Specialist Urgent and Open Access Clinics Bulletin

‘Better Together…’

Our Urgent and Open Access Clinics Bulletin is a quick and easy guide for GPs and nurses who need to arrange rapid referral to specialist care in one of our community or secondary care based services.

Our aim is to ensure that patients receive the right care at the right time as quickly as possible.

We are very pleased to send you our latest bulletin. This includes details of clinics and services which provide urgent access as well as investigations which can be directly accessed from primary care. These services provide prompt access to specialist care and opinion. They can be an excellent alternative to emergency admission for some patients so do please consider these when you are looking at the options for managing your patients, particularly as winter approaches and we are all trying to reduce the reliance on emergency admission.

We hope you find the bulletin useful. This is updated regularly and we welcome feedback. If you need more information or there is anything that we have not included which would be useful, do let us know.

Dr Mike Scott, GP Clinical Advisor for the Newcastle Hospitals
Mike.scott2@nhs.net

Dr Jane S Skinner, Consultant Community Cardiologist and Clinical Director for Community Services
Jane.skinner@nuth.nhs.uk

Please note: These services can also be found online at ‘GPTeamNet’.

Don’t forget our Dedicated Telephone Service for Emergency Admission Opinion ☏ 0191 282 1524.
This is for GPs to seek a rapid clinical opinion from a Consultant Physician specialising in Acute Medicine to discuss potential alternatives to acute hospital admission.
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## URGENT CLINICS

### Service Description | Location | Availability | Patients to be referred | How to access
--- | --- | --- | --- | ---
1. **AMBULATORY CARE UNIT**<br>Our new Ambulatory Care Unit is adjacent to our Assessment Suite at the RVI. This Unit offers a week day service for patients who are ambulatory and who do not need an overnight stay in hospital, but perhaps who require an assessment by a Consultant Physician or investigations. The Unit can be accessed via the GP Consultant Admission Opinion phone line or via the Bed Bureau. We can offer same day appointments for assessment and investigation (if before 1500) or review the following day if the patient is stable enough to wait overnight. The idea is to have a dedicated team to see and assess patients who aren’t severely acutely unwell but who need urgent investigation or assessment in a pleasant environment with a dedicated Consultant led team.<br>Ambulatory Care Unit, Level 3, Leazes Wing, Royal Victoria Infirmary.<br>A Consultant Physician in Acute Medicine can be contacted for an Emergency Admission Opinion (See information below) on ☏️ ‪0191 282 1524 ‬<br>The Bed Bureau can be contacted on ☏️ ‪0191 223 1404 ‬.<br>The Unit is available **Monday to Friday** **08:30 - 20:00**<br>Patients who are not severely or acutely unwell but who need urgent investigation or assessment in a pleasant environment with a dedicated Consultant led team.<br>GP’s are asked to contact the Bed Bureau on ☏️ ‪0191 223 1404 ‬ for discussion of options. Out of working hours, ie. after 17:00, call the Switchboard on ☏️ ‪0191 233 6161 ‬ and ask for the on-call Acute Medical Consultant.

2. **DEDICATED TELEPHONE SERVICE FOR EMERGENCY ADMISSION OPINION**<br>This is a dedicated telephone service for GP’s in Newcastle and its environs to obtain a rapid clinical opinion from a Consultant Physician in Acute Medicine regarding **adult medical patients** and to discuss potential alternatives to hospital admission.<br>Ambulatory Care Unit, Level 3, Leazes Wing, Royal Victoria Infirmary<br>Direct line: ☏️ ‪0191 282 1524 ‬<br>This service is available **Monday to Friday** **09:00 - 19:00**<br>All cases will be discussed with a Consultant Physician specializing in acute medicine.<br>GP’s can call this direct line to seek advice regarding adult medical patients with acute clinical problems but who may not require emergency hospital admission. This service provides GP’s with an opportunity to share risk as well as discussing all options available such as rapid referral into one of our other urgent access clinics.<br>To access this service, please contact the direct line on ☏️ ‪0191 282 1524 ‬<br>To seek advice out of hours and at weekends, please contact the hospital switchboard on ‪0191 233 6161 ‬ and ask to speak to the Medical Registrar on call.
### 3. ARRYTHMIA CLINIC (DIRECT ACCESS)

This service is for patients with suspected sustained arrhythmia or atrial fibrillation. Patients will be seen within two weeks. Faxed referral is preferable including any recent ECGs and blood test results.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Location</th>
<th>Availability</th>
<th>Patients to be referred</th>
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</thead>
<tbody>
<tr>
<td><strong>Clinic A, Main Outpatients Department, Level 2, Freeman Hospital</strong></td>
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<tr>
<td><strong>Clinics are held</strong> Monday, Tuesday and Friday <strong>09:00 - 12:00</strong></td>
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<td><strong>Clinics are held in the morning three days a week with up to four slots per clinic. There are also review slots if patients need to be seen again in the clinic.</strong></td>
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<td><strong>Patients with symptomatic sustained palpitation (an awareness of abnormal heartbeat) are the most likely to benefit from referral.</strong></td>
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<td><strong>Patients who are acutely unwell should not be referred and may need urgent admission to hospital.</strong></td>
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<tr>
<td><strong>Those with predominant symptoms of breathlessness, chest pain and/or syncope should be referred as at present.</strong></td>
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<td><strong>Patients with atrial fibrillation can be seen in this clinic, especially if symptomatic.</strong></td>
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<td><strong>Whilst advice will be given about anticoagulation, this service does not intend to replace standard guidance.</strong></td>
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<td><strong>Patients will benefit from:</strong></td>
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<td>• Early diagnosis with reassurance for the majority</td>
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<td>• Decision support, especially rate versus rhythm control in atrial fibrillation</td>
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<td>• Early access to cardioversion and (for a minority) ablation.</td>
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<td>• Advice about anticoagulation. If we plan a procedure we will start anticoagulation.</td>
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<td></td>
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<td></td>
<td>A faxed referral should be made using the Direct Access Arrhythmia Service Referral Form on Fax: 0191 223 1459.</td>
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<td></td>
<td>Telephone referrals can be made (weekdays between 09:00 - 15:30) on 0191 223 1459.</td>
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<td>Please note the phone is not manned at all times but has an answer machine which is regularly checked.</td>
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<td></td>
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<td>If your referral needs are more urgent, you can call the Switchboard on 0191 233 6161 and ask for the on-call Consultant Electrophysiologist at the Freeman.</td>
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<td>For clinical advice please contact the Cardiac Arrhythmia Nurse Specialists 0191 244 8514.</td>
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### 4. CARDIAC PERMANENT PACING SERVICE (DIRECT ACCESS)

This service provides direct admission to the Freeman Hospital's Coronary Care Unit (CCU) for appropriate patients.

<table>
<thead>
<tr>
<th>Service Description</th>
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<th>Patients to be referred</th>
<th>How to access</th>
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</thead>
<tbody>
<tr>
<td>This service provides direct admission to the Freeman Hospital's Coronary Care Unit (CCU) for appropriate patients</td>
<td>24/7</td>
<td></td>
<td>Please fax an ECG to: 0191 223 1139 and phone: 0191 244 8596 to speak to the CCU Coordinator, who will advise if the patient is appropriate for this service.</td>
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<tr>
<td>This service is available at any time, including nights and weekends.</td>
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<td>He or she will be able to discuss the patient with the Cardiology Registrar on call, or the Pacing Consultant on call if necessary.</td>
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<tr>
<td>Patients with syncope or presyncope, with bradycardia (&lt;50 beats per minute) and heart block, who you would usually send to A&amp;E or admit urgently to the RVI's EAU.</td>
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<td>Exclusions: Patients who have active infections, pyrexia, or who have multiple medical problems are probably not suitable, and should be referred to the RVI as before.</td>
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**URGENT CLINICS**

_The Newcastle upon Tyne Hospitals NHS Foundation Trust_

Issue 8 November 2014
### 5. CHEST PAIN CLINIC (RAPID ACCESS)

<table>
<thead>
<tr>
<th>Service Description</th>
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<th>Patients to be referred</th>
<th>How to access</th>
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</thead>
</table>
| This service is for patients with suspected angina. All patients will be seen within 14 days of referral. Faxed referral is preferable including any recent ECGs and blood test results. | Cardiology Clinic Outpatient Department, Level 1, New Victoria Wing, Royal Victoria Infirmary. | Clinics are held
**Monday to Friday**
13:15 - 16:00 | The Rapid Access Chest Pain Clinic is only for patients with suspected angina demonstrating typical anginal pain features. If your patient has non-anginal chest pain they should be referred to the general cardiology outpatient clinic. If your patient has suspected acute coronary syndrome, ie. myocardial infarction or unstable angina, please consider admission to hospital rather than referral to the clinic. | A faxed referral should be made using the Rapid Access Angina Service Referral Form on Fax: 0191 282 0712. Telephone referrals can be made (weekdays between 09:00-15:30) on 0191 282 0713. Please note the phone is not manned at all times but has an answer machine which is regularly checked. If your referral needs are more urgent, you can call the Switchboard on 0191 233 6161 and ask for the on-call Cardiologist at the RVI. For clinical advice please contact the Clinic Nurse on 0191 282 9850 |

### 6. CHEST CLINIC (OPEN ACCESS)

<table>
<thead>
<tr>
<th>Service Description</th>
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<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
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</thead>
</table>
| This is an Open Access Clinic seeing adults with urgent respiratory problems. All patients will be seen within a week of referral wherever possible, subject to clinic capacity. This clinic includes a rapid assessment service for patients with X-ray or clinical features that suggest active tuberculosis (TB). | Chest Clinic, Outpatient Department, Level 1, New Victoria Wing, Royal Victoria Infirmary. | Clinics are held
**Monday to Friday**
08:30 - 17:00 | Adult patients classed as respiratory emergencies should be referred to this service including suspected TB, Haemoptysis, Lung Cancer, Cystic Fibrosis and Pleural effusions. | Referrals to this service should be made by fax: 0191 282 0112. Advice on suitability of referrals can be sought by calling the staff in our Chest Clinic directly on 0191 282 0161. If you suspect a patient has TB, please contact the service secretary on 0191 282 0138 or the Community TB nurse on 0191 219 5107 |

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**URGENT CLINICS**

**The Newcastle upon Tyne Hospitals**

NHS Foundation Trust

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**Issue 8 November 2014**
## COMMUNITY RESPONSE AND REHABILITATION TEAM (CRRT)

CRRT is a community based multi-disciplinary team:
- Nurses
- Physiotherapists
- Occupational Therapists
- Medical Staff
- Social Workers
- Community Psychiatric Nurses
- Podiatrists
- Support Workers

The team aims to help people to remain in their own home and attain the best possible quality of life whilst maintaining independent living.

Response time for **urgent** referrals is **within 2 hours** (at risk of imminent hospital admission).

Response time for **non-urgent** referrals is **within 72 hours**.

We also provide supported early discharge, end of life care and assessment and treatment to people in nursing and residential care.

### Service Description

The service is located at:
Newcastle Council Building
2nd Floor
Allendale Road
Byker, NE6 2SZ
Tel: 0191 277 7033
Fax: 0191 277 7375
Email: tnu-tr.crrt@nhs.net

### Availability

Service is accessible:
**Monday to Friday**
08:30 - 17:00

Urgent referrals are accepted daily:
8:30am up to 8.30pm each day including weekends

### Patients to be referred

1. The service is available to all Newcastle residents and those registered with a Newcastle GP. We will provide an urgent service to non-Newcastle residents (with a Newcastle GP) but then work to a short term transition to their local provider. Referrals are accepted for patients registered with a Newcastle GP and/or a Newcastle resident

2. We assess and provide clinical intervention for people who are:
   - Frail and Vulnerable
   - At risk of hospital admission
   - Presenting with complex health and social care needs
   - Having difficulties with day to day living
   - In need of end of life care

3. We offer advice, guidance and support to health colleagues, and patients and carers.

4. We also provide supported early discharge for in-patients in Freeman Hospital and RVI.

### How to access

CRRT can be contacted via single entry point for health:
Tel: 0191 277 7033
Fax: 0191 277 7375
Email: tnu-tr.crrt@nhs.net

## COPD EXACERBATION MANAGEMENT SERVICE (NEWCASTLE GPS ONLY)

Patients with COPD, and at risk of hospital admission which could be prevented with support at home, will receive prompt assessment by the Specialist Community COPD Team and appropriate home follow-up according to agreed protocols.

This is a home assessment service and so patients will be seen in their place of residence.

### Service Description

This service is available:
**Monday to Friday**
08:00 - 17:30

Saturday, Sunday and Bank Holidays
09:00 - 17:00

People with COPD suffering from an acute exacerbation that may lead to hospital admission.

### How to access

Referral to this service can be made as follows:
**Monday to Friday**
Community CHEST Service
Tel: 0191 282 5642 (voicemail)
Fax: 0191 282 5667
## Service Description

<table>
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<tr>
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<th>Availability</th>
<th>Patients to be referred</th>
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</tr>
</thead>
</table>
| **8. COPD EXACERBATION MANAGEMENT SERVICE (NEWCASTLE GPS ONLY) (CONT...)** | All referrals will be seen the same day, provided the referral is made **before 4:00pm**. Telephone referral required. | | The patient must be registered with a Newcastle GP and have a confirmed diagnosis of COPD. | Weekends and Bank Holidays  
Weekend District Nursing Service  
☎ 0191 282 3869  
Patients will be seen the same day provided the referral is made before 4:00pm. If referral is made after 4:00pm the patient will be assessed at home the following day. |

| **9. DIABETES NEW TYPE 1 DIABETES SERVICE (RAPID ACCESS)** | This service is for people newly diagnosed with Type 1 diabetes. All referrals will be seen within 24 working hours of referral. Faxed and telephone referral required. | | People with newly diagnosed diabetes which may be Type 1 diabetes, who are not unwell and vomiting and with less than 3+ ketones. Those who are unwell/more than 3+ ketones should be admitted directly to the Assessment Suite at the RVI. | Referral to this service is by telephone. Choose the Medical Secretaries option  
☎ 0191 282 3867  
with follow up faxed referral to  
Fax: 0191 282 1018  
Please mark your fax **URGENT.** |

| **10. DIABETIC FOOT EMERGENCY SERVICE** | Diabetic foot service managing foot ulceration, and acute Diabetic foot problems such as Charcot foot and osteomyelitis. | | Patients with Diabetes and an acute foot problem such as infection, a hot swollen foot, or a Diabetic foot ulcer who need access to a multi-disciplinary diabetic foot team. | Contact  
☎ 0191 282 3867 and chose the 'Podiatry Appointment Enquiries' option. You can discuss the patient’s condition with a podiatrist who may then ask for patient summary to be faxed. |

| **11. ENDOCRINOLOGY (URGENT CLINIC)** | Our Endocrinology Urgent Clinic offers rapid access for patients considered to be in need of urgent assessment for acute onset of endocrine related conditions. | | Patients with conditions such as Thyrotoxicosis, suspected adrenal failure and suspected pituitary tumours requiring urgent assessment. | GPs should call the switchboard  
☎ 0191 233 6161 and ask for the Endocrine Consultant on-call who can give advice or arrange a slot in our urgent clinic if needed. |

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**URGENT CLINICS**

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**Issue 8 November 2014**
### 12. HEART FAILURE CLINIC (NEW PATIENTS)

This clinic is for patients with symptoms of suspected heart failure who have no previous diagnosis of heart failure and or left ventricular systolic dysfunction. Patients will have an ECG and echocardiogram and an assessment by a cardiologist the day they come to the clinic.

<table>
<thead>
<tr>
<th>Service Description</th>
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<tbody>
<tr>
<td><strong>Cardiology Clinic Out-patients Department, Level 1, New Victoria Wing, Royal Victoria Infirmary</strong></td>
<td>Clinics are held Thursday 13:00 - 15:30</td>
<td>Patients with symptoms of suspected heart failure who are not known to have heart failure and/or significant left ventricular systolic dysfunction. Patients should have an initial assessment in primary care in line with the local heart failure guidelines.</td>
<td>A faxed referral should be made using the New Heart Failure Clinic Referral Form on Fax: 0191 282 0712. Please fax any recent ECGs &amp; blood results with this referral form. Telephone referrals can be made (weekdays between 09:00-15:30) on 0191 282 0713. Please note the phone is not manned at all times but has an answer machine which is regularly checked.</td>
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### 13. INFECTIONOUS DISEASES (URGENT CLINIC)

This clinic can be accessed by GPs who would like a rapid opinion on a patient’s condition, having returned from travelling abroad, or require early review by Infectious Diseases (eg. complications of HIV, possible weils disease and lyme disease). Patients will be seen within 24 hours of referral.

<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Ward 19, Infectious Diseases, Level 6, New Victoria Wing, Royal Victoria Infirmary</strong></td>
<td>Clinics are held Monday to Friday 14:00 - 16:00</td>
<td>Patients suspected of suffering from travel related illnesses such as malaria, infection related problems, and complications of HIV can be reviewed in this urgent clinic following discussion over the telephone with the GP. Patients can also be booked into a Consultant Clinic if a slot becomes available at short notice and is convenient for the patient.</td>
<td>To seek an opinion and referral to the Infectious Diseases’ Urgent Clinic call 0191 282 3722 between the hours of 09:00-17:00. Out of hours, call the Switchboard on 0191 233 6161 and ask for the on-call doctor in Infectious Diseases at the RVI from 09:00-22:00 weekends, 17:00-22:00 weekdays. Out of hours call the Switchboard on 0191 233 6161 and ask for the on-call medical registrar.</td>
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| **Cardiology Clinic Out-patients Department, Level 1, New Victoria Wing, Royal Victoria Infirmary** | Clinics are held Thursday 13:00 - 15:30 | Patients with symptoms of suspected heart failure who are not known to have heart failure and/or significant left ventricular systolic dysfunction. Patients should have an initial assessment in primary care in line with the local heart failure guidelines. | A faxed referral should be made using the New Heart Failure Clinic Referral Form on Fax: 0191 282 0712. Please fax any recent ECGs & blood results with this referral form. Telephone referrals can be made (weekdays between 09:00-15:30) on 0191 282 0713. Please note the phone is not manned at all times but has an answer machine which is regularly checked. |

| **Ward 19, Infectious Diseases, Level 6, New Victoria Wing, Royal Victoria Infirmary** | Clinics are held Monday to Friday 14:00 - 16:00 | Patients suspected of suffering from travel related illnesses such as malaria, infection related problems, and complications of HIV can be reviewed in this urgent clinic following discussion over the telephone with the GP. Patients can also be booked into a Consultant Clinic if a slot becomes available at short notice and is convenient for the patient. | To seek an opinion and referral to the Infectious Diseases’ Urgent Clinic call 0191 282 3722 between the hours of 09:00-17:00. Out of hours, call the Switchboard on 0191 233 6161 and ask for the on-call doctor in Infectious Diseases at the RVI from 09:00-22:00 weekends, 17:00-22:00 weekdays. Out of hours call the Switchboard on 0191 233 6161 and ask for the on-call medical registrar. |
### 14. IRON DEFICIENCY CLINIC

**Service Description**

This service allows GPs to directly refer patients with an Iron Deficiency Anaemia. Referrals are triaged and patients are either sent:
- Direct to test if fit enough for GI investigations, or
- to the one stop Nurse led clinic for assessment, consideration and discussion of options of GI investigation

There is always provision for patients to be reviewed or discussed with a consultant.

Patients with significant anaemia, requiring admission as an urgent day case for either an IV iron or blood transfusion, can be discussed directly with Consultant Physician, Dr Mel Gunn.

**Location**

Nurse-led Clinic, Out Patients Department, Clinic A, Level 1, New Victoria Wing, Royal Victoria Infirmary

Nurse-led Clinic, Out Patients Department, Clinic A, Level 1, New Victoria Wing, Royal Victoria Infirmary

**Availability**

Clinic held once a week on

**Thursdays**

9:00 - 12:30

An extra clinic is held on

**alternating Mondays**

13:30 - 16:00

We are able to see up to 7 new patients on a Thursday and 5 on the alternating Monday clinics

Dr Gunn is available on Mondays, Wednesdays and Thursdays for discussion.

Alternatively please leave a message via Dr Gunn’s secretary regarding day case admissions.

**Patients to be referred**

Patients presenting with the following can be referred to the one stop Nurse-led clinic run by Sister Jayne Robertson:
- Iron Deficiency Anaemia – elderly patients (aged 50 to 75), patients with co-morbidity, patients on anticoagulation, patients who are uncertain if they want endoscopy
- patients with recurrent iron deficiency anaemia and previous investigation history
- Menstruating females with severe or new anaemia
- Iron deficiency without anaemia - menstruating and non-menstruating females
- NB: Patients with a confirmed Iron Deficiency Anaemia aged 45 - 75 and with no co-morbidities will go direct to test
- Symptomatic anaemia requiring transfusion
- Iron resistant anaemia or oral Iron intolerance requiring Iron infusion

**How to access**

GPs can fill out a North of Tyne Iron Deficiency referral form requesting an outpatient review or direct to test to be faxed to the Endoscopy Unit, Leazes Wing, RVI:

Fax: 0191 282 5551

To discuss day case admission contact Dr Gunn via her secretary on

☎ 0191 282 4936

GPs can also fax a referral letter to Dr Gunn on

Fax: 0191 282 0169
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</table>
| 15a. OLDER PEOPLE’S MEDICINE – MELVILLE UNIT - RACE (RAPID ASSESSMENT IN CARE OF THE ELDERLY) | Melville Day Unit, Freeman Hospital, Freeman Road, High Heaton, Newcastle upon Tyne NE7 7DN | The Melville Unit is open: **Monday to Friday** **08:30 - 17:00** | Melville Unit provides assessments for a wide range of problems including:  
- Falls and/or reduced mobility including osteoporosis assessment  
- Suspected or known Parkinson’s Disease  
- Cognitive changes and possible underlying dementia in the context of physical frailty and/or multiple co-morbidity  
- General deterioration and/or weight loss  
- Comprehensive Geriatric assessment of the frail older patient  
We have access to a full range of diagnostics including laboratory and radiology services (x-ray, CT and ultrasound).  
We also provide the following in-house investigations for convenience and prompt results:  
- 24 hour BP  
- CNAP beat to beat BP used routinely to assess orthostatic hypotension  
MDT consists of consultant physicians, nurses, physiotherapists and occupational therapists. There is easy access to dietetic and continence assessment.  
We also provide a Balance Group - a 6 week course is held twice weekly. | All referrals preferably via Community Response and Rehabilitation Team (CRRRT) ☎ 0191 277 7033 to discuss the best option for rapid patient care with experienced assessors. Alternatively, direct referrals by:  
Fax: 0191 223 1182  
or  
NHS mail tnu-tr.melville-unit@nhs.net  
Direct queries to Melville Unit manager Eeva-Liisa Eugster on ☎ 0191 223 1716  
Or a member of the nursing team on: ☎ 0191 213 7109 |
### 15b. OLDER PEOPLE’S MEDICINE - BELSAY UNIT - RACE (RAPID ASSESSMENT IN CARE OF THE ELDERLY)

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<tr>
<th>Service Description</th>
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<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
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<tbody>
<tr>
<td>Urgent medical / multidisciplinary assessments for older people. We aim to arrange urgent appointments within 1-7 working days as requested by the referrer. Full MDT assessment is available at Belsay Day Unit and medical review is available at Belsay Out Patient Clinic. Patients may be redirected between units for reasons of timeliness or access to clinical expertise ensuring equitable access to patients in the East and West of the city. Dr Emma Vardy, Consultant Geriatrician, is clinical lead for the day units. Sister Eeva-Liisa Eugster is the shared Unit manager, working in and with both units to develop clinical practice.</td>
<td>Belsay Unit, Campus of Ageing and Vitality (CAV), Westgate Road, Newcastle upon Tyne NE4 6BE <a href="">0191 213 7109</a> <a href="">Fax: 0191 223 1182</a></td>
<td>Belsay Unit is open: <strong>Monday to Friday 08:30 - 17:00</strong></td>
<td>Belsay Unit provides assessments for a wide range of problems including:  - Falls and/or reduced mobility, including osteoporosis assessment and treatment  - Suspected or known Parkinson’s Disease  - Stroke patients with multi-disciplinary needs  - Comprehensive Geriatric assessment of the frail older patient  - Cognitive changes  - General deterioration and/or weight loss  - Some syncope assessment  At CAV we have access to a range of laboratory and radiology services. We can provide the following in-house diagnostics for prompt results:  - 24 hour BP  - 24 hour ECG  - r-test monitoring  - CNAP beat to beat BP used routinely to assess orthostatic hypotension MDT consists of consultant physicians, Speciality doctors, nurses, physiotherapists and an occupational therapist. There is easy access to a dietitian and podiatry. We also provide a Balance Group - a 15 week course is held once weekly with an education component from MDT.</td>
<td>All referrals preferably via Community Response and Rehabilitation Team (CRRT) <a href="">0191 277 7033</a> to discuss the best option for rapid patient care with experienced assessors. Alternatively, direct referrals by: Fax: <a href="">0191 282 3589</a> Belsay Unit or <em>NHS mail <a href="mailto:tnu-tr.belsay-unit@nhs.net">tnu-tr.belsay-unit@nhs.net</a></em> Direct queries to Belsay Unit manager Eeva-Liisa Eugster/Senior Staff Nurse Julie Ferguson <a href="">0191 282 3396</a></td>
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</table>
# URGENT CLINICS

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<tr>
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<th>Patients to be referred</th>
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<tbody>
<tr>
<td><strong>16. OUTPATIENT AND HOME PARENTERAL ANTIMICROBIAL THERAPY (OHPAT) - DIRECT ACCESS</strong></td>
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<td>Outpatient and Home Parenteral Antimicrobial Therapy, (OHPAT) allows the administration of intravenous antibiotic therapy in the community or an out-patient setting as an alternative to in-patient care, in a patient focused &amp; safe manner. Please note: this service is for patients who reside in Newcastle.</td>
<td>Ambulatory Care Unit, Level 3, Leazes Wing, Royal Victoria Infirmary, Queen Victoria Road NE1 4LP</td>
<td>This service is available: Monday to Friday 08:30 - 17:00 Saturday-Sunday 10:00 - 13:30</td>
<td>Patients with Acute, uncomplicated Skin and Soft Tissue Infections (SSTIs). Suitable patients need to have adequate home support, self caring/carers, be contactable by telephone, be willing to attend the Ambulatory Care Unit for review if they are receiving Home Administration. They should be medically stable, and be able to understand and consent to OHPAT with obtainable IV access.</td>
<td>Monday to Friday 08:30 - 17:00 Saturday to Sunday 10:00 - 13:30 OHPAT Specialist Nurse: 0191 2826864 Ambulatory Care Unit: 0191 2821598 Outside of these hours: Assessment Suite Nurse Co-ordinator 0191 2829327 On call Specialist Register in Adult Infectious Diseases via switchboard 17:00 - 22:00 0191 2336161 (DECT 23722) or On call Medical SpR (RVI) 22:00 - 09:00 0191 2829918</td>
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<td><strong>17. NEUROLOGY URGENT CLINIC</strong></td>
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<td>This is a clinic for urgent new neurology referrals. Patients will be seen within 24 hours of referral wherever possible. Please note - TIA/stroke should be referred to TIA or stroke services (see Service no.18).</td>
<td>Main Outpatient Department, Level 1, New Victoria Wing, Royal Victoria Infirmary. 0191 282 1910</td>
<td>Clinics are held Monday, Tuesday, Wednesday and Friday 09:30 - 11:30 We are able to see 6 to 7 patients each clinic, with provision for further patients to be seen up until 14:30 as and when necessary.</td>
<td>New patients requiring urgent neurological assessment can be referred to this clinic. For patients already known to neurology please contact their consultant or nurse specialist Monday to Friday 08:30-17:00. To refer to this clinic please call on 0191 282 1910, or call the Switchboard on 0191 233 6161 and ask for the neurologist on call. Fax: 0191 282 4109</td>
<td>To refer to this clinic please call on 0191 282 1910, or call the Switchboard on 0191 233 6161 and ask for the neurologist on call. Fax: 0191 282 4109</td>
</tr>
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</table>
## 18. TIA (TRANSCIENT ISCHAEMIC ATTACK CLINIC) (RAPID ACCESS)

This is a clinic which GPs can access to obtain a rapid assessment of a patient presenting with symptoms of TIA. Patients will be seen within 24 hours of referral* wherever possible but will be triaged by the TIA Nurse Specialist who will allocate an appropriate appointment.  

*Please note: only high score referrals will be seen within 24 hours wherever possible. Low score patients are seen within 7 days.

**Service Description**
Clinic F, Main Outpatients Department, Level 1, New Victoria Wing, Royal Victoria Infirmary.  
Tel: 0191 282 4079 or 0191 282 9313  
Fax: 0191 282 4085

**Location**
Clinics are held

<table>
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<tr>
<th>Day</th>
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<tr>
<td>Monday to Wednesday</td>
<td>08:30 - 13:00</td>
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We are able to see 2 patients each Monday, 5 patients each Tuesday, 10 to 12 patients on a Wednesday. All patients will be seen immediately by a Nurse Specialist.

**Availability**

**Patients to be referred**
Any patients presenting with symptoms of TIA including, unilateral weakness or sensory loss in the face or limbs, speech disturbance, and unilateral visual loss. Please note, even if the patient is improving, symptoms and signs have to be completely resolved to diagnose TIA. If not resolved the patient should be admitted as the diagnosis may be stroke. Refer to the TIA referral form for further detail.

**How to access**
To refer to this clinic, please complete the required Transient Ischaemic Attack: North of Tyne Referral Form and send to Fax 0191 282 4085. If you would like to discuss a high score referral then call the TIA Nurse Specialist on 0191 282 9313 or the TIA secretary on 0191 282 4079. If you are unable to reach anyone or you are calling at the weekend or out of hours please contact the on-call Stroke Nurse Specialist on 0191 282 1616 who is available 7 days a week 9am -9pm.

## 19. CHILDREN’S EMERGENCY ASSESSMENT SERVICE

The acute assessment service allows GPs to refer acutely unwell children and young people to be seen and assessed by paediatricians in the Paediatric Assessment Unit (Ward 6). In addition, urgent outpatient appointments can usually be offered within a week in response to a faxed referral. A consultant-led rapid access clinic is also held once or twice a week for very urgent problems appointments can be made through the on call paediatric registrar or by discussion with Dr Mark Anderson, Consultant Paediatrician, via the switchboard.

**Location**
Ward 6: Level 3, New Victoria Wing, Great North Children’s Hospital, Royal Victoria Infirmary.  
Patients and parents should present to the Children’s Emergency Department, located within the Main Emergency Department at the RVI off Richardson Road. The Switchboard can contact the Paediatric or SHO Registrar or Consultant on behalf of GPs  
Tel: 0191 233 6161  
Fax: 0191 282 0037

**Service Description**
Children’s Services accepts referrals from GPs 24 hours a day, 7 days a week. A rapid access clinic is also held once to twice weekly, bookable through the paediatric registrar or following discussion with Dr Mark Anderson, Consultant Paediatrician.

**Patients to be referred**
Children or young people requiring immediate medical or surgical opinion can be referred to the Great North Children’s Hospital for emergency assessment with access to a full range of diagnostic services. Children or young people requiring urgent or rapid assessment can be seen in a rapid access clinic or an outpatient clinic.

**How to access**
Urgent general paediatric medicine outpatient referrals can be given an outpatient appointment within 2 weeks. Referrals should be faxed and marked URGENT.

Fax: 0191 282 0037

GPs can also contact the Paediatric Specialist Registrar or Consultant on call for advice via the Switchboard on 0191 233 6161.
## 20. CHILDREN’S UTI SERVICE (DIRECT ACCESS)

We offer a nurse-led UTI service at the Great North Children’s Hospital (GNCH) to provide phone advice to aid definitive diagnosis of a UTI and for direct access for GPs to refer children with a confirmed UTI for basic screening tests. Each referral is closely vetted and children with abnormal results and complex cases are reviewed with Consultant opinion, and may be offered a clinic appointment.

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<tr>
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<tr>
<td>URGENT CLINICS</td>
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<tr>
<td>Service Description</td>
<td>Location</td>
<td>Availability</td>
<td>Patients to be referred</td>
<td>How to access</td>
</tr>
<tr>
<td>20. CHILDREN’S UTI SERVICE (DIRECT ACCESS)</td>
<td>This service is based at the Great North Children’s Hospital, Royal Victoria Infirmary. On approval of a referral, appointments for the appropriate investigations will be arranged at GNCH. If results are abnormal children will then be offered a nephrology appointment in Children’s Outpatients, GNCH.</td>
<td>All referrals received are assessed and appropriate investigations arranged for the age of the child. Acknowledgement of all accepted referrals will be sent. Referrers should ensure patients are given the appropriate standard information sheet. DMSA scans, where appropriate, are intentionally timed for 3 months after the urine infection.</td>
<td>Any child with a first confirmed UTI. Referrals of children under 1 year with confirmed UTI are fast tracked.</td>
<td>Referral forms should be completed and faxed to 0191 282 0277. Any queries can be made directly to Lead Nurse for the Direct Access UTI Service on: 0191 282 0279 or 0191 282 9081 (dect) (NB lead nursing post temporarily un-covered until Summer 2015 and we apologise for any delays in getting advice).</td>
</tr>
<tr>
<td>21. EARLY PREGNANCY ASSESSMENT CLINIC</td>
<td>Next to Ward 40, Level 4, Leazes Wing, Royal Victoria Infirmary.</td>
<td>Clinics are held Monday, Tuesday, Thursday and Friday 09:00 - 17:00 Wednesday: 09:00 - 12:00 Saturday and Sunday 08:00 - 16:00</td>
<td>Women who are, by their last menstrual period, 6 to 14 weeks in gestation with a positive pregnancy test and a history of pain or bleeding, and / or a previous miscarriage or ectopic or molar pregnancy.</td>
<td>To refer a patient to this clinic, call one of the following contact numbers 0191 282 9903 or 0191 282 5479. Calls made out of hours are transferred to Ward 40 where a member of staff will book an appointment.</td>
</tr>
<tr>
<td>22. GYNAECOLOGY – CONSULTANT URGENT CLINIC</td>
<td>Clinic adjacent to Ward 40, Leazes Wing, Level 4, Royal Victoria Infirmary</td>
<td>Clinics held: Thursday afternoons</td>
<td>We welcome referrals for women with acute/semi-acute gynaecological problems and post-operative problems.</td>
<td>Contact the Gynae SpR on call via Switchboard 0191 233 6161 or Ward 40 directly 0191 282 5640 who will arrange an appointment for the clinic.</td>
</tr>
<tr>
<td>23. GYNAECOLOGY EMERGENCY SERVICE</td>
<td>Ward 40 GEAU (Gynaecology Emergency Assessment Unit), Level 4, Leazes Wing, Royal Victoria Infirmary.</td>
<td>The GEAU accepts admissions 24 hours a day, 7 days a week.</td>
<td>Women displaying symptoms of urgent gynaecological problems such as acute bleeding and acute abdominal or pelvic pain.</td>
<td>To make a referral to Gynaecology Emergency Assessment Unit, call the Switchboard on 0191 233 6161 and ask for the on-call Gynaecological Registrar at the RVI.</td>
</tr>
</tbody>
</table>
## 24. Maternity Assessment Clinic

Our Maternity Assessment Unit provides a planned and emergency service for antenatal and post-natal women. Our Emergency Maternity Service is for the following women:

**Antenatal**  
Women who have booked their birth at the RVI, and have a pregnancy related condition.

**Post-natal**  
Women who have given birth (up to 6 weeks) with a post-pregnancy related condition.

We also monitor women with known pregnancy related conditions throughout their pregnancy on a day care basis on this unit.

**Location**  
Maternity Assessment Unit, Level 4, Leazes Wing, Royal Victoria Infirmary.

**Availability**  
Open 24 hours a day, 7 days a week.

**Patients to be referred**  
This service is for women who require assessment because of a pregnancy related condition which is not appropriate to manage within the community:

- **Antenatal concerns such as:** Raised blood pressure, reduced fetal movements, abdominal pain, vaginal bleeding, excessive nausea and vomiting, post dates, mal presentation (from 36 weeks) and premature/term rupture of membranes.
- **Post-natal concerns such as:** Post partum Haemorrhage, high blood pressure, post caesarian section concerns and perineum review.

**How to access**  
To arrange an assessment please contact the Maternity Assessment Unit Co-ordinator on 0191 282 5748.

## 25. Maternity Urgent Ultrasound Service

Our Urgent Ultrasound Service is also available for women with pregnancy related conditions and considered to be in need of urgent scanning.

**Location**  
Maternity Assessment Unit, Level 4, Leazes Wing, Royal Victoria Infirmary.

**Availability**  
Our Ultrasound Assessment Service is available:

**Monday to Friday**  
08:30 - 16:00

Please note that we also provide an External Cephalic Version (ECV) clinic for women > 36 weeks every Monday, Wednesday, Thursday and Friday morning.

**Patients to be referred**  
This Urgent Ultrasound Service is for women with pregnancy related concerns such as suspected small for gestational age fetus, abdominal pain, breech presentation or day case related scans (guideline driven).

**How to access**  
For an urgent ultrasound appointment please contact Maternity Reception on 0191 282 5119.
## Service Description

Specialist continence care across Newcastle to facilitate effective assessment, treatment and management of bladder and bowel dysfunction. **Please note:** this service is for patients who reside in Newcastle.

## Location

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</thead>
</table>
| **26. CONTINENCE - OPEN ACCESS** | Clinics are provided in a range of locations closer to home for patients. Domiciliary visits are provided where necessary. | The service is operational: **Monday to Friday**  
**Acute** 08:30 - 16:30  
**Community** 08:30 - 16:30 (excluding Bank Holidays) | Patients with bladder or bowel care problems can be referred or can self refer to the community clinics for assessment, treatment and management. We also see patients with complex continence problems. Patients should be registered with a GP in Newcastle and be over 18 years of age. | Complete a continence referral form indicating where the patient would like to be seen:  
• Kenton Centre  
• Molineux Resource Centre  
• Melville Day Unit, Freeman Hospital  
Then fax the referral form to:  
Fax: 0191 276 2462 or Fax: 0191 223 1182  
Referrals are accepted from:  
**District Nurses.**  
GP's - patients referred to the service should have undergone an initial assessment of their problem by a District Nurse prior to the referral.  
**Social Services** - referrals should be made via the patient's District Nurse, Health Visitor or Public Health Nurse. Following referral a joint visit will be arranged with the appropriate member of the primary health care team.  
**Residential Homes** - the referral should be made via the patient's District Nurse who will undertake an initial assessment and request a joint visit.  
**Nursing Homes** - referral should be made directly to the Specialist Nurse who will contact the Nursing Home.  
**Patients** - self referrals to the clinic for treatment of their continence problem. |

- Kenton Centre, Hillview Avenue, Newcastle upon Tyne, NE3 3QJ
- Molineux Resource Centre, Byker, Newcastle upon Tyne, NE6 1SG
- Melville Day Unit, Freeman Hospital, High Heaton, NE7 7DN

For more information contact the Melville Day Unit, Freeman Hospital  
☎ 0191 282 4207  
or email: christine.porritt@nuth.nhs.uk

Our Community Services can be contacted at:  
**New number** ☎ 0191 282 6308  
Fax: 0191 276 2462  
or email: Janice.lumsden@nuth.nhs.uk
## 27. DERMATOLOGY EMERGENCY APPOINTMENTS

<table>
<thead>
<tr>
<th>Service Description</th>
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<tbody>
<tr>
<td>Emergency appointments are available for patients with urgent problems affecting their skin that need to be assessed within 48 hours.</td>
<td>Ward 5 Day Unit, Level 2, New Victoria Wing, Royal Victoria Infirmary.</td>
<td>Clinics are held Monday to Friday: Appointment times variable.</td>
<td>These emergency appointments are for urgent acute skin conditions in need of urgent assessment. <strong>Patients should be referred for these emergency appointments rather than via the Assessment Suite.</strong> Any patient presenting with acute severe skin problems that require assessment within 1-2 weeks.</td>
<td>GPs can call the switchboard 0191 233 6161 and ask for the Dermatology Specialist Registrar who can give advice or arrange a consultation if needed.</td>
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## 28. DERMATOLOGY URGENT CLINIC

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<tr>
<td>For patients presenting with acute severe skin problems that require assessment within 1-2 weeks.</td>
<td>Ward 5 Day Unit, Level 2, New Victoria Wing, Royal Victoria Infirmary.</td>
<td>Clinics are held Monday to Friday: Appointment times variable. Patient should be aware that a full assessment may take up to 2 hours.</td>
<td>Please note: not for patients with suspected skin cancer – use 2WW clinics pathway.</td>
<td>Urgent slots can be arranged by faxing a referral letter to the dermatology appointments office Fax: 0191 282 4569</td>
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## 29. NEPHROLOGY NEW PATIENTS

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<tbody>
<tr>
<td>Our Renal Services Centre offers rapid access for renal patients in need of urgent attention. Patients will be seen within one week of referral.</td>
<td>Renal Outpatient Department, Level 2, Renal Services Centre, Freeman Hospital. ☎ 0191 213 8100</td>
<td>Times are variable. Please discuss with the on call Consultant.</td>
<td>Patients can be referred for an urgent appointment if they are showing symptoms of acute kidney injury, severe hypertension, nephrotic syndrome or have rapidly deteriorating chronic kidney disease.</td>
<td>To refer a patient call the Switchboard on 0191 233 6161 and ask for the Consultant on call for Nephrology at the Renal Services Centre, Freeman Hospital.</td>
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## 30. URGENT RHEUMATOLOGY CLINICS – URGENT JOINT INJECTION CLINIC

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<tr>
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<tbody>
<tr>
<td>Specialist Registrar-led Clinic for Rheumatology patients who urgently require joint injections. Patients will be seen the same week as referral wherever possible.</td>
<td>Musculo Skeletal Outpatient Department, Freeman Hospital</td>
<td>Monday, Wednesday and Friday 09:00 - 11:00 (variable and discussed individually with the on call team)</td>
<td>Patients who are known to the Rheumatology Service who are need of urgent joint injections. Urgent new patients should be directed to the Consultant on call and not this service.</td>
<td>Contact the on call Rheumatology Team via Switchboard 0191 233 6161</td>
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</table>
### 30. URGENT RHEUMATOLOGY CLINICS – EARLY ARTHRITIS CLINIC

**Service Description:** Rapid access service for patients suspected of having early inflammatory arthritis.

Patients are seen within two weeks of referral for a series of diagnostic tests and by a Consultant the following week for diagnosis and initiation of DMARDs where indicated.

Patients are then reviewed monthly in a Nurse-Led Clinic for disease activity assessment, drug monitoring and education.

**Location:** Musculo Skeletal Outpatient Department, Freeman Hospital

**Availability:** Tuesdays 09:00 - 13:00

**Patients to be referred:** Patients suspected of displaying signs of early inflammatory arthritis, eg:
- Swelling and tenderness of small joints in hands and feet
- Early morning stiffness lasting more than 30 minutes
- Patients with other conditions such as psoriasis with evidence of swollen joints or inflammatory joint disease.

**How to access:** Refer patients via Choose & Book selecting the (Suspected Inflammatory Arthritis – ‘URGENT’) Clinic.

Clinicians are happy to be contacted in advance on **0191 223 1853**

Ask for either Dr Arthur Pratt or Dr Ben Thompson, Consultant Rheumatologists.

### 30. URGENT RHEUMATOLOGY CLINICS – URGENT CLINIC FOR SUSPECTED TEMPORAL ARTERITIS

**Service Description:** This combined clinic between Rheumatology and Ophthalmology is for patients with suspected temporal arteritis. Patients can be seen within 24 hours of referral by specialists in this condition.

Patients diagnosed with Temporal Arteritis will have the opportunity to participate in ongoing national clinical trials using innovating scanning techniques as well as steroid sparing drug regimes.

**Location:** Musculo Skeletal Outpatient Department, Freeman Hospital

**Availability:** Monday, Wednesday and Friday Times are variable. Please discuss with the on call team or Consultant Lead.

**Patients to be referred:** Patients showing symptoms of Temporal Arteritis.

Please note that patients presenting with acute ocular symptoms should be directed to Ophthalmology. See Eye Emergency Service on page 19.

**How to access:** Contact the on call Rheumatology team via Switchboard **0191 223 6161**

Consultants happy to discuss complex cases:- Dr Pam Peterson, Consultant Rheumatologist on **0191 223 7966**

### 31. CONSULTANT-LED UROLOGY EMERGENCY CLINIC

**Service Description:** The Urology Emergency Clinic is available every week day from 10:00 until 12:00 noon for patients who are in need of urgent review but not requiring admission.

Patients will be seen within 24 hours of referral wherever possible.

**Location:** Urology Treatment Suite, Level 3, Freeman Hospital

**Availability:** Clinics are held **Monday to Friday 10:00 - 12:00**

**Patients to be referred:** The clinic can accept referrals for patients who have been discharged from the Urology Department in the last 30 days but whose condition and symptoms are causing concern, or patients with a urological condition which warrants review within 24 hours.

**How to access:** To refer a patient into this clinic call the Switchboard on **0191 233 6161** and ask for the Consultant on call for Urology at the Freeman Hospital.
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</table>
| **32. ENT EMERGENCY CLINIC** | ENT Outpatient Department, Level 3, Freeman Hospital. | Clinics are held  
Monday to Friday  
Mon:  13:30 - 16:30  
Tue:  09:30 - 16:30  
Wed:  09:30 - 12:30  
Thurs:  13:30 - 16:30  
Fri:  09:30 - 16:30  
Out of these hours, please refer your patient to the **Emergency Department** at the RVI. | Both adult and paediatric patients can be seen in this clinic.  
ENT emergencies include: quinsy, active epistaxis, airway obstruction, removal of foreign bodies and broken nasal bones. | Advice on suitability of referral can be sought from the doctor on-call for ENT.  
Call the Switchboard on  
0191 233 6161 and ask for DECT phone 48599 |

| **33. EYE EMERGENCY DEPARTMENT** | Eye Department, Level 2, Claremont Wing, Royal Victoria Infirmary.  
☎ 0191 282 5430  
Fax: 0191 282 5431 | The department is open  
Monday to Friday  
08:30 - 16:30  
Saturday  
09:00 - 11:30  
(NB: Saturday clinic for emergency cases only)  
Out of these hours, please refer your patient to the on call ophthalmologist or the **Emergency Department** at the RVI. | Both adult and paediatric patients can be seen in this department  
Eye emergencies include: acute onset loss of vision, suspected retinal detachment, painful red eye conditions, and eye injuries.  
Patients with a clear history of amaurosis fugax should be referred directly to the TIA clinic (see Service no.18). | Patients can self-refer to this clinic.  
Advice on suitability of referral can be sought from the doctor in eye casualty during opening hours on  
0191 282 5583  
or out of hours from the ophthalmology registrar on call via switchboard:  
0191 233 6161  
Referrals can also be made by GPs or Optometrists by Fax: 0191 282 5431 |
### URGENT CLINICS

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<tbody>
<tr>
<td><strong>34. ABSCESS SURGERY DIRECT REFERRAL PATHWAY</strong></td>
<td>Assessment Suite, Level 3, Leazes Wing, Royal Victoria Infirmary</td>
<td>Dedicated emergency theatre sessions are available</td>
<td>Patients presenting with an abscess which appears appropriate for day case surgical intervention.</td>
<td>GPs should complete the Trust's Abscess Referral for Day Case Surgery form and fax this to the Assessment Suite at the RVI on Fax: 0191 282 4981. Please refer to the patient information leaflet, a copy of which can be given to the patient.</td>
</tr>
<tr>
<td>This direct referral pathway allows GPs to refer patients in need of rapid assessment for potential day case abscess surgery. Please note this is <strong>NOT</strong> a walk in service.</td>
<td>After collecting the necessary documentation they will then be directed to: Ward 45, Level 5, Leazes Wing, Royal Victoria Infirmary</td>
<td><strong>Monday to Friday mornings 09:30 - 10:30</strong></td>
<td>Abscesses on the trunk, including axilla and groin, may be referred to this service. Patients should be asked by their GP to go to the reception desk on the Assessment Suite at 07:30 the following day and must have fasted appropriately. (See patient information leaflet for more details).</td>
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| **35. HIP AND KNEE REPLACEMENT PATIENTS URGENT ACCESS SERVICE** | Orthopaedics Department, Musculoskeletal Services, Freeman Hospital. | Phone service available | This urgent telephone access service is for patients who have recently had hip or knee replacements at the Freeman Hospital and are experiencing pain or difficulty moving or have concerns about their wound. | Patients can self refer to this service. Referrals can also be made by GPs by calling our Arthroscopy Nurse Practitioners | GPs should complete the Trust's Abscess Referral for Day Case Surgery form and fax this to the Assessment Suite at the RVI on Fax: 0191 282 4981. Please refer to the patient information leaflet, a copy of which can be given to the patient. |
| Urgent access service for patients who have recently had a hip or knee replacement at the Freeman Hospital. The arthroplasty nurses can offer advice and support on the phone to the patient via the phone number given and can arrange clinic review if necessary. | 0191 223 1453 | **Monday to Friday 08:00 - 16:30** | | |                                                                                   |
### URGENT CLINICS

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</table>
| **36. URGENT ACCESS CRITICAL LIMB ISCHAEMIA CLINIC** | Main Outpatients Department, Level 2, Freeman Hospital  
☎️ 0191 213 7357  
Fax: 0191 223 1489 | Clinics are held  
Monday, Tuesday and Friday both am and pm  
Thursday am | Patients with critical limb ischaemia who require urgent outpatient assessment. | GPs should make a written referral request and fax this to:  
Fax: 0191 223 1489  
Each fax will be prioritised by the on call Consultant Surgeon and the patient will normally be seen in his or her next clinic. For patients requiring more urgent assessment, call the hospital switchboard ☎️ 0191 233 6161 and ask for the on call Vascular Registrar. |
## 37. Cardiology Open Access Services

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Location</th>
<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Open Access 12-lead ECG recording and reporting service for adult patients at the Freeman Hospital</td>
<td>ECG Department, Level 2, Freeman Hospital. 0191 213 8048</td>
<td>This service is available Monday to Friday 08:30 - 12:00</td>
<td>This Open Access 12-lead ECG recording service is for patients who require an ECG due to their condition. Patients can be directed to attend during opening hours by their GP WITHOUT an appointment.</td>
<td>Complete an Open Access 12-Lead ECG request form and give to patient to present at department on attendance.</td>
</tr>
<tr>
<td>b. Open Access 12-lead ECG recording and reporting service for adult patients at the Royal Victoria Infirmary</td>
<td>Cardiology Department, New Victoria Wing, Royal Victoria Infirmary. 0191 282 5055</td>
<td>This service is available Monday to Friday 09:15 - 12:15</td>
<td>This Open Access 12-lead ECG recording service is for patients who require an ECG due to their condition. Patients can be directed to attend during opening hours by their GP WITHOUT an appointment.</td>
<td>Complete an Open Access 12-Lead ECG request form and give to patient to present at department on attendance.</td>
</tr>
<tr>
<td>c. Direct Access Echocardiography Service for adults at the Freeman Hospital and the Royal Victoria Infirmary.</td>
<td>Echo Department, Level 2, Freeman Hospital. 0191 223 1668 Cardiology Department, New Victoria Wing, Royal Victoria Infirmary</td>
<td>This service is available Monday to Friday 08:40 - 16:30 by appointment only. Sessions are also available at the RVI by appointment only.</td>
<td>This Direct Access Service is for patients who require an echocardiogram to assist in diagnosis of their condition, for example, left ventricular function assessment, valve assessment. Patients can attend by appointment only.</td>
<td>Complete an Open Access Echocardiogram request form and post or fax to Echo Dept, Level 2, Freeman Hospital Fax: 0191 223 1663. Please mark clearly where you would like your patient to attend for their echocardiogram.</td>
</tr>
<tr>
<td>d. Direct Access Ambulatory ECG recording and reporting service for adult patients at the Freeman Hospital</td>
<td>Ambulatory ECG Department, Level 2, Freeman Hospital. 0191 223 1550</td>
<td>This service is available Monday to Friday 09:00 - 11:00 by appointment only.</td>
<td>The Ambulatory ECG service is for patients who require continuous ECG recording for 24 hours to assist in diagnosis of their condition, for example, due to episodes of palpitations. Patients can attend by appointment only.</td>
<td>Complete an Open Access Ambulatory ECG request form and post or fax to Ambulatory ECG Dept, Level 2, Freeman Hospital Fax: 0191 223 1750.</td>
</tr>
</tbody>
</table>

## 38. Endoscopy Direct Access

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Location</th>
<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Direct Access Upper GI Endoscopy at the Freeman Hospital or Royal Victoria Infirmary.</td>
<td>Endoscopy Unit, Ward 22, Level 4, Freeman Hospital or Endoscopy Unit, Level 3, Leazes Wing, Royal Victoria Infirmary. 0191 223 1155</td>
<td>All appointments are made on routine endoscopy lists as and when available at either the Freeman or the RVI.</td>
<td>Patients with routine UGI symptoms can be referred to this Open Access Clinic.</td>
<td>GPs should complete the Trust’s Open Access GI Endoscopy referral form and fax this to the service on: Fax: 0191 223 1208 0191 223 1208</td>
</tr>
<tr>
<td>b. Direct Access Rectal Bleeding Clinic at the Freeman Hospital.</td>
<td>Endoscopy Unit, Ward 22, Level 4, Freeman Hospital</td>
<td>All appointments are made on routine endoscopy lists as and when available at the Freeman Hospital. If referral marked ‘routine’ the patient will be seen within 6 weeks. If referral marked ‘urgent’ the patient will be seen within 2 weeks.</td>
<td>Patients with principal symptoms of rectal bleeding, change in bowel habit and perianal symptoms can be referred to this Direct Access Clinic.</td>
<td>GPs should complete the Trust’s Direct Access Rectal Bleeding Clinic referral form indicating ‘routine’ or urgent’ and fax this to the service on Fax: 0191 223 1155 0191 223 1208</td>
</tr>
</tbody>
</table>
Open and Direct Access Services

Newcastle Hospitals is committed to providing patients with as much choice as possible about where they receive their care, and closer to home wherever possible. Our Imaging Services are now available at a wide range of locations, both at our hospital sites and out in the community. The new Radiology ICE messaging system is now available at GP practices in Newcastle and its environs, allowing GPs in those surgeries to order scans and receive results electronically. In cases of home visits where there is no access to ICE, paper requests will be accepted.

For patients who need urgent access to radiology, we offer Urgent Walk-in Services (Open Access) for Plain X-ray Films at all locations, with no appointment required. We recommend that patients with suspected fractures are sent directly to RVI to simplify patient pathway for fracture treatment and ongoing care. CONTACT NO: 0191 282 4827

We also offer Direct Access to CT and MRI on our main hospital sites, and Ultrasound on our main hospital sites and at Battle Hill and Ponteland Road Health Centres - please note that an appointment is required for these services due to the preparation required, and patients will be offered the first available appointment, dependent upon clinical urgency following review of the referral.

CONTACT NOs:
Freeman Hospital: 0191 223 1012
RVI: 0191 282 4330

Please note: due to a recent change in radiological guidelines, our Radiology Services can no longer support plain film imaging of sterno-clavicular joints. Should imaging of this area be required, GPs should submit a request for 'non-contrast, limited CT of sterno-clavicular joints' to be sent to the RVI as per any other CT scan. OPG imaging is only available at RVI, Freeman Hospital and Dental Hospital.

The Open and Direct Access Radiology Services we offer, their locations and how they can be accessed are outlined below:

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Location</th>
<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ROYAL VICTORIA INFIRMARY</strong></td>
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</tr>
<tr>
<td><strong>Urgent Walk in Service for Plain Film X-ray</strong> for adults and children. There is a dedicated Children's X-ray Department at the RVI.</td>
<td>Radiology Department, Level 3, New Victoria Wing, Royal Victoria Infirmary 0191 282 4827</td>
<td>Monday to Friday 08:30 - 16:45</td>
<td>This Open Access Service is for patients who require urgent plain film imaging due to their condition.</td>
<td>Patients can be directed to attend during opening hours by their GP WITHOUT an appointment but with an x-ray request made via the ICE radiology ordering system.</td>
</tr>
<tr>
<td><strong>FREEMAN HOSPITAL</strong></td>
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</tr>
<tr>
<td><strong>Urgent Walk in Service for Plain Film X-ray</strong> for adults and children.</td>
<td>Main Radiology Department, Freeman Hospital. 0191 282 4827</td>
<td>Monday to Friday 09:00 - 16:30</td>
<td>This Open Access Service is for patients who require urgent plain film imaging due to their condition.</td>
<td>Patients can be directed to attend during opening hours by their GP WITHOUT an appointment but with an x-ray request made via the ICE radiology ordering system.</td>
</tr>
<tr>
<td><strong>Plain Film X-rays Service</strong> for adults and children. An appointment is required for these examinations and patients will be given the first available appointment according to clinical urgency.</td>
<td>Cardiology Radiology Department, Freeman Hospital. Enquiries only to Main Radiology Department, Freeman Hospital. 0191 223 1012</td>
<td>Monday to Friday 09:00 - 11:45</td>
<td>This imaging service is for patients who require plain film imaging due to their condition.</td>
<td>Plain film referrals can only be made via the electronic ICE system. Appointments and instructions will be sent directly to the patient.</td>
</tr>
</tbody>
</table>
## OPEN AND DIRECT ACCESS SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Location</th>
<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
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</thead>
<tbody>
<tr>
<td><strong>FREEMAN HOSPITAL (CONT...)</strong></td>
<td></td>
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</tbody>
</table>
| We also offer an Urgent Saturday morning Appointment Service for Plain Film X-ray in our Main X-ray Department at the Freeman Hospital. | Main X-ray, Level 2, Freeman Hospital  
☎ 0191 282 4827 | Saturday  
09:00 - 11:45  
Please note this service is by appointment only. | This Open Access Service is for patients who require urgent plain film imaging due to their condition. | Patients can be directed to attend during opening hours by their GP but **MUST have an appointment** which can be made by calling the following number  
Monday to Friday 09:00 to 17:00  
☎ 0191 223 1707 |
| **WESTGATE DIAGNOSTIC CENTRE** | | | | |
| Urgent Walk in Service for Plain Film X-ray for adults and children at the Westgate Diagnostic Centre (Old Neuro X-ray Dept at former Newcastle General Hospital) | Campus for Ageing and Vitality, Westgate Road, Newcastle upon Tyne  
☎ 0191 233 6161 extn 22144 | Monday to Friday  
09:00 - 17:00 | This Open Access Service is for patients who require plain film imaging due to their condition. | Patients can be directed to attend during opening hours by their GP **WITHOUT an appointment** but with an X-ray request made via the ICE radiology ordering system. |
| **PONTELAND ROAD HEALTH CENTRE** | | | | |
| Urgent Walk in Service for Plain Film X-ray for adults and children. | Ponteland Road Health Centre  
Walk in Service, Ponteland Road, Blakelaw  
☎ 0191 282 4827 | Monday to Friday  
08:00 - 12:30  
Saturday  
09:00 - 12:30 | This Open Access Service is for patients who require urgent plain film imaging due to their condition. | Patients can be directed to attend during imaging sessions by their GP to be x-rayed there and then **WITHOUT an appointment** but with an X-ray request made via the ICE radiology ordering system.  
Non-urgent Plain Film X-ray and Ultrasound appointments can also be made at Ponteland Road Health Centre using the ICE radiology ordering system and by telephoning our GP plain film helpline on  
☎ 0191 282 4330 |
## OPEN AND DIRECT ACCESS SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Location</th>
<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BATTLE HILL HEALTH CENTRE</strong></td>
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<tr>
<td>Urgent Walk in Service for Plain Film X-ray for adults and children.</td>
<td>Battle Hill Health Centre Walk-in Service, Belmont Close, Wallsend</td>
<td>Monday to Friday 14:00 - 17:30 Saturday 13:00 - 16:00</td>
<td>This Open Access Service is for patients who require urgent plain film imaging due to their condition.</td>
<td>Patients can be directed to attend during imaging sessions by their GP to be X-rayed there and then WITHOUT an appointment but with an X-ray request made via the ICE radiology ordering system. Non-urgent Plain Film X-ray and Ultrasound appointments can also be made at Battle Hill Health Centre using the ICE radiology ordering system and by telephoning our GP plain film helpline on 0191 282 4330.</td>
</tr>
<tr>
<td><strong>BENFIELD PARK HEALTHCARE AND DIAGNOSTIC CENTRE</strong></td>
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<td></td>
</tr>
<tr>
<td>Urgent Walk in Service for Plain Film X-ray for adults and children.</td>
<td>Benfield Park Healthcare and Diagnostic Centre, Benfield Road, Walkergate</td>
<td>Monday, Tuesday, Thursday and Friday 13:30 - 17:00 Wednesday all day 08:30 - 17:00</td>
<td>This Open Access Service is for patients who require urgent plain film imaging due to their condition.</td>
<td>Patients can be directed to attend during imaging sessions by their GP to be X-rayed there and then WITHOUT an appointment but with an X-ray request made via the ICE radiology ordering system. Non-urgent Plain Film X-ray appointments can also be made at Benfield Park Healthcare and Diagnostic Centre using the ICE radiology ordering system and by telephoning our GP plain film helpline on 0191 282 4827.</td>
</tr>
</tbody>
</table>
## Open and Direct Access Services

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Location</th>
<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Direct Access Service</strong></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Royal Victoria Infirmary</strong></td>
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</tr>
</tbody>
</table>
| CT and MRI scans can be requested but need to be authorised by a Radiology Consultant prior to an appointment being made. Patients will be given the first available appointment according to clinical urgency. Any patient who is deemed acutely ill by the GP should be referred directly to A&E for appropriate care & not be referred via the ICE system to the MRI or CT scanning departments. | Radiology Department, Level 3, New Victoria Wing, Royal Victoria Infirmary | CT service  
Monday to Friday  
08:30 - 16:30  
MRI service  
Monday to Friday  
08:00 - 22:00  
MRI service  
Saturday and Sunday  
08:30 - 16:30 | This imaging service is for patients who are known to require CT or MRI imaging due to their condition. | CT and MRI referrals can only be made via the electronic ICE system. Appointments and instructions will be sent directly to the patient. |
| Ultrasound scans for adults and children. An appointment is required for these scans and patients will be given the first available appointment according to clinical urgency. | Radiology Department, Level 3. New Victoria Wing, Royal Victoria Infirmary | Monday to Friday  
08:40 - 17:00 | This imaging service is for patients who are known to require Ultrasound imaging due to their condition. | Ultrasound referrals can only be made via the electronic ICE system. Appointments and instructions will be sent directly to the patient. |
| **Freeman Hospital** | | | | |
| CT and MRI scans can be requested but need to be authorised by a Radiology Consultant prior to an appointment being made. Patients will be given the first available appointment according to clinical urgency. Any patient who is deemed acutely ill by the GP should be referred directly to A&E for appropriate care & not be referred via the ICE system to the MRI or CT scanning departments. | Main Radiology Department, Freeman Hospital | CT service  
Monday to Friday  
08:30 - 16:30  
MRI service  
Monday to Friday  
08:00 - 22:00  
MRI service  
Saturday and Sunday  
08:30 - 16:30 | This imaging service is for patients who are known to require CT or MRI imaging due to their condition. | CT and MRI referrals can only be made via the electronic ICE system. Appointments and instructions will be sent directly to the patient. |
| Ultrasound scans for adults and children. An appointment is required for these scans and patients will be given the first available appointment according to clinical urgency. | Main Radiology Department, Freeman Hospital | Monday to Friday  
08:40 - 18:30 | This imaging service is for patients who are known to require Ultrasound imaging due to their condition. | Ultrasound referrals can only be made via the electronic ICE system. Appointments and instructions will be sent directly to the patient. |
## Open and Direct Access Services

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Location</th>
<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ultrasound Service</strong></td>
<td><strong>Ponteland Road Health Centre</strong></td>
<td><strong>Monday and Wednesday</strong></td>
<td>This imaging service is for patients who are known to require Ultrasound imaging due to their condition.</td>
<td>Ultrasound referrals can only be made via the electronic ICE system. Appointments and instructions will be sent directly to the patient.</td>
</tr>
<tr>
<td>For adults only. An appointment is required for these scans and patients will be given the first available appointment according to clinical urgency.</td>
<td>Ponteland Road Health Centre Walk-in Service, Ponteland Road, Blakelaw</td>
<td>09:00 - 13:00 0191 282 4330</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ultrasound Service</strong></td>
<td><strong>Battle Hill Health Centre</strong></td>
<td><strong>Monday and Wednesday</strong></td>
<td>This imaging service is for patients who are known to require Ultrasound imaging due to their condition.</td>
<td>Ultrasound referrals can only be made via the electronic ICE system. Appointments and instructions will be sent directly to the patient.</td>
</tr>
<tr>
<td>For adults only. An appointment is required for these scans and patients will be given the first available appointment according to clinical urgency.</td>
<td>Battle Hill Health Centre Walk-in Service, Belmont Close, WallSEND</td>
<td>14:00 - 17:00 0191 282 4330</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ultrasound Service</strong></td>
<td><strong>Benfield Park Healthcare and Diagnostic Centre</strong></td>
<td><strong>Tuesday, Wednesday, Thursday</strong></td>
<td>This imaging service is for patients who are known to require Ultrasound imaging due to their condition.</td>
<td>Ultrasound referrals can only be made via the electronic ICE system. Appointments and instructions will be sent directly to the patient.</td>
</tr>
<tr>
<td>For adults only. An appointment is required for these scans and patients will be given the first available appointment according to clinical urgency.</td>
<td>Benfield Park Healthcare and Diagnostic Centre, Benfield Road, Walkergate</td>
<td>08:00 - 16:00 0191 282 4827</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Lemington Resource Walk-in Service

Lemington Resource Walk-in Service offers non-appointment access to treatment of minor illnesses, injuries and ailments. This is an open access service available to anyone from the age of 2 upwards. The centre is staffed by specially trained nurse practitioners, staff nurses and healthcare assistants.

### Service Description

- **Location:** The Lemington Resource Centre, Tyne View, Lemington, Newcastle upon Tyne, NE15 8RZ
- **Contact:** 0191 229 1806

### Availability

**Monday, Tuesday and Wednesday**

- 08:30am - 12noon
- 12:30 - 4:00pm

**Friday**

- 12noon - 4:00pm

### Patients to be referred

Adults and children (over 2 years of age). Please note that we do see children under 6 years olds with minor injuries. However, if a more serious injury or illness is suspected, please go to the Children's Emergency Department at the RVI.

Most minor injuries and ailments can be treated at the walk-in-centre with the following exceptions:

- Chest pain
- Shortness of breath
- Head injuries with neurological symptoms
- Back, neck, shoulder, hip or rib injuries

If any of the above conditions apply to a patient, please direct them to the Emergency Department at the RVI.

### How to access

- **Contact:** 0191 233 6161 (Switchboard) - Ext 26100 or 26200

### Eye Emergency Department

Patients with eye injuries should report to the Eye Emergency Department at the RVI, which is open:

- **Monday to Friday**
  - 08:30 - 16:30
- **Saturday**
  - 09:00 - 11:30
  - (emergencies only)

### GPs can also refer patients here for treatment if appropriate.
<table>
<thead>
<tr>
<th>Service Description</th>
<th>Location</th>
<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>41. MINOR INJURIES UNIT – ROYAL VICTORIA INFIRMARY</strong></td>
<td>Minor Injuries Unit (adjacent to Emergency Department at the RVI), Richardson Road, Newcastle upon Tyne NE2 4AZ</td>
<td>The <strong>Minor Injuries Unit</strong> is open Seven days a week 08:00 - 21:00</td>
<td>Adults (aged 16 and over). Children who present at the Minor Injuries Unit will be seen at the Children’s Emergency Department. ☎ 0191 282 6111</td>
<td>Patients do not need an appointment at the Minor Injuries Unit. They can just turn up and wait to be treated. GPs can also refer patients here for treatment.</td>
</tr>
</tbody>
</table>
## MINOR INJURIES UNIT and WALK-IN CENTRES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Location</th>
<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>42. MOLINEUX STREET WALK-IN CENTRE</strong></td>
<td>Molineux Walk-in Centre, Molineux Street, (off Shields Road), Byker, Newcastle upon Tyne, NE6 1SG</td>
<td>The Molineux Street Walk-in Centre is open Seven days a week 08:00 - 20:00 including bank holidays</td>
<td>Adults and children (over 2 years of age). Please note that we do see children under 6 years old with minor injuries. However, if a more serious injury or illness is suspected, please go to the <strong>Children's Emergency Department</strong> at the RVI.</td>
<td>Patients do not need an appointment at the Molineux Street Walk in Centre. They can just turn up and wait to be treated. GPs can also refer patients here for treatment.</td>
</tr>
</tbody>
</table>

Molineux Street Walk-in Centre offers non-appointment access to treatment of minor illnesses, injuries and ailments. This is an open access service available to anyone from the age of 2 upwards. The centre is staffed by specially trained nurse practitioners, staff nurses and healthcare assistants.

Patients do not need an appointment at the Molineux Street Walk-in Centre. They can just turn up and wait to be treated. GPs can also refer patients here for treatment.

**Eye Emergency Department**

Patients with eye injuries should report to the Eye Emergency Department at the RVI, which is open:

- **Monday to Friday**
  - 08:30 - 16:30
  - 09:00 - 11:30 (emergencies only).

**0191 282 5583**

Out of these hours patients should go to the Emergency Department at the RVI.
# MINOR INJURIES UNIT and WALK-IN CENTRES

## 43. WESTGATE WALK-IN CENTRE

The Westgate Walk-in Centre is a nurse-led unit for patients with minor injuries and illnesses and is staffed by specially trained nurse practitioners, staff nurses and healthcare assistants.

Although no doctors work on this unit, the team are supported by the medical staff of the RVI's Emergency Department as required.

Patients do not need an appointment at the Westgate Walk-in Centre, they can simply turn up and wait to be treated.

GPs can also refer patients here for treatment if appropriate.

X-ray facilities to support the walk in centre are also available at the Westgate Diagnostic Centre on the Campus for Ageing and Vitality site.

(See Urgent Walk in Service for Diagnostic Imaging of adults and children at the Westgate Diagnostic Centre on page 24)

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Location</th>
<th>Availability</th>
<th>Patients to be referred</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Westgate Walk-in Centre, Campus for Ageing and Vitality, (the old Newcastle General Hospital site), Westgate Road, Newcastle upon Tyne NE4 6BE</td>
<td>The Westgate Walk-in Centre is open Seven days a week 08:00 - 20:00 including bank holidays</td>
<td>Adults and children (over 2 years of age). Please note that we do see children under 6 years olds with minor injuries. However, if a more serious injury or illness is suspected, please go to the Children's Emergency Department at the RVI.</td>
<td>Patients do not need an appointment at the Westgate Walk in Centre. They can just turn up and wait to be treated. GPs can also refer patients here for treatment.</td>
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</tr>
<tr>
<td>0191 282 3000</td>
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</tbody>
</table>

**Eye Emergency Department**

Patients with eye injuries should report to the Eye Emergency Department at the RVI, which is open:

- **Monday to Friday**: 08:30 - 16:30
- **Saturday**: 09:00 - 11:30 (emergencies only).

0191 282 5583

Out of these hours patients should go to the Emergency Department at the RVI.
### PUBLIC HEALTH OPEN ACCESS SERVICE

#### 44. SEXUAL HEALTH SERVICES

An open access clinic is available at New Croft House in the city centre for people who suspect they may have a sexually transmitted infection (STI) or are in need of contraception or emergency contraception advice.

**“Queue and wait” Service:** No appointment is required but the sessions run on a “first come, first served” basis and patients may need to wait to be seen.

A special express clinic runs alongside these walk-in sessions for people who would like a rapid STI screening test. Patients must be aged 18 years and over to use this service. Please see our website at [www.newcastle-hospitals.org.uk/sexual-health](http://www.newcastle-hospitals.org.uk/sexual-health) for exclusions to using this service.

**Telephone Advice**

Our specialist nurses also offer telephone advice on any aspect of sexual health including gynaecological conditions, STIs and contraception issues at a range of outreach clinics during open hours – see under location and availability for more details.

<table>
<thead>
<tr>
<th>Service Description</th>
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<th>Patients to be referred</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Croft House Market Street East New Castle upon Tyne NE1 6ND</td>
<td></td>
<td></td>
<td>Patients with suspected sexually transmitted infections (STIs) or in need of contraception advice can access one of our walk in sessions at New Croft House. <strong>Outreach Clinics:</strong> For emergency contraception, pills, pregnancy testing, STI testing, condoms, pregnancy testing and advice.</td>
<td>Patients can access the service at New Croft House directly using our “queue and wait” service. Patients will be seen the same day wherever possible but should that day’s session be full, the patient will be advised to come to the next ”queue and wait” session or make an appointment in one of our clinics. Our telephone advice service run by specialist nurses can be accessed at the contact numbers provided under “Location – Outreach Clinic details”.</td>
</tr>
<tr>
<td><strong>Queue and wait</strong> service is available: Monday, Tuesday, Wednesday and Friday 09:00 - 13:00 Thursday 10:00 - 13:00 Young persons only session (13 - 19 year olds) Wednesday: 16:30 - 19:00</td>
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</tr>
<tr>
<td>Outreach Clinic details: East end of Newcastle Walker Clinic Walker Health Centre Church Walk, Walker New Castle upon Tyne NE6 3BS</td>
<td></td>
<td>Wednesday 13:30 - 16:00</td>
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<td></td>
</tr>
<tr>
<td>Just for young people (under 25s) Streetwise Blackfriars Court Dispensary Lane New Castle upon Tyne NE1 4XB</td>
<td></td>
<td>Monday, Tuesday, Fridays: 14.00 - 16:30 Thursdays: 16:00 - 18:30 Saturdays: 12:00 - 16:00pm (under 25s)</td>
<td>For emergency contraception, pills, pregnancy testing, STI testing, condoms, pregnancy testing and advice.</td>
<td></td>
</tr>
<tr>
<td>Service Description</td>
<td>Location</td>
<td>Availability</td>
<td>Patients to be referred</td>
<td>How to access</td>
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<td>-------------------------------------------</td>
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<tr>
<td>WEYES (West End Youth Enquiry Service)</td>
<td>4 Graingerville North</td>
<td>Wednesdays: 16:30 - 18:30</td>
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<tr>
<td></td>
<td>(Opposite bowling alley)</td>
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<td></td>
<td>Westgate Road</td>
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<td></td>
<td>Newcastle upon Tyne</td>
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<td></td>
<td>NE4 6US</td>
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<td></td>
<td>(Bus routes 10,11,38,39,40)</td>
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<tr>
<td>Newcroft Centre - young people only</td>
<td>New Croft House</td>
<td>Wednesdays: 16:30 - 19:00</td>
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<tr>
<td>session (for 13 - 19 year olds only)</td>
<td>Market Street East</td>
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<td>Newcastle upon Tyne</td>
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<td>NE1 6ND</td>
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## 45. STOP SMOKING SERVICE IN NEWCASTLE

The Stop Smoking Service offers clients the opportunity to access specialist trained advisors who can discuss and advise on the treatment options available to quit smoking across Newcastle. The support is tailored to the individual with ongoing support usually up to 12 weeks at a session that is convenient for the client to access - see under availability for locations and times of sessions.

The client has the option of attending the GP practice or a local pharmacy if they offer stop smoking support. The service also delivers some sessions in GP practices – contact the service to find out more at: ☎️ 0300 1239290 or 📞 0191 2292911.

### FREE stop smoking sessions take place every week. **No appointment is needed for the drop in sessions.** Clients can attend any venue regardless of where they live.

### No appointment is needed and Newcastle residents can attend any venue regardless of where they live. Please see list of sessions below that the service delivers:

- **Monday 14:00 - 15:00**
  - **Ponteland Road Walk-in Centre,** Cowgate NE5 3AE
  - **Tuesday 17:30 - 19:00**
  - **Molineux Street Centre,** Byker, NE6 1SG
  - **Wednesday 09:30 - 11:30**
  - **St Martins Centre,** Roman Ave, Walker NE6 2RJ
  - **Wednesday 11:00 - 12:00**
  - **Scotswood Cafe,** Armstrong Road, NE15 8BY
  - **Wednesday 16:30 - 18:30**
  - **Outer West Pool,** West Denton Way, NE5 2QZ
  - **Thursday 11:30 - 12:30**
  - **Grainger Market,** City Centre, NE1 5AE
  - **Thursday 13:00 - 15:00**
  - **The Grange Welfare**
  - **Newburn Road, NE15 9AF**
  - **Friday 13:30 - 15:00**
  - **Molineux Street Centre,** Byker, NE6 1SG

### Any client over the age of 14 who smokes, is motivated and wishes to quit smoking.

### How to access:

Clients can self refer or be referred into the service by any health professional by phone or fax:

- ☎️ 0300 1239290 or 📞 0191 2292911
- Fax: 0191 229 2992
Healthcare at its very best - with a personal touch