



Procedure for Transporting Patients to Minor Injuries Units / Walk in Centres and referring patients to other health and social care services (with appendix of local guidelines).

For Use By: EMT3 staff and above.

Introduction

There are a number of health and social care services that London Ambulance Service staff can refer and/or transport patients to, if considered appropriate. These include specific Minor Injury Units (MIUs), Walk-in-Centres (WICs), District Nursing teams, Intermediate Care & Assessment Teams (ICATs), and Mental Health services in London.

The Service believes that it is beneficial to patients, health and social care services, emergency departments and the Service to provide **local protocols/ guidelines** for LAS staff to follow when making a decision to transport and/or refer selected patients to these services. The Service will fully support staff who use the guidelines appropriately.

If a patient expresses the wish to make their own way to the health and social care service, staff should encourage this when it is deemed safe for the patient.

Local guideline documentation held by operational staff

Staff may only take patients to these health and social care services where a local guideline has been agreed to do so. Each local guideline will identify the:

- opening hours of the specific unit/ team.
- categories of patients accepted and not accepted.
- a telephone number for staff to phone ahead to the unit/team and consult over cases where there is a query over suitability to the service, or to raise specific queries relating to a patient.
- patient destination code or response code of the specific unit/ team.

Staff must ensure that all patients are fully assessed before any decision is taken to transport or refer patients to health and social care services. Staff should also familiarise themselves with services by following the details contained in the LAS local protocol card for services in their areas (see attached local guidelines).

There is no specific training that is applicable to all referral pathways. However local agreement may allow for additional training to be provided for staff using alternative care pathways. Once local guidelines have been agreed, staff may start using them as soon as they have received and understood them.

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Patient Handover & Record keeping

All referrals to the MIU/WIC or other health and social care service must be made directly from LAS staff to qualified clinical staff at the service, or by following an agreed process outlined in local guidelines.

Copies of all paperwork should be left with the receiving staff or patient, with the patient destination/referral code identified. Date and CAD number must be recorded on all pages and kept together for archiving.

If clinical staff at the health/ social care service request LAS staff to transport the patient to A&E: that request should be carried out and noted on the PRF and Control Services informed.

Communicating revised/new local guidelines

When each new guideline is agreed/ revised, there will be a notice in the Routine Information Bulletin. Guidelines can also be found on the Service intranet, *The Pulse* on Complex pages and within the operational policies section.

Appendix 1 shows the approved style and format for producing a local guideline card for services where staff will convey patients, such as Walk in Centres and Minor Injuries Units.

Appendix 2 shows the approved style and format for producing a local guideline card for referral services, such as District Nursing, Intermediate Care and Mental Health teams.

Both styles of guidelines will be laminated and issued to operational staff in the relevant areas and kept on vehicles.

Procedure for notifying a temporary closure or incapacity to take patients

Walk in Centres (WICs) and Minor Injuries Units (MIUs) should always notify the London Ambulance Service (LAS) of temporary closure or incapacity to take patients using the following procedure:

1. All WICs and MIUs must have a “responsible person” or rota of responsible people who can make decisions under the protocol. Each WIC and MIU has notified telephone and fax numbers through which this person can be reached.
2. If a divert or a closure is agreed, the WIC’s / MIU’s “responsible person” should ring LAS control services on the number below to notify them that it will be coming into place. It must then be ***confirmed by fax*** using the attached LA 10b form template (Appendix 3). Sending the fax alone without speaking directly to control services, may delay the implementation of the divert, because at busy times a fax arriving in control services may not be noticed immediately.

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3. The WIC's or MIU's "responsible person" should telephone LAS Control Services on (020) 7921 5197 or (020) 7463 2678.
4. LAS control services will check that all the essential details have been filled in, including an authorising officer in every WIC and MIU involved and a start and finish time for the divert. "Until Further Notice" is only acceptable for a complete closure. Control services will notify all operational staff and clinical telephone advice (CTA) by general broadcast and landline.
5. All LAS staff who would have taken patients to the relevant WIC or MIU during that time, should take them to the next nearest appropriate treatment centre.
6. The divert will be automatically cancelled by control services at the notified finish time. Control services will notify all operational staff and CTA by general broadcast and landline when the divert is over.

Contact Details

WIC / MIU	Address	"Responsible Person"	Telephone	Fax
Ashford WIC	Ashford Hospital London Road Ashford, Middlesex, TW15 3AA	Jean Haire	019 3287 2000	019 3287 3352
Barking & Dagenham WIC	Upney Lane Centre 132 Upney Lane Barking, Essex, IG11 9YD	Kim Jackson	020 8924 6262	020 8924 6262
Beckenham MIU	Beckenham Hospital site Croydon Road Beckenham, Kent	Sara Manuel	016 8986 6037	016 8986 6019
Charing Cross WIC	Charing Cross Hospital Fulham Palace Road Hammersmith, London, W6 8RF	Clare Halkyard	020 8383 0904	020 8846 7473
Croydon WIC	45 High Street Croydon, CR0 1QD	Amanda Mayo	020 8666 0555	020 8688 0416
Edgware WIC	Edgware Community Hospital Burnt Oak Broadway Edgware, Middlesex, HA8 0AD	Elaine Cockram	020 8732 6459	020 8732 6891
Finchley WIC	Finchley Memorial Hospital Granville Road London, N12 0JE	Kath Jewson	020 8349 6371	020 8346 7407
Guys MIU	St Thomas Street London, SE1 9RT	Liz Martin	020 7188 3878	020 7188 3882
Homerton WIC	Homerton University Hospital Homerton Row London, E9 6SR	Yvonne Sinclair	020 8510 5793	020 8510 7799
Ilford WIC	201-205 Cranbrook Road Ilford, Essex IG1 4TD	Clive Hudson/ Angela Powley	020 8924 6633	020 8822 4013
Liverpool St WIC	Exchange Arcade, Bishopsgate London, EC2M 3WA	Vanessa Jones	0845 880 1242	020 7562 9647
Mount Vernon Hospital MIU	Rickmansworth Road Northwood, Middlesex, HA6 2RN	Tracy Mahoney	019 2384 4201	019 2384 4262
New Addington MIU	Parkway Health Centre, Parkway New Addington, CR0 0JA	Ruth Audus	020 8251 7225	020 8251 7226
New Cross WIC	Henderson House 40 Goodwood Road London, SE14 6BL	Susan Smith	020 7206 3100	020 7206 3101

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Newham WIC	Glen Road Plaistow, London, E13 8SH	Carol Ibeh	020 7363 9200	020 7363 9212
North Middlesex WIC	The North Middlesex Hospital Sterling Way Edmonton, London, N18 1QX	Marie Pearman	020 8887 2680	020 8887 2720
Parsons Green WIC	5-7 Parsons Green Fulham, London, SW6 4UL	Sue Stubberfield	020 8846 6758	020 8846 6701
Queen Mary's Sidcup MIU	Queen Mary's Hospital Frogna Avenue Sidcup, Kent, DA14 6LT	Carol Clare	020 8308 3273	020 8308 3041
Queen Mary's Roehampton MIU	Queen Mary's Hospital Roehampton Lane London SW15 5PN	Sarah-Jane Anscombe	020 8487 6999	020 8487 6502
Soho Walk-In Centre	Soho Centre for Health & Care 1 Frith St, Soho Square London, W1D 3QS	Jill Cull	020 7534 6500	020 7534 6550
South Westminster Centre MIU	82 Vincent Square London, SW1P 2PF	Eileen Carney-Jones	020 8746 5716	020 8746 5756
St Charles' MIU	Exmoor Street London, W10 6DZ	Sheila Proudfoot	020 8962 4262	020 8962 4263
St Bartholomew's MIU	West Smithfield London, EC1 7BE	Elaine Burley	020 7601 7407	020 7601 7781
Teddington WIC	Teddington Memorial Hospital Hampton Road Teddington, Middlesex, TW11 0JL	Liza Coghill	020 8714 4004	020 8977 5740
Tooting WIC	Clare House, St George's Hospital Blackshaw Road Tooting, London, SW17 0QT	Ali Brookes	020 8700 0505	020 8700 0525
Wembley WIC	Wembley Centre for Health & Care 116 Chaplin Road Wembley, HA0 4UZ		020 8795 6270	020 8795 6287
Whipps Cross WIC	Whipps Cross Hospital Whipps Cross Road London, E11 1NR	Dr Chris Britt	020 8556 6449	020 8535 6458
Whitechapel WIC	174 Whitechapel Road (opposite Royal London A&E) London, E1 1BZ	Jan Bailis	020 7943 1333	020 7943 1323
Whittington WIC	Whittington Hospital, Highgate Hill London, N19 5NF	Sangita Tapiowali	020 7288 5216	020 7288 3080

Any queries about the operation of this procedure in your health/ social care service should be referred to:

Kathy Jones, Director of Service Development
London Ambulance Service NHS Trust
T: (020) 7921 5223 | E: Kathy.Jones@lond-amb.nhs.uk
References: OP / 015 Conveyance of Patients

Signature:



Peter Bradley CBE
Chief Executive Officer

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Insert other Trust's
logo here

Referral Guideline		Patient Destination Code
For Use By	All Staff	

Service Description

Criteria For Referral

Categories of patients

accepted

Categories of patients

NOT accepted

Location of Incident

Incident location should be nearer to the MIU/WIC than to the alternative A&E. However, the priority is that the patient receives definitive care without undue delay and that the ambulance becomes available to respond to further calls. Therefore the MIU/WIC may, at times of heavy pressure, be the best option even if it is further away. This is a matter for crew judgement, which should be recorded on the PRF. If in doubt convey the patient to the nearest A&E.

Location of Unit /

Team

Address

Map Ref

Telephone

Fax

Opening Hours Weekdays: 0000-0000hrs Weekends & Bank Holidays: 0000-0000hrs

Patient Consent

LAS staff must obtain informed consent from the patient before referring the patient to the health/social care service.

Patient Handover &

Record Keeping

Handover

All referrals to the MIU/WIC must be made directly from the LAS crew to qualified clinical staff.

PRF

Leave pink copy of Patient Report Form (PRF) with receiving staff or patient, with the patient destination code identified.

Control Services

If MIU/WIC staff request ambulance staff to transport the patient to A&E: that request should be carried out and noted on the PRF.

Other Information

Please contact the MIU/WIC to check their capacity to accept the patient.

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Referral Guideline	Patient Referral Code
For Use By	

Service Description

Criteria For Referral

Categories of patients accepted

Categories of patients

NOT accepted

Location of Incident Must be resident of the borough of

Location of Unit / Team

Address

Map Ref

Telephone

Fax

Opening Hours Weekdays: 0000-0000hrs Weekends & Bank Holidays: 0000-0000hrs

Patient Consent

LAS staff must obtain informed consent from the patient before referring the patient to the health/social care service.

Patient Handover &

Call for advice and/or referral and fax referral sheet.

Record Keeping

Handover All referrals must be made directly from LAS staff to qualified clinical staff or by following agreed process. **CONSIDER IF PATIENT IS SAFE TO BE LEFT.**

PRF Leave copies of all paperwork with receiving staff or patient, with the patient referral code identified. Date and CAD number must be recorded on all pages and kept together for archiving.

Estimated time of visit Gain an estimated time for visit – inform patient and document on PRF.

Other Information

Date of Issue:	Review By Date:
Authorised By: Medical Director & Director of Ambulance Services	To Be Reviewed By: Service Development Directorate



**WIC & MIU COORDINATION PROTOCOL
NOTIFICATION OF CLOSURE, AGREED DIVERSION OR ROTA**

FROM:

Name:	Tel:
Position:	Fax:
WIC / MIU:	
Date:	Time:

TO:

Senior Operations Officer on duty	London Ambulance Service	Fax: 020 7921 5231

UNAVAILABILITY:

This is to confirm that from (time & date) to
..... (time & date) my Walk in Centre / Minor Injuries Unit will be
unavailable due to

RE-OPENING:

This is to confirm that as from (time & date) my Walk in Centre/
Minor Injuries Unit will resume normal operating, open to all new patients.

LAS EOC USE:
Received by SOO: _____ (Time) _____
LA10b actioned: _____ (Time)

To obtain a revision to this form please contact: Kathy Jones, Director of Service Development
London Ambulance Service NHS Trust on T: (020) 7921 5223 | E: Kathy.Jones@lond-amb.nhs.uk

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