

Alternatives to A&E Attendance and Admission

As part of managing the increasing demand for urgent care in the most appropriate way whilst ensuring the best possible clinical outcome and patient experience, we have put together this short guide which may give you alternative service options for some of your patients.

We are continually looking at how care can be best delivered and so you may not be aware of all the options that we now offer, many of which will mean your patient may not have to be admitted to hospital or attend A&E. We hope this is helpful in managing your increase in demand as well as ours, and that this guide makes seeking specialist advice or contacting our services that bit easier.

See overleaf for services, how to refer and contact numbers
















Key numbers to have on hand...

Switchboard: **0114 2434343**

Single Point of Access (SPA) / Professional Line: **0114 226 6566** or **0114 271 3766**

For all clinical specialties other than those listed on the reverse of this sheet, a request for urgent admission and advice must be made through the Single Point of Access (SPA).

Alternative service option	When and how
 Cancer care Weston Park Assessment Unit For advice regarding patients on active cancer treatments	0114 271 2733
 Dermatology	Contact switchboard on 0114 243 4343 (ask for Dermatology Consultant / Registrar on call) Between 08:30am – 16:30pm.
 Diabetes foot clinic For urgent referrals to foot clinic  Diabetes inpatient consultant For advice on alternative pathways & admission if required	Monday – Friday: 0777 541 3188 Monday – Friday: Via SPA on 0114 226 6566
 Early Pregnancy Assessment Unit For women 6-16 weeks pregnant with pain and /or abdominal bleeding	Between 7.30am-15:00pm: Call G Floor reception on 0114 226 8590 Between 15:00pm – 07:30am: Call G1 on 0114 226 8890 Women will be booked into the next available scan appointment
 Ear, Nose and Throat	All referrals through on-call ENT registrar via Switchboard on 0114 271 1900
 Eye Emergencies	Monday – Friday: 08:00am – 16:30pm, excluding bank holidays at RHH. Adults only. Patients need to attend in person. Emergency Eye Centre based at Royal Hallamshire Hospital
 Gynaecology Emergencies	Contact switchboard on 0114 243 4343 (ask for Gynaecology consultant on call via bleep 2048 or registrar on call via bleep 2757)
 Haematology HAU – Haematology Admissions Unit This is an emergency service for patients under the care of haematology. Haemophilia Centre Haemophilia Advice for for patients not known to the service Anticoagulation and VTE	Patients can call the triage line on 0114 2711749 to be assessed Mon – Friday 8am to 4pm. They will then be directed, if acutely unwell, to the HAU centre on O2 day unit. Out of hours the phone line will divert to one of the inpatient areas for patients to be assessed. If it is a medical emergency such as chest pain, patients must ring 999. HAU does not replace this service. The Haemophilia Centre triage line is a CNS led service running 8am-5pm Monday to Friday CNS team member can be contacted via centre reception 0114 2713211 or via email sth.haemophiliacentre@nhs.net Referrals through on-call haematology SpR via switchboard. The Anticoagulation and VTE phone line is a CNS led service running 8am-4.30pm Monday to Friday CNS team member can be contacted via centre reception 0114 2713820 The service provides advice & guidance to registered patients, families and other healthcare professionals (GP's, DN's, ACP's) with any queries relating to anticoagulation and VTE. Patients with the above conditions can call for advice about bleeding, condition symptoms, injuries, medication changes (warfarin), upcoming procedures and GP reviews. They are assessed by the CNS over the phone and sometimes a plan can be developed with or without medical support for management, including assessment, diagnosis & treatment plan enacted remotely. Patients may be directed to GP's, A&E if required.
 Infectious Diseases Rapid Access Clinic For patients with suspected infectious disease	ID Rapid Access: <ul style="list-style-type: none"> • Open Monday – Friday • All referrals through on call Infectious Diseases Registrar via Switchboard on 0114 2711900 We aim to see the patient within 2 days from Point of referral, depending on demand. The patient must be discussed with an ID registrar before referral. An immediate referral letter will be required from. The referring party prior to acceptance into the service.
 General Neurology Stroke Neurology	All referrals through on-call neurology Registrar 24/7 via switchboard on 0114 271 1900 All referrals through on-call neurosurgery Registrar via switchboard on 0114 271 1900
 Neurosurgery All patients discharged post-surgery have a direct access back to the ward areas for recurring issues around their surgical procedures	All referrals through on-call neurosurgery registrar via switchboard on 0114 271 1900
 Oral Maxillofacial Surgery	All referrals for oral maxillofacial surgery to contact Ophthalmology DCT via switchboard on 0114 271 1900

Alternative service option

When and how



Renal Assessment Unit

For direct access for known renal patients

Contact Sorby Wing (day-time hours) via switchboard on 0114 243 4343



Medical Same Day Emergency Care

SDEC allows specialists to care for patients within the same day of arrival as an alternative to hospital admission, removing delays for patients requiring further investigation and/or treatment.

Routinely, patients should be safe to wait in the Ms DEC waiting area without direct clinical oversight.

Frailty Same Day Emergency Care (assessment by Geriatrician in a dedicated Frailty Assessment Unit)

Our admission criteria for general medical patients aged 85 and above. We are happy to accept younger patients who have frailty needs i.e., frailty, falls, delirium, Parkinson's Disease, dementia etc.

Telephone:

0114 2266 566 or 0114 271 3766

(Option 1 'Hospital Admission' then Option 2 'Medical Admission' – discuss with SPA clinician)

Hours:

Monday – Friday: 08:30am - 18:30pm

Saturday – Sunday: 08:30am - 16:30pm

Conference call with Geriatrician via SPA on 0114 226 6566

• Monday to Thursday: 08:00am – 20:00pm

• Friday to Sunday: 08:00am – 17:00pm



Single Point of Access

For patient referrals into all community Health services:

- Community Nursing
- Community Therapy and Falls Team
- 2-Hour Urgent Response - Active Recovery service (rapid community response)

For hospital assessment units and access for advice for:

- Frailty Unit
- Palliative Care
- Medical Assessment Units
- Diabetes and Endocrine
- Gastroenterology
- Respiratory
- Surgical
- Same Day Emergency Care (SDEC)

Call 0114 226 6566 and 0114 271 3766

365 days a year from 08:00am – 21:45pm

Referrals accepted 7 days a week from 08:00am – 21:45pm.

Between 21:45pm and 08:00am calls are transferred to the GP Collaborative

The team possesses extensive local knowledge and Specialist healthcare expertise and has up to-to-date information on service capacity so that they are able to advise on what service is the most appropriate for patients. By being able to quickly mobilise support, the service helps to prevent patients being admitted into hospital unnecessarily and supports early discharges.



Urology Assessment Unit – Single Point of contact

For patients with conditions such as:

- Urinary retention
- Blocked catheter if unable to resolve in community
- Post-operative urological surgical complications
- Paraphimosis
- Scrotal infections
- Acute scrotal pain/testicular torsion
- CT-proven symptomatic uretic stone
- Pyelonephritis

Monday – Friday: 08:00am – 20:00pm on 0114 226 5149

Monday – Friday: 20:00pm – 08:00am on 0114 271 2299 or 0114 271 2744

The urology assessment unit is based at:

• Urology / Outpatients Department, Royal Hallamshire (08:00am – 20:00pm)

• Hospital (08:00am – 20:00pm)

• Outpatients Department, Ward F1, Royal Hallamshire Hospital (20:00pm – 08:00am)



Vascular Assessment Unit

For patient reviews

Call vascular consultant directly on the Firth 2 Ambulatory Care Facility via Switchboard on 0114 243 4343

PROUD TO MAKE A DIFFERENCE

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

