



## Upper GI two week wait referral assessment

**A 2 week wait referral assessment service is now available for Upper GI as of 1 February.**

Referral assessment services allow GPs to refer patients into us without having to book an appointment. This method of referral will allow us to decide on the most appropriate onward clinical pathway and our urgent referral team will then contact the patient within one working day to discuss choice and arrange an appointment.

As with the previous 2 week wait service, if appropriate, they may return the triage request to the original referrer with advice, if an onward referral is not needed at that time. However this is not the reason for the change which is all about getting individual patients on the right diagnostic pathway first time.

The service will appear on e-Referral with a service type of **triage service -;**

### **2WW-Upper GI Assessment-Northumbria Healthcare FT RTF**

We would ask all primary care referrers to now use the referral assessment (send for triage) service. The current directly bookable 2 week wait service will be closed at 6pm on Friday 8 February.

Any directly booked 2 week wait referrals received between 1 and 8 February will be dealt with, but from Monday 11 February only the referral assessment service will be available to primary care referrers for 2 week wait referrals.

We would ask that when making a decision to refer, GPs inform their patient that their clinical information will be reviewed and the patient will be contacted by a member of our urgent referrals team to arrange an appointment.

If you have any queries please contact Diane Williams, e-Referral lead - 0191 203 1253 / [diane.williams@northumbria.nhs.uk](mailto:diane.williams@northumbria.nhs.uk)

## Microbiology enquiries



**To ensure patient confidentiality when handling telephone enquiries to our microbiology department, users are asked to provide a password before patient results are issued.**

This helps ensure only authorised users have access to clinical patient information.

We recognise users may not have always been asked for passwords. To ensure this is standard practice we ask that every user identifies their password before telephoning for results.

GP surgeries and GUM clinics have location codes which are used as passwords. All staff should be made aware of the location code/password. Any practice which is not able to update their staff with the password should contact the microbiology laboratory.

If you have any queries or require further information please contact Debra Jackson, senior biomedical scientist on 0191 293 2528, e-mail [debra.jackson@northumbria.nhs.uk](mailto:debra.jackson@northumbria.nhs.uk)

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## Healthy hearts and weight management

If you are referring into the lipid clinic, healthy hearts, please refer through Northumberland Consultant First, e-Referral or North Tyneside RMS e-Referral. If referring for weight management, these are not sent via e-Referral and you will need to email [nhc-tr.healthyhearts@nhs.net](mailto:nhc-tr.healthyhearts@nhs.net) or telephone 0191 293 4251.

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## Save the dates - Excellence 2019



This year's Excellence through Collaboration event dates are 2 April and 17 October. We will be releasing the timetable and registration for April's event in due course but please hold these dates in your diary if you are interested in coming along.

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## Living well cancer event

Living with  beyond

  
Northumbria Healthcare  
NHS Foundation Trust

Your road to  
health and  
wellbeing...



Patients, their carers and families, are encouraged to come to our 'living well with and beyond cancer' event on Thursday 21 February in North Tyneside where there will be lots of support, information and signposting to other services who can offer practical and emotional support within the local community.

The event is being held on:

- **Thursday 21 February**, 11am-2pm - Meadow Well Connected, The Meadows, Waterville Road, North Shields, NE29 6BA

If you know someone who would benefit, would like to come along or wants more information, get in touch - [livingwithandbeyond@northumbria.nhs.uk](mailto:livingwithandbeyond@northumbria.nhs.uk)

This is part of a self-supported management programme called living with and beyond.

This replaces routine clinic appointments meaning that patients don't have to come to hospital when they are feeling well and have no symptoms.

The emphasis is on helping people better to manage their condition, so we're providing them with lots of ongoing support. This includes a holistic needs assessment which identifies any concerns to ensure patients get the right support moving forward. For example this might be with tiredness, work worries, feeling sad or help with exercise.

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If you have a query or if there is something that you would like to be included in future editions of this newsletter please email [cara.charlton@northumbria.nhs.uk](mailto:cara.charlton@northumbria.nhs.uk)