



Lower GI 2 week wait referral assessment service

We have today published a 2 week wait referral assessment service for lower GI.

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. As we have said previously, 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-Lower GI Assessment-Northumbria Healthcare FT RTF

We would ask all primary care referrers to use the referral assessment (send for triage) service from today (Friday 1 March 2019). The current directly bookable 2WW service will be closed at 6pm on Friday 8 March 2019.

Any directly booked 2WW referrals received between 1 and 8 March 2019 will be dealt with, but from Monday 11 March 2019 only the referral assessment service will be available to primary care referrers for 2WW 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

Excellence Through Collaboration booking open



Registration and booking is now open for our next Excellence Through Collaboration event on 2 April.

Sessions can fill up quickly so please register as soon as possible to secure your preferred sessions. To book and view the timetable please [click here](#).

New number for Cramlington district nursing and podiatry patients

ANY NUMBER OF
REASONS TO CALL.
YOU ONLY
NEED ONE.



01670 536 400

The district nursing and podiatry telephone number for patients living in the Cramlington area has changed to make it easier and quicker to make appointments.

This includes Brockwell Medical Group (Cramlington), The Village Surgery at Cramlington, Cramlington Medical Group, Forum Way Family Practice, Elsdon Avenue Surgery (Seaton Delaval) and Netherfield House Surgery.

Patients now need to contact Onecall on **01670 536 400**. Onecall is open from 8.30am until 5pm, Monday to Thursday and from 8.30am until 4.30pm on Friday.

Onecall is **one number** for all adult social care, children's services and community health enquiries in Northumberland. It brings together adult social care and healthcare staff from Northumbria Healthcare with Northumberland County Council staff from children's services.

Onecall has been used by our Blyth patients successfully for district nursing and podiatry appointments and registration since February 2018.

If you would like more information please speak to your district nurse/podiatrist aligned to your practice.

New palliative care online information

The palliative care pages on our website have recently been updated to make it even easier for the public to access service information and support.

This includes information on our palliative care services at home and in hospitals in Northumberland and North Tyneside. There are consultant and specialist profiles, as well as useful information and support for people living with potentially life limiting illnesses and their families including patient information leaflets and online resources.

Find out more at www.northumbria.nhs.uk/palcare

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