

# GP Update

Essential news from your community NHS foundation trust

## Electronic Single Referral Process

Wirral Community NHS Foundation Trust introduced the **Electronic Single Referral Process** for Wirral GPs back in February this year. It is the **primary referral route** for services provided by the trust.

To date we have received 3500 referrals to our services using the single electronic referral form. This is fantastic and thank you to all those GP practices who have so readily engaged with the new process.

However, there are still a small number of practices who have not yet made use of the form and we would urge all GPs and Practice Manager to revisit the supporting documentation. This will be emailed to you and is available on the trust website [www.wirralct.nhs.uk/for-gps](http://www.wirralct.nhs.uk/for-gps)

It includes a full list of participating services (now including Tissue Viability) and a list of those services out of scope. We will also provide:

- An updated EMIS template (now including Tissue Viability Service)
- Details on how to archive previous EMIS document templates
- Dictionary of Wirral CT services referral criteria

**The single electronic EMIS form streamlines the referral process into our services. It ensures the information we receive is directly relevant to that service and saves valuable time for both GPs and Health Professionals.**

If you have any queries about the process or implementation of the electronic referral form in your practice, please contact [julie.atherton1@nhs.net](mailto:julie.atherton1@nhs.net)

If you have a query about a specific referral you have made to one of our services, please contact the service direct.



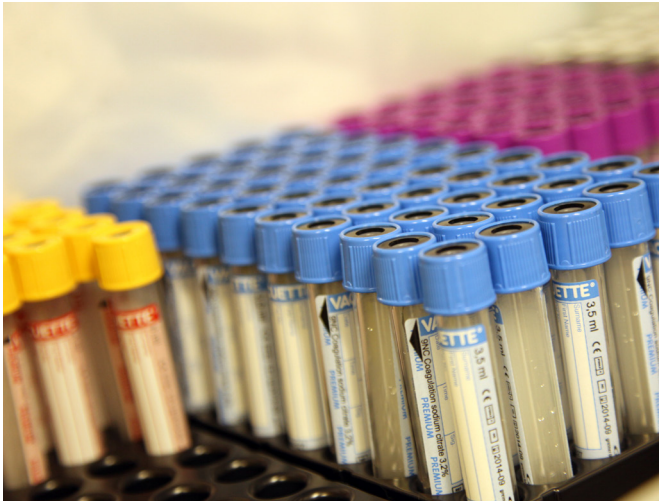
## Referrals to the Rehabilitation at Home Service

Please can all referrals for the **Rehabilitation at Home Service** should be sent using the **Electronic Single Referral Form** in EMIS with immediate effect.

All previously used forms should be destroyed as these are no longer valid.

Using the Electronic Single Referral Form will ensure that we receive accurate information about your patient which will enable us to effectively triage their needs.

Commissioning changes to the service specification mean that the Falls Service is delivered by a different provider. Requests for this service should be referred directly to Community Voice.



## Phlebotomy Clinics

On **Monday 4 September** the phlebotomy clinic at Arrowe Park Hospital became an **appointment only** service and moved to Park Suite.

Your patients can now go to any of the following clinics:

### Drop in service

- St Catherine's Health Centre, 1st floor
- Victoria Central Health Centre
- Eastham Clinic

### Booked appointment only

- Arrowe Park Hospital, Park Suite
- West Kirby Health Centre

Patients should call **0151 514 2222** to book an appointment at Arrowe Park Hospital or West Kirby Health Centre.

Patients requiring a Glucose Tolerance Test (GTT) can call **0151 514 2222** and request a timeslot at any of the above clinics.

You can arrange for housebound patients to have an appointment at home.

For clinic times visit [wirralct.nhs.uk](http://wirralct.nhs.uk)

Attached to this newsletter is a copy of a phlebotomy information sheet which should be given to patients who require a blood test. This has been sent to all Wirral GPs and is available on our website.

## Dressings Clinics at Eastham Clinic

Changes to urgent and emergency care has resulted in the re-deployment of clinical staff from Eastham Walk-in Centre to Arrowe Park Walk-in Centre.

Wirral Community NHS Foundation Trust will however continue to provide dressings clinics at Eastham Clinic, but these will be for booked appointments only. The dressings clinics will run **7 days per week from 9.00am - 12.00noon.**

Appointments can be booked via the Central Booking Service - **0151 514 2222.**



## Central Advice & Duty Team telephone number change

The Central Advice & Duty Team (CADT) has moved to Wirral Community NHS Foundation Trust and their telephone number is changing.

From Tuesday 19 September the telephone number for the Central Advice & Duty Team will change to **0151 514 2222**, option 3.

The original number for CADT (0151 606 2006) will no longer be in use after Monday 18 September, anyone ringing this number will get a pre-recorded message advising them of the change.

If you are calling after 5.00pm and your enquiry is urgent please contact the out of hours Emergency Duty Team on **0151 677 6557.**

For further information about adult social care, or to complete a self or carers assessments please visit: [www.wirral.gov.uk/needsassessment](http://www.wirral.gov.uk/needsassessment)