

# Patient Facing Services Summary @ One Health Lewisham

Version 1.1 | 20<sup>th</sup> December 2020

## Providing Feedback

We know sometimes things can go wrong and you need to escalate concerns quickly, so we have set up a dedicated email for you to contact us: [feedback@onehealthlewisham.co.uk](mailto:feedback@onehealthlewisham.co.uk)

We constantly monitor this inbox and ensure we direct it to the most appropriate team member. For urgent responses please make this clear in your email or please call us on 0203 640 2113.

## Patient Facing Services Summary

**Clinical Lead:** Rob Gamage | Clinical Operations Director | [rob.gamage@onehealthlewisham.co.uk](mailto:rob.gamage@onehealthlewisham.co.uk)

### Hot Hub

This is an acute clinic for patients who **need** a face to face clinical examination and have a **confirmed** COVID-19 infection, symptoms **consistent with** a COVID-19 or are not suitable to be seen at their own practice or the Cold Hub.

**Booking** - An appointment should be booked after the patient has been triaged by a *clinician* and the EMIS 'hot site' template has been completed. Patients must be able to attend Marvels Lane Hot Clinic by driving or Hot Clinic Taxi – please send an AccuRx template message. Find Cross organisational slot > GPEA > Slot type > 'Hot Site Marvels Lane Taxi Available' OR 'Hot Site Marvels Lane No Taxi Available'

**Point of contact** | Laura Harvey | [laura.harvey@onehealthlewisham.co.uk](mailto:laura.harvey@onehealthlewisham.co.uk)

### Cold Hub / GPEA\*

This clinic is for patients who **need** a face to face clinical examination for an acute or chronic problem and **do not** have any symptoms that could be consistent with a COVID-19 infection. Nursing appointments are also available to be booked. All patients should be **actively screened** for COVID-19 symptoms. \*Due to Covid, GPEA and Cold Hub are working as the same entity

**Booking** – If booking a GP appointment, this can be booked after the patient has been triaged by a *clinician* and the 'GPEA/Cold hub' EMIS template has been completed. Find Cross organisational slot > GPEA > Slot type > 'GPEA Face to Face Cold Hub GP OHL'

Nurse appointments can be booked by admin, but please ensure they have been screened appropriately for COVID symptoms and this is documented. Find Cross organisational slot > GPEA > Slot type > 'Smears Only GPEA' OR 'Wound Care Only GPEA' OR 'Nurse GPEA'

**Point of contact** | Laura Harvey | [laura.harvey@onehealthlewisham.co.uk](mailto:laura.harvey@onehealthlewisham.co.uk)

### Covid Remote Monitoring

Patients 18+ years, with suspected or confirmed Covid-19 can be followed up by our central e-hub team, including monitoring their oxygen saturation levels.

**Booking** – Patients testing positive after a swab are centrally searched and traced into the service by OHL, you can also refer Covid Suspected case. Practices can book in directly using the following links:

- ❖ Patient self-referral: <https://doctalyassist.com/lewisham/covid>
- ❖ Health care professional referral: <http://doctalyassist.com/lewisham/clinician/covid>

**Point of contact** | Aaron Hamilton | [aaron.hamilton@onehealthlewisham.co.uk](mailto:aaron.hamilton@onehealthlewisham.co.uk)

### High Intensity User Service

This service aims to identify and support patients who are attending Lewisham A&E disproportionately frequently, and help them to identify any potential underlying issues and assist in finding remedies.

**Point of contact** | Cynthia Lynch | [cynthia.lynch@onehealthlewisham.co.uk](mailto:cynthia.lynch@onehealthlewisham.co.uk)

Please email [feedback@onehealthlewisham.co.uk](mailto:feedback@onehealthlewisham.co.uk) and we will direct it to the most appropriate team member. If you need an urgent response please make this clear in your email or call OHL on [020 3640 2113](tel:02036402113)

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## Respiratory Hub

The respiratory hub provides support to patients with chronic respiratory disease to be managed in primary care, supporting General Practice and aiming to reduce hospital admissions. The service will provide a multidisciplinary team of GPs, specialist nurses and pharmacists who specialise in the treatment and management of all patients aged over 5 years old with respiratory disease within the community. All patients are assessed **virtually first** and then will be brought into a face to face assessment as required (at Marvels Lane Respiratory Hub).

**Booking** - Complete Respiratory Hub template on EMIS, Find Cross organisational slot > GPEA > Slot type > 'Respiratory Hub'

**Point of contact** | Aaron Hamilton | [aaron.hamilton@onehealthlewisham.co.uk](mailto:aaron.hamilton@onehealthlewisham.co.uk)

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## Home Visiting Service

Supports GP Practices through delivering rapid home visits by clinicians to housebound patients in order to free up already stretched duty GP's – please make sure you take their urgent calls promptly so they can move onto the next visit.

The service will take hot and cold referrals but patients must be housebound and need a face to face visit after speaking to their practice clinician first.

**Booking** – Complete Home Visit template on EMIS, Find Cross organisational slot > GPEA > Slot type > 'Home Visit Triage OHL'

**Point of contact** | Madlenna Doseva | [madlenna.doseva@onehealthlewisham.co.uk](mailto:madlenna.doseva@onehealthlewisham.co.uk)

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## Phlebotomy Service

We offer:

- 1) Urgent blood tests for all patients who are able to attend the GP Extended Access Service (GPEA)
- 2) Routine blood tests for shielding/vulnerable patients. Please continue to use LGT District Nurses for Urgent Home Visit Blood tests.

We only offer blood tests for Adults aged 18 and over only. Appointments available Monday – Friday only.

**Booking** - Find Cross organisational slot > GPEA > Slot type > 'Phlebotomy Urgent Blood Tests' OR 'Routine Phlebotomy Shielding Patients GPEA pooled list'

**Point of contact** | Colletta Reynolds | [colletta.reynolds@onehealthlewisham.co.uk](mailto:colletta.reynolds@onehealthlewisham.co.uk)

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## SAS Service (South East London)

The service provides medical primary care services to people who have been removed from their mainstream GP practice list. The service seeks to ensure that any patient removed from a practice has access to essential and additional medical services; and works with patients reintegrating them over time back into mainstream general practice wherever possible. The patient removal documentation can be obtained via PCSE or the SAS directly. All referrals to the SAS must be accompanied with a crime reference number from the Police.

**Point of contact** | Chris Nicholls | [chris.nicholls@onehealthlewisham.co.uk](mailto:chris.nicholls@onehealthlewisham.co.uk)

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## ASK NHS App

The Ask NHS App is a free app all Lewisham patients can download and used to access healthcare at their practice and at GPEA. It is commissioned by the CCG as part of the commitment to Digital First access to care within the Long Term Plan.

Features currently include the symptom checker (triaging symptoms and directing patients to appropriate healthcare), booking video appointments, telephone appointments, and flu vaccines. The availability of appointments to patients is directly dependent on the number of Ask NHS Slots the practice offers in its appointment book. The app now also allows patients to self-book directly into Lewisham eHub services e.g Physio First Slots.

**Point of contact** | Annabel Flinn | [annabel.flinn@onehealthlewisham.co.uk](mailto:annabel.flinn@onehealthlewisham.co.uk)

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