# WARD REFERRALS AT UHCW (ESP SURGERY)

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FY2

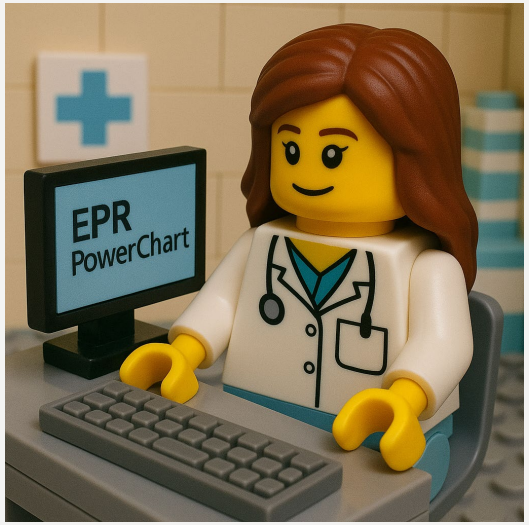
# WHAT WE'LL COVER

- How to make referrals in and outside of hours
- How to best to use EPR and switch to assist you
- Special teams you can ask for help



# PRE-SESSION QUIZ

# AT UHCW




There are two main ways to refer to specialities

- Contacting via EPR (Not every team has this)
- Contacting via Bleep (Not necessarily 24h)
  - Going via switchboard will trigger a fast bleep



# HOW TO FIND BLEEP NUMBERS

Separate registrars for ward referrals vs new patients

To find a bleep number, you can try

| | | |
|---|---|---|
| ‘Accurx’ and dial via this also | Directory on Trustnav | Switchboard |

# SPECIALITY-SPECIFIC INFORMATION

Medical teams. Med Reg for all things medical

- EPR. Just because it says 'ED Referral to…"
- Med Reg/Consultant Cover overnight/OOH

General Surgery CEPOD cover

Non-resident 24h SpR on calls i.e. urology, vascular, plastics. Need to contact via switchboard

T&O/Neurosurgery on Wednesday

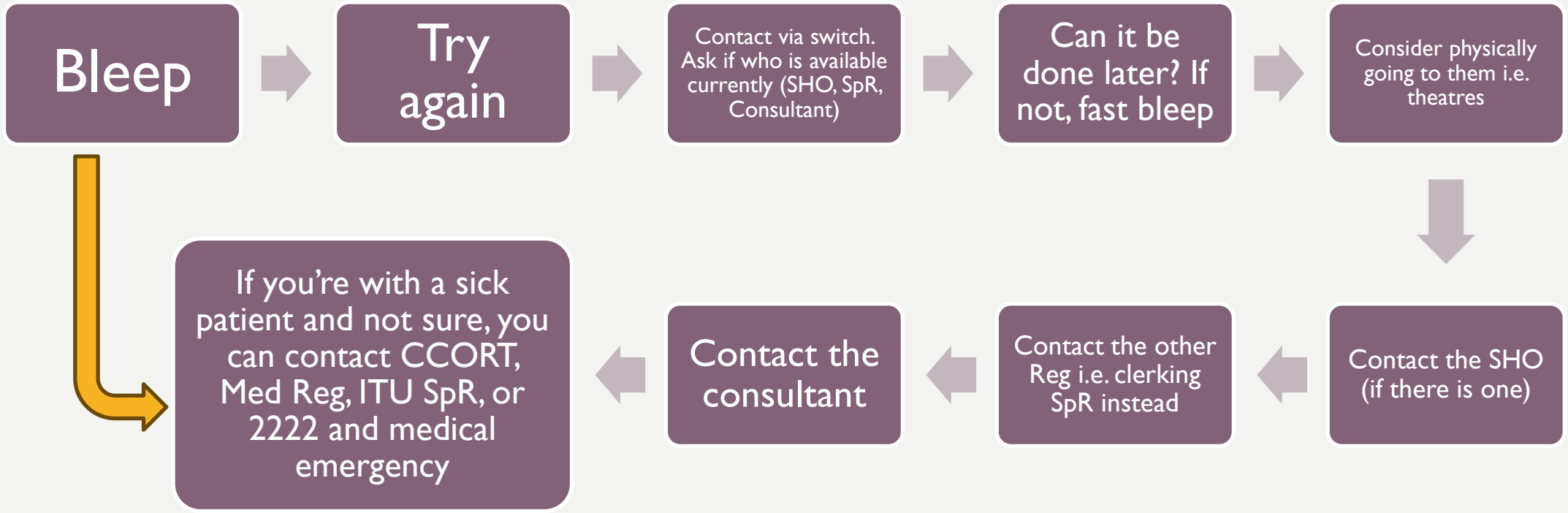
Microbiology advice line 11am-12pm and 3-4pm

Acute Mental Health i.e. MHLT or AMHAT via Trust nav

'Post Admission Appointment'

The key would be to avoid being the person who bleeped urology at 11pm, had no response then made an EPR referral…

# ON-CALL 'CAN'T GET THROUGH' FLOW CHART



# BRIEF PAUSE FOR TRUST-NAV NAVIGATION



# SPECIALIST TEAMS

| | | | | |
|---|---|---|---|---|
| Vascular access | Diabetic specialist nurse | Smoking cessation 'Healthy Lifestyle Services' | Heart failure nurse | Respiratory nurse |
| CCORT | Stroke Nurse | Stoma | Anticoagulation | H@H |

# MEGA TABLE

| Surgery | Bleep | Out of Hours | EPR referrals |
|---|---|---|---|
| **General Surgery CEPOD** | 1460 | 1460 | No |
| **Urology** | 5504 | Switchboard | No |
| **Vascular** | 2738 | Switchboard | No |
| **Orthopaedics** | 2699 | 2699 | Yes-mandatory |
| **Max-fax** | 4441 / 4460 | SHO on 2795 or SpR via Switchboard | No |
| **Neurosurgery** | 2300 / 6135 | 2300/4538 | No |
| **ENT** | Day: 5396 | 2436 | No |
| **Plastics** | Day: 4059 | 2801 | No |
| **Spines on Wednesday** | Orthopaedics (2699) | | Yes-mandatory |
| **Spines on M/T/Th/Fr** | Neurosurgery | | No |

# POST SESSION FORM

Mega-table can be downloaded by Autotext Copy utility upon completion of the quiz

