



## Trust service change update

Issue 4: 6 January 2012

This is the fourth edition of the Trust's regular updates for GPs and their staff about service changes taking place at the Trust's hospitals, especially the Lister and QEII. Based on feedback received, it aims to summarise the key information that GPs and their teams need to know in order to support their patients. Questions, comments and feedback should be sent to [gpliaison.enh-tr@nhs.net](mailto:gpliaison.enh-tr@nhs.net). This e-mail address is monitored daily, thus making sure that GPs get the right response to their questions and/or be put in touch directly with the appropriate team within the Trust.

This January 2012 edition focuses on changes that will be taking place in the adult and children's A&E services at the QEII, which were approved by the East and North Hertfordshire Clinical Commissioning Group, as well as by NHS Hertfordshire, at the end of December 2012. The changes are necessary to ensure clinically safe A&E services are provided at the QEII now that the vast majority of emergency surgery, along with all inpatient stroke, cardiac and neonatal services, is now based at the Lister, which in turn has significant impact on overnight staffing arrangements in particular. *The changes set out below come in to effect from Monday, 16 January 2012.*

### Adult A&E services – general

- Between 8.00am and 8.00pm daily, the QEII will continue to offer the current A&E service (please note that where patients call an ambulance, those needing surgery, along with those who have had a suspected heart attack or stroke, will be taken mainly to the Lister);
- Between 8.00pm and 8.00am every night, the QEII's A&E service will change to treating just minor injuries – those with more serious or life/limb-threatening conditions are being asked to either call 999 or go straight to the Lister's 24/7 emergency department (or another full emergency department at a nearby hospital if that is closer);
- Whilst the QEII's overnight A&E service will be able to deal with minor illnesses, these patients are being asked to contact either their GP or the GP out-of-hours service in the first instance.

### Adult services – GP heralded patients

- There will be no change to the current service for GP heralded patients between the hours of 8.00am and 8.00pm – call QEII switchboard 01707 328655 (direct GP access line) and ask for the relevant specialty team.
- Between 8.00pm and 8.00am the following day, however, patients requiring specialist input should be referred to the on-call teams at the Lister – call Lister switchboard 01438 759928 (direct GP access line) and ask for the relevant specialty team.

### Children's A&E services

- A 24/7 service will be in place, but for the treatment of children aged over 12 months with minor injuries only;
- Parents/carers of children aged under 12 months who need to be taken to hospital are being asked to go the Lister's 24/7 specialist children's emergency department (or that of another hospital if it is closer);
- Whilst the QEII's A&E service will be able to deal with minor illnesses, carers/parents of these children are being asked to contact either their GP or the GP out-of-hours service in the first instance;
- Parents/carers of children with more serious or life/limb-threatening conditions, are being asked to either call 999 for an ambulance or go straight to the Lister's 24/7 specialist children's emergency department (or another full emergency department at a nearby hospital if that is closer);

### Children's services – GP heralded patients

- In the first instance, all GP referrals should be made to the paediatricians at the Lister – 07880 783945.