

# Urgent and Emergency Care Services in SE London

South East London Joint Health  
Overview and Scrutiny Committee  
meeting

21<sup>st</sup> March 2019

A partnership of NHS providers and Clinical  
Commissioning Groups serving the boroughs  
of Bexley, Bromley, Greenwich, Lambeth,  
Lewisham and Southwark, with NHS England



# Examples of services available

- Emergency departments
- Urgent care centres / urgent treatment centres
- GP hubs
- GP out of hours
- GP at hand
- 999
- NHS 111

# Emergency departments

- There are five emergency departments (also called A&E departments) in south east London, based at the following hospitals:
  - St. Thomas' Hospital
  - King's College Hospital (Denmark Hill)
  - Princess Royal University Hospital (Bromley)
  - University Hospital Lewisham
  - Queen Elizabeth Hospital (Greenwich)
- Patients can access any emergency department they choose through walking in to the department. Patients may also access an emergency department through being brought in by an ambulance.

# Urgent care centres / urgent treatment centres

- There are nine urgent care centres in south east London. Some of these are based next to an emergency department, whereas others are ‘standalone’ units:

Urgent care centre	Next to an emergency department or standalone?
St. Thomas’ Hospital	Next to an emergency department
Guy’s Hospital	Standalone
King’s College Hospital	Next to an emergency department
Princess Royal University Hospital	Next to an emergency department
University Hospital Lewisham	Next to an emergency department
Queen Elizabeth Hospital	Next to an emergency department
Beckenham Beacon	Standalone
Erith	Standalone
Queen Mary’s Hospital (Sidcup)	Standalone

- Patients can walk into any urgent care centre or may be referred there, by their GP for example. If a patient goes to a site where there is both an emergency department and an urgent care centre, information about the patient will be taken and they will be directed according to clinical need (this is often called ‘streaming’).
- By the end of 2019, all urgent care centres will be called urgent treatment centres. Urgent treatment centres are GP-led and open for at least 12 hours a day every day of the week (including bank holidays).

# GP hubs / GP out of hours / GP at hand

- GP hubs
  - GP hubs offer additional appointments to patients registered with GP practices who are working together as a partnership. For example, the Bromley GP Alliance Access hubs support Bromley GP practices and their patients by offering additional appointments across Bromley. The hubs offer evening and weekend appointments for patients registered with Bromley practices, and staff have access to patients' GP records. The Bromley hubs are Cator Medical Centre, Crown Medical Centre, and Poverest Medical Centre.
- GP out of hours
  - GP out of hours services can also be used for evening and weekend GP help. Arrangements will differ depending on what has been commissioned in a particular area. An example of a GP out of hours service in SE London is SELDOC – patients in Lambeth, Southwark and Lewisham can access SELDOC through calling 111, where appointments / home visits can be arranged. SELDOC does not have access to GP medical records.
- GP at hand
  - GP at hand can be accessed via mobile 24/7, and has face to face appointments at certain locations.
  - To access this service patients must register with the service, which means no longer being registered with their current GP. To register, an application must be made.

# NHS 111

- NHS 111 is available 24 hours a day, 7 days a week and can be called or accessed online if a patient has an urgent medical problem and is unsure what to do.
- NHS 111 will ask questions about the patient and their condition and suggest what the patient should do – this may be to see their GP, go to A&E, or manage their condition through self-care.
- In south east London NHS 111 now includes an Integrated Urgent Care Service – this means that there is a Clinical Assessment Service comprised of different health and care professionals, to help call handlers decide the most appropriate course of action for a patient’s condition.
- The Clinical Assessment Service can also perform other functions:
  - Refer patients to 999 and provide advice to 999 call handlers.
  - Provide advice and guidance to health and care staff working in the community.
  - Directly book appointments for patients where appropriate. By the end of 2019 appointments will be bookable in all SE London urgent treatment centres; the next steps are to then introduce direct booking into GP hubs.

# 999

- 999 should be dialled in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.
- Medical emergencies can include:
  - loss of consciousness
  - an acute confused state
  - fits that aren't stopping
  - chest pain
  - breathing difficulties
  - severe bleeding that cannot be stopped
  - severe allergic reactions
  - severe burns or scalds
  - heart attack, where a patient may be taken to heart attack centre rather than the nearest A&E
  - stroke, where a patient may be taken to a hyperacute stroke unit
- Calling 999 does not mean that an ambulance crew will be sent to the caller – sometimes other London Ambulance Service staff may be able to care for the patient. If an ambulance crew does come, you might not be taken (conveyed) to hospital.