient attends, it is purely for triage purposes.</p> <p>Please advise your Patients NOT to ATTEND this appointment as once the referral has been triaged, the appointments team will contact the patient to arrange the time of their appointment.</p> <p>Your patient must be available to be seen within (2) two weeks of your referral.</p> <p>Your patient may be sent straight to test, or be booked a telephone or face to face appointment.</p> <p>Telephone Clinics:</p> <p>We now have a number of telephone clinics- PLEASE DO NOT COME TO THE HOSPITAL FOR THIS APPOINTMENT. This is an appointment for us to call and speak to the patient by Telephone.</p> <p>This incoming call from us may appear as No Caller ID/Private number on your phone. The appointment time is approximate, however the clinic will endeavour to contact you as near to this time as possible.</p>
<p>Telephone Clinics</p>	<p>We now have a number of telephone clinics- PLEASE DO NOT COME TO THE HOSPITAL FOR THIS APPOINTMENT. This is an appointment for us to call and speak to the patient by Telephone.</p> <p>This incoming call from us may appear as No Caller ID/Private number on your phone. The appointment time is approximate, however the clinic will endeavour to contact you as near to this time as possible.</p>

<p>Cardiology Referrals @ Denmark Hill</p>	<p>The patient booking window has been reduced for the following: Cardiology – Inherited Cardiac Conditions Cardiology – Interventional Cardiology Clinic Cardiology – POTS Clinic Following triage, appointments may be moved forward if there is capacity.</p>
<p>Neuro-Physiotherapy and Neuro-Occupational Therapy Services</p>	<p>These services will no longer be accepting paper referrals. Referral forms should be sent to kch.therapyreferrals@nhs.net.</p> <p>Due to the ongoing Covid-19 (coronavirus) crisis we are taking necessary precautions to protect patients and our staff. To ensure that our Outpatient areas, clinics and waiting rooms are as safe as possible we are reducing the amount of patients that attend in person. Please be aware that the appointment offered to your patient may be via video or telephone.</p>

Radiology Services Update at Denmark Hill

GP X-Ray Referral Criteria King's College Hospital – Denmark Hill

All GP's will need to email **non walk-in X-Ray request forms directly to kch-tr.xr_reception_dh@nhs.net** in order to arrange an x-ray. We can only accept referrals directly from CCG/GP NHS email addresses for data security reasons.

Please DO NOT ask patients to call the department to book an appointment.

In order to maintain social distancing within our Radiology Department, we have had to enforce some recent changes to our service:

- Walk-in service for ?fractures/trauma and paediatric only
- Chest x-rays will now have an appointment booked – due to the need for social distance we can no longer support a walk in service.
- All non-urgent requests are booked by Radiology as an appointment only service.
- Opening times are Monday to Friday 08:15-17:45 (last appointment time)

NB - Do not give request forms directly to the patient, please email all referrals to King's radiology email address unless they fall under the category for the walk-in service.

Ultrasound:

For routine appointments, referrals should be emailed to kch-tr.us_reception_dh@nhs.net as per pre Covid 19 arrangements

We would ask that all patients are screened by their GP and identified as fit to come into our Hospital at time of referral. If the patient has symptoms of acute Covid infection, they should not be sent for an X-ray.

Please note all patients who do not contact the Radiology Department within 6-weeks of the referral date will be returned to the referrer as a Did Not Attend patient

Thank you for your co-operation.

<p>Paediatrics Outpatients at Princess Royal University Hospital</p>	<p><i>Please be advised that the Paediatrics Outpatients Service has now resumed at PRUH site. The hotline number for referrals/urgent enquiries is 01689 864186. This will be operational between 10am-4.00pm, Monday to Friday. Please refrain from using the email address kch-tr.pruhpaeds@nhs.net as this is no longer monitored for referrals/enquires.</i></p>
<p>2ww Upper GI Services</p>	<p>2WW Upper GI (CAS) Gastroenterology (Patients DO NOT ATTEND) - @ DH King's College Hospital - RJZ</p> <p>Please be advised that the ERS system utilises ‘dummy/virtual’ appointments purely for administrative purposes. This does not correlate to a booked appointment.</p> <p>Please advise your patients NOT to attend this appointment, once the referral has been triaged, the appointments team will contact the patients to arrange the time of their appointment, please ensure your patient is available to be seen within two (2) weeks of your referral.</p> <p>Your Patient may be sent straight to test, or be booked a telephone or face to face appointment, Patients will be contacted separately to arrange the time of their appointment.</p>
<p>2ww Prostate Services</p>	<p>Service Name: 2WW Prostate - TELEPHONE CLINIC - Kings College Hospital - RJZ</p> <p>Due to the ongoing Covid-19 (coronavirus) crisis- we are taking necessary precautions to protect patients and our staff.</p> <p>To ensure that our Outpatient areas, clinics and waiting rooms are as safe as possible we are reducing the amount of patients that attend in person.</p> <p>Your Patients first appointment will therefore be arranged to be held as a Telephone Consultation. The service will call from a withheld number. Please advise your patient not to attend, the service will contact the patient on the date and time selected using the contact details that you have provided us.</p>

Paediatrics MSK

Paediatrics Musculoskeletal (MSK) – Telephone/Video Clinic at Denmark Hill

Our Paeds MSK clinics are now be available on eRS.

Due to the ongoing Covid-19 (coronavirus) crisis- we are taking necessary precautions to protect patients and our staff.

To ensure that our Outpatient areas, clinics and waiting rooms are as safe as possible we are reducing the amount of patients that attend in person.

Your Patients first appointment will therefore be arranged to be held as a Telephone or Video Consultation.

Once you have booked the appointment our booking team will then contact the patient via email, telephone, letter to provide them with the necessary link for their appointment.

This clinic is for patients up to the age of 15 years old.

The Paediatric Physiotherapy Musculoskeletal Service provides intervention for babies, children and young people who are referred for physiotherapy management of their musculoskeletal and general paediatric (non-Child Development Service) conditions. The types of conditions seen include:

- . Congenital conditions e.g. positional talipes
- . acute soft tissue injuries e.g. muscle and ligament sprains
- . rehabilitation following orthopaedic intervention e.g. fractures, leg lengthening procedures
- . chronic joint and muscle pain, with biomechanical origins e.g. low back pain, anterior knee pain
- . rheumatological disorders e.g. juvenile idiopathic arthritis

How can you find this service?

Speciality: Physiotherapy _____

Clinic Type: Musculoskeletal

Service Name: Physiotherapy - PAEDIATRICALS MSK (Telephone/Video Clinic) @ DH for King's College

Please note: We no longer accept NHS GP referrals via email.

<p>Ophthalmology Referrals</p>	<p>In order to ensure that patients are clinically prioritised, KCH is changing the way that referrals for Ophthalmology are managed. With immediate effect, the Ophthalmology departments at Denmark Hill, PRUH, Queen Mary's Hospital, Sidcup, University Hospital Lewisham and Queen Elizabeth Hospital, Woolwich will no longer directly accept referrals on e-RS until further notice. All Urgent and Routine referrals should instead be directed to the Optometrist Triage Service on e-RS for review and clinical triage. Where appropriate, the Optometrist Triage Service will book the patient into the Minor Eye Conditions service, or should the patient need secondary care, they will be contacted to discuss which provider they would like to be referred to (including KCH sites). This is in line with agreed ophthalmology pathways across South East London and, given the Covid-19 pandemic, the need to clinically review referrals to ensure that patients are seen in the right place, first time has become even more important. We will constantly review referral arrangements, and will notify you should the position change.</p>
<p>Phlebotomy Service at Denmark Hill</p>	<p>The recent easing of COVID-19 lockdown guidelines has led to a sudden significant increase in the number of patients reporting to the Denmark Hill site for phlebotomy. However as social distancing rules are still in place, there is a significantly reduced amount of waiting space in the Phlebotomy suite, leading to longer waiting times and possible inconvenience for patients.</p> <p>With the above in mind, we would ask you to please actively advise and encourage patients to attend our Tessa Jowell Health Centre in East Dulwich whenever possible (open from 1st June 2020). We have extra capacity there, and patients will almost certainly be seen more quickly than they will at Denmark Hill (NB the unit operates Monday to Friday, 7.30 am - 3.45 pm). Please note that phlebotomy services at the Dulwich Community Hospital will permanently <u>close</u> at 2.00pm on Friday 29th May 2020.</p>

<p>Emergency Eye Service</p>	<p>Emergency Eye Service To protect our patients, staff and the community during the coronavirus (COVID-19) outbreak, we have made changes to our services. We have replaced our emergency walk-in service with a video consultation service for people with eye emergencies.</p> <p>Our video emergency eye service is for people who live in south east London and have an eye problem that they are concerned might threaten their sight. Patients can speak to a doctor by video, who will assess if they need to be seen in person for treatment.</p> <p>This service does not replace MECS. The service is not for routine queries. If patients have a minor eye condition please refer to the South East London Minor Eye Conditions Service.</p> <p>How to use video emergency eye service Video consultations are available 9am to 4pm, Monday to Friday, excluding bank holidays.</p> <p>The link can be accessed via the ophthalmology section of the hospital website.</p>
<p>Update from Kings College Hospital General Paediatrics Team</p>	
<p>Early Pregnancy Service</p>	<p>Due to the ongoing COVID 19 pandemic, we are limiting the number of patients we see face-to-face in our Early Pregnancy Unit. This to minimise the risk to you and our NHS staff, and because of reduced staff due to sickness, vulnerability and redeployment into COVID services.</p> <p>Please telephone 0203 299 7232 9am-4pm Mon-Fri, 9am-12pm Sat & Sun to speak to an EPU nurse or doctor for a telephone assessment.</p> <p>King's is not currently open to visitors, so please come into the hospital alone if you are asked to come to EPU for an ultrasound scan or blood test. For more information, please check the King's College Hospital & Miscarriage Association websites</p>
<p>Referrals – Suspected Cancer (Two Week Wait)</p>	<p>Please refer as normal. The patient should only be referred if they are available to attend an appointment. Please attach the referral letter at the point of referral/ within 24 hrs.</p>
<p>Urgent referrals</p>	<p>Business as usual – please make referrals via normal routes</p>
<p>Routine referrals</p>	<p>Patients are to be booked in via e-RS. Appointments are available from 13th July.</p>

<p>Patients already booked for a new outpatient appointment</p>	<p>All urgent and 2WW appointments will be managed on a case by case basis and moved to virtual appointments if appropriate</p> <p>Where clinically appropriate, routine outpatient appointments will be conducted virtually. Patients will be contacted about new arrangements for their appointment.</p> <p>All other routine outpatient activity is being rescheduled. Where there aren't any slots available at the moment, patients will be added to the waiting list.</p>
<p>Patients already booked for a follow up outpatient appointment</p>	<p>Routine follow up appointments will either be converted to a telephone appointment or postponed and added onto the waiting list to be rebooked after 13th July.</p> <p>All urgent and 2WW patient follow ups will be managed in the usual way.</p>
<p>Services with a Referral Assessment Service (RAS) / Clinical Assessment Service (CAS) (Blue button)</p>	<p>King's College Hospital, Denmark Hill Patients will be triaged through the RAS/CAS, any patients deemed urgent will be seen as business as usual. Routine referrals will have an appointment booked for after 13th July.</p> <p>Princess Royal University Hospital Please refer as normal ensuring the referral letter is attached ASAP. No review can take place until the referral letter is available.</p>
<p>Therapies</p>	<p>With immediate effect, the Therapy Department will no longer accept new referrals for at least the next 8 weeks. This has become necessary to help reduce risk to our patients and staff. We will constantly review and provide updates for reopening the service following the guidance from Public Health England and the Government.</p>
<p>Paediatrics Outpatients at Princess Royal University Hospital now based at Beckenham Beacon</p>	<p><i>Please be advised that the Paediatrics Outpatients Service has been moved to Beckenham Beacon and the hotline number for referrals/urgent enquiries is now 01689 866805. This will be operational between 10am-4.00pm, Monday to Friday. Alternatively, please email your query to kch-tr.pruhpaeds@nhs.net.</i></p>
<p>Logistics at King's College Hospital, Denmark Hill</p>	<p>In the event of a missed or delayed sample collection, please contact us on 020 3299 6631 or 07890 254 503 to ensure this is promptly followed up and rectified or email: elizabeth.gidden@nhs.net and/or danny.spanks@nhs.net</p>

Colposcopy Clinics at King's College Hospital, Denmark Hill	Please be advised that no further scheduled colposcopy clinics are planned, but high grade referrals and treatments are reviewed individually and rescheduled/seen when appropriate after triaging and supporting GP queries remotely. All urgent and 2WW cases are triaged, phoned, seen or given appointments appropriately. When cases on the cancer tracking are downgraded, these are discussed with the referring GP. MDM is postponed but cases are discussed individually with the relevant team.
Endoscopy at King's College Hospital, Denmark Hill	Non-urgent endoscopies, including cancer surveillance procedures, will be deferred. Only emergency and few urgent endoscopies will be carried out until further notice. We would encourage you to contact our clinical team through advice and guidance before making a referrals as we are not currently booking routine patients and so there may be a significant delay before seeing your patient. Please consider this before making any referral as our capacity to see new patients is very limited.
Neurosurgery Spine MDT referrals at King's College Hospital, Denmark Hill	Please be advised that we are only accepting urgent referrals where patients are experiencing rapid neurological deterioration. Any suspected cauda equine syndrome should be referred onto the patient's local emergency department. All other referrals will be returned for the foreseeable future.
Geriatric Medicine at King's College Hospital, Denmark Hill	Please be advised that the service is closed but managing appointments already booked, with amendments being made on eRS. For urgent referrals, please use Advice and Guidance and monitor your worklists daily for updates.
Home Oxygen Assessment Service at King's College Hospital, Denmark Hill	Please be advised that we are unable to accept any NEW referrals at this time. For urgent referrals, please use Advice and Guidance and monitor your worklists daily for updates.

- **Advice and guidance**

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<p>Consultant Connect (Local Trust and National Consultant Network Lines)</p>	<p>Consultant Connect lines are now available for all GP's in South East London for the following specialities:</p> <ul style="list-style-type: none"> • Cardiology • Dermatology • Diabetes & Endocrinology • Elderly Care • ENT • Gastroenterology • General Medicine • Gynaecology • Haematology • Neurology • Paediatrics • Renal Medicine • Respiratory Medicine • Rheumatology • Urology <p>Where available, calls will first go through to your local trust's specialist team. If the call is not answered, it will pass to the National Consultant Network which now supports all lines throughout South East London. This will ensure as many calls as possible are picked up.</p>
<p>e-RS Advice and Guidance</p>	<p>Trusts are asking that GP teams use e-RS Advice and Guidance as much as possible to ensure avoidable referrals are prevented. Please monitor worklists daily for advice responses.</p>
<p>PhotoSAFshare</p>	<p>PhotoSAF share: For Lambeth, Southwark and Lewisham GP's please use Consultant Connect PhotoSAF to send images for Dermatology consultant review, prior to making a Dermatology referral. If you are unable to do this, you can also send images via e-RS.</p>

- **Visiting our hospitals**

<p>Visiting our hospitals</p>	<p>Currently, no visitors are permitted with the exception of:</p> <ul style="list-style-type: none"> • Birthing mothers who are allowed one birthing partner. • Paediatric patients who are allowed one parent or carer. • End-of-life patients who are allowed one visitor. • Patients with specific care needs (i.e. dementia or other disabilities) who are allowed one visitor when authorised by relevant Matron/Head of Nursing for the ward/area.
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- **Other services**

Emergency care	The Emergency Departments at King's College Hospital and the Princess Royal University Hospital remain open for those requiring emergency care.
Day Surgery	Day cases will continue but are being reviewed on a daily basis.
Maternity services	Currently, 12-week, 20-week and 36-week pregnancy scans are continuing at King's College Hospital and the Princess Royal University Hospital. Arrangements for * other maternity appointments are being communicated to patients.
Temporary suspension of home births	For the safety of pregnant women, their families and our staff we have taken the difficult decision to temporarily suspend our home birth service. We are running a full maternity service from the hospital labour ward. Women in labour should call the Maternity Helpline for advice on when to come to hospital.