

# Accessing Urgent Care

## Torbay & South Devon

### Directory of Services (DOS)

Date	Version
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Accountabilities	
Author: Marie Reece	
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Links to other documents	
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Services

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Emergency Department Torbay Hospital	
<b>Purpose</b>	<p>At Torbay Hospital, a full emergency service is provided for residents and visitors to Torbay and South Devon who have suffered a significant injury. We are a type 1 Emergency Department including Trauma, seeing an average of 200 attendance per day. We work in close partnership with other trusts within the Southwest and our department consists of a minor injury unit which is led by emergency nurses and paramedic practitioners, with consultant led support. Five bedded resus, rapid assessment area, 16 bedded majors' area, 5 ambulatory assessment cubicles, 8 ambulatory seated area, a mental health suite and a 7 bedded children's area which includes its own children's waiting area.</p> <p><b>An emergency is a "critical or life-threatening situation"</b></p> <p>Examples are a loss of consciousness, chest pain, severe bleeding or major trauma. More conditions and information can be found on our NHS website.</p> <p>The Emergency Department has a dedicated phone line which operates 24/7 which is available to NHS healthcare professionals which is run by senior clinicians in the department.</p> <p>We are driving towards same day emergency care (SDEC) delivering effective care at the right time at the right place for our patients.</p>
<b>Address</b>	<p>Emergency Department Level 3, Lowes Bridge Torbay Hospital TQ2 7AA</p>
<b>Contacts</b>	<p>Clinical Service Lead – Amy Jones, ED Consultant Clinical Service deputy – Marios Petsios ED Consultant Matron – Melody Andrew Operational Manager – Sarah Wilson Operational Support Manager – Kerry Mitchell</p>
<b>Contact numbers</b>	<p>Reception – 01803 654003/654008 Information Desk – 01803 654007 Secretary – 01803 654010 Nurse Coordinator - 01803 656021 Consultant line – 01803 654015</p>
<b>About us</b>	<p>We are a multi-disciplinary team of medical consultants, general practitioners, junior doctors, physician's associates, speciality associate nurses, healthcare support workers, physiotherapists, occupational therapists, management and administrative staff who all work together to provide a safe, effective and caring environment to meet the medical needs of the local population.</p> <p>We have an ED consultant 7 days a week covering between the hours of 8:00 and 22:30 in the department and on call provision 22:30-08:00.</p> <p>We have a silver nurse coordinator covering 24 hours a day 7 days a week.</p>

<b>Reviewed by</b>	Sarah Wilson, Operational manager Kerry Mitchell, Operational support manager 19/11/2024
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Urgent Treatment Centre - Newton Abbot	
<b>Purpose</b>	<b>Urgent Treatment</b> services are for people who have a problem that needs attention the same day but is not life threatening or life changing. This can be provided by our <a href="#">Urgent Treatment Centres</a> .
<b>Address</b>	Newton Abbot Community Hospital UTC, West Golds Road, Jetty Marsh, Newton Abbot, TQ12 2SL
<b>Contact Number</b>	01626 324500
<b>Opening Hours</b>	8am – 8pm 7 days a week, including bank holidays
<b>X-ray</b>	<p>9am – 5pm, 7 days a week, including bank holidays (closed Christmas Day). Please call before attending to confirm service is operating.</p> <p><b>Inclusions:</b> fingers, thumb, hand, scaphoid, radius/ulna, elbow, humerus, shoulder, clavicle, knee, tibia, fibula, ankle, foot/toes.</p> <p><b>Exclusions:</b> Under 2 years of age, hip, femur, pelvis, skull, facial bones, spine, chest and abdomen</p> <p>The UTC is not able to request any CT, MRI, or ultrasound service</p>
<b>Facilities</b>	Accessible toilets; Blue Badge parking; Car parking ( <a href="#">free parking for registered carers</a> ); Cycle parking; Induction loop; Motorcycle parking; Step free access; Vending machines for hot and cold drinks, and confectionery; Wheelchair access.
<b>Referrals for</b>	<p><b>Inclusions:</b></p> <ul style="list-style-type: none"> <li>• Wounds (including those which need closure), bites, skin tears, lacerations.</li> <li>• Closed fractures</li> <li>• Dislocation of phalanges and shoulders (x-ray hours only)</li> <li>• Infected wounds</li> <li>• Soft tissue injuries including removal foreign bodies</li> <li>• Minor, non-penetrating eye injuries</li> <li>• Minor ENT injuries, including mild epistaxis</li> <li>• Minor head injuries (no LOC, no anticoagulation, no alcohol)</li> <li>• Minor burns and scalds</li> <li>• Mild symptoms of infection</li> <li>• Sprains/strains</li> <li>• Minor illnesses</li> </ul>

	<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Head injuries under 1 or over 65 years of age, loss of consciousness / amnesia, bleeding / clotting disorder, anticoagulant.</li> <li>• Drug or alcohol intoxication.</li> <li>• Male UTI</li> <li>• Routine wound care</li> <li>• Repeat prescriptions</li> <li>• Failure of first line antibiotics</li> </ul> Chronic disease management			
Referrals accepted from:	ED	X	GP	✓ after discussion with UTC
	SWAST	✓ with restrictions	Other	✓ 111
Urgent	Professional Line: 01626 324599 Practitioner in charge: 07798 810506			
Requiring IP admission	No			
Same Day Emergency Care (SDEC)	N/A			
Virtual Ward	N/A			
Outpatient Services	N/A			
Specific Pathways	N/A			
Reviewed	Dr Ruth Bath, Clinical Lead Sarah James, ACP Lead 01/10/24			

**Minor Injuries Unit – Totnes Community Hospital**

<b>Purpose</b>	The MIU at Totnes Community Hospital has an 'appointment-priority' service. Bookings will only be taken for the same day. To book an appointment, please call 01803 862622 and select option 1. The unit supports walk-in visitors, but appointments will be prioritised. If the service is at capacity, the walk-in may be redirected or called back at an alternative time.
<b>Address</b>	Totnes Community Hospital MIU, Coronation Road, Totnes, TQ9 5GH
<b>Contact Number</b>	01803 862622
<b>Opening Hours</b>	8am – 5pm, 7 days a week, including bank holidays
<b>X-ray</b>	Monday - 9am – 5pm Tuesday & Wednesday's 9am – 1pm (excluding Bank Holidays) <b><i>Please call before attending to confirm service is operating</i></b>
<b>Facilities</b>	Braille translation service, car parking ( <a href="#">free parking for registered carers</a> ), Cycle parking, Disabled parking, Disabled WC, Induction loop, Wheelchair access, Step free access, Signing service, Shopping facilities within walking distance.
<b>Referrals for:</b>	<ul style="list-style-type: none"> <li>• Soft tissue injuries</li> <li>• Limb injuries (shoulder to finger, knee to toe)</li> <li>• Low risk head injuries (note: patients on anti-coagulants must be referred to the emergency department)</li> <li>• Soft tissue infections</li> <li>• Wounds including bites, lacerations, abrasions, bites and stings and wounds requiring sutures or glue</li> <li>• Wound infections not requiring second line antibiotics</li> <li>• Foreign bodies in eyes and ears</li> <li>• Some ophthalmic issues such as conjunctivitis</li> <li>• Minor illnesses such as tonsillitis, ear infections and female UTIs</li> </ul>
<b>Reviewed by:</b>	Dr Ruth Bath, Clinical Lead Sarah James, ACP Lead 01/10/24

Minor Injuries Unit – Dawlish Community Hospital	
<b>Purpose</b>	<p>The MIU at Dawlish Community Hospital has an 'appointment-priority' service.</p> <p>Bookings will only be taken for the same day. To book an appointment, please call 01626 895203.</p> <p>The unit supports walk-in visitors, but appointments will be prioritised. If the service is at capacity, the walk-in may be redirected or called back at an alternative time.</p>
<b>Address</b>	Dawlish Community Hospital MIU, Barton Terrace, Dawlish, EX7 9DH
<b>Contact Number</b>	<p>01626 895203</p> <p><b><i>Please listen to the pre-recorded message before being transferred to booking</i></b></p>
<b>Opening Hours</b>	<p>8am - 5pm Monday - Friday</p> <p><i>Closed Christmas Day and Boxing Day</i></p>
<b>X-ray</b>	No x-ray provision at Dawlish
<b>Facilities</b>	Accessible toilets, Blue Badge parking, induction loop, step free access
<b>Referrals for:</b>	<ul style="list-style-type: none"> <li>• Soft tissue injuries</li> <li>• Limb injuries (shoulder to finger, knee to toe)</li> <li>• Low risk head injuries (note: patients on anti-coagulants must be referred to the emergency department)</li> <li>• Soft tissue infections</li> <li>• Wounds including bites, lacerations, abrasions, bites and stings and wounds requiring sutures or glue</li> <li>• Wound infections not requiring second line antibiotics</li> <li>• Foreign bodies in eyes and ears</li> <li>• Some ophthalmic issues such as conjunctivitis</li> <li>• Minor illnesses such as tonsillitis, ear infections and female UTIs</li> </ul> <p><b>Exclusions:</b></p> <ul style="list-style-type: none"> <li>• Head injuries under 1 or over 65 years of age, loss of consciousness/amnesia, bleeding/clotting disorder, anticoagulant</li> <li>• Drug or alcohol intoxication</li> <li>• Male UTI</li> <li>• Routine wound care</li> <li>• Repeat prescriptions</li> <li>• Failure of first line antibiotics</li> <li>• Chronic disease management</li> </ul>
<b>Reviewed by:</b>	<p>Dr Ruth Bath, Clinical Lead</p> <p>Sarah James, ACP Lead</p> <p>01/10/24</p>



Acute Medicine Unit (AMU)				
Clinical Service lead	Dr Katherine Mellor			
Operational lead	Nick Rowe			
Purpose	The initial assessment, investigation, diagnosis and management of adult patients with an urgent medical presentation			
Referrals for:	<p>Adult patients &gt; aged 17 For acceptance within AMU, <b>patients must be clinically stable</b>, and presentations may include, but are not limited to, the following:</p> <ul style="list-style-type: none"><li>• Cardiac-sounding chest pain (<b>not</b> STEMI)</li><li>• Pleuritic chest pain</li><li>• Cellulitis likely to require admission</li><li>• Symptomatic AF</li><li>• Lower respiratory tract infection or pneumonia</li><li>• COPD</li><li>• Asthma</li><li>• Acute headache without focal neurology</li></ul> <p>If you are unsure about the most appropriate service for your patient, please call us for a clinical discussion and we will offer advice.</p>			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	✓	Other	Specialties within the ICO
Urgent	GP phone – contact via AMU Ward Clerk – 01803 654140 Monday - Friday 8am - 7pm			
Requiring IP admission	AMU Level 3 – 24 Beds EAU4 – 12 Beds			
Same Day Emergency Care (SDEC)	AMU- Level 2 MAAT			
Virtual Ward	Via MAAT			
Outpatient Services	No			
Specific Pathways	GP referrals – accepted Mon - Fri 8am-7pm – contact via AMU Ward Clerk 01803 654140. See MAAT DoS for specific pathways.			
Reviewed	24/09/2024			

Surgical Receiving Unit (SRU)				
Clinical Service Lead		Mr Timothy Platt		
Operational Lead		Emma Brooks		
Purpose		<p>The purpose of SRU is to:</p> <ul style="list-style-type: none"><li>• Assess</li><li>• Diagnose</li><li>• Start of treatment</li><li>• Avoid admission when possible</li><li>• Offer patient returning service<ul style="list-style-type: none"><li>○ Monitoring</li><li>○ Imaging</li><li>○ Complex wound care</li><li>○ Emergency surgery on a different day.</li></ul></li><li>• Discharge pathway<ul style="list-style-type: none"><li>○ Dispense own TTAs</li></ul></li><li>• Place of reference for urgent and GP referrals.</li><li>• Reduce waiting times for treatment</li><li>• Out of hours clinics:</li></ul> <p>Ophthalmology / ENT room equipped</p>		
Referrals for:		<p>Adults requiring surgical investigations, treatment and/or surgery. We cover these specialities</p> <ul style="list-style-type: none"><li>• General surgery</li><li>• Colorectal surgery</li><li>• Upper GI surgery</li><li>• ENT</li><li>• Maxfac</li><li>• Obstetrics and Gynaecology</li><li>• Urology</li></ul> <p>Trauma and orthopaedics</p>		
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	✓ with restrictions	Other	Clinics Minor Injuries
Urgent	Yes			
Requiring IP admission	Yes			
Same Day Emergency Care (SDEC)	Yes			
Virtual Ward	No			
Outpatient Services	Yes			
Specific Pathways	We accept multiple specialities. Each patient needs to be accepted by senior clinicians from their own speciality. Referrals coming from GP have their own direct line.			

	<p><b>All bleeps via Switchboard 01803 614567</b></p> <ul style="list-style-type: none"> <li>• UGI / colorectal / general surgery / urology <ul style="list-style-type: none"> <li>○ Bleep SHO 302</li> <li>○ Bleep SPR 756</li> </ul> </li> <li>• Gynae <ul style="list-style-type: none"> <li>○ Bleep SHO 712</li> <li>○ Bleep SPR 734</li> </ul> </li> <li>• Maxfac <ul style="list-style-type: none"> <li>○ Bleep #6313</li> </ul> </li> <li>• ENT <ul style="list-style-type: none"> <li>○ 07788 228123</li> </ul> </li> <li>• Trauma and orthopaedics <ul style="list-style-type: none"> <li>○ 07385 384562</li> </ul> </li> <li>• GP referrals <ul style="list-style-type: none"> <li>○ 07900 167062</li> </ul> </li> <li>• Ophthalmology <ul style="list-style-type: none"> <li>○ Through switchboard.</li> </ul> </li> </ul> <p>Patients will need to be accepted by one of the above specialities and <b><u>meet the admission criteria for SRU.</u></b></p>
<b>Reviewed</b>	09/08/24 Natalia Gomez Borrego

Short Stay Paediatric Assessment Unit (SSPAU)				
Clinical Service lead	Dr Yahya Mubashar			
Operational lead	April Hopkins			
Purpose	The unit provides a short stay service for the assessment, observation and treatment of children & young people (C&YP) in a timely manner in a child focused environment to prevent unnecessary inpatient admissions and reduce length of stay.			
Referrals for	Children with medical conditions e.g. breathing difficulties (bronchiolitis, asthma), croup, viral illness, rash, diarrhoea, vomiting, febrile convulsions, head injuries, deliberate overdose, known diabetics (not in DKA) or other medical conditions likely to need a short period of treatment and / or observation			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	
Urgent	Monday-Friday 9am – 9pm, Consultant on-call via Switchboard  Paediatric Acute Consultant Phone - 07584 272641			
Requiring IP admission	N/A			
Same Day Emergency Care (SDEC)	Yes			
Virtual Ward	N/A			
Outpatient Services	N/A			
Specific Pathways	See referral information above			
Reviewed	09/08/24			

Medical Admissions Avoidance Team (MAAT)	
Clinical Service lead	Elaine Preston
Operational Lead	TBC
Purpose	To facilitate early discharge and to prevent hospital admission for patients
Referrals for	<p><b><u>Outpatient Parenteral Antibiotic Therapy (OPAT)</u></b></p> <ul style="list-style-type: none"> <li>Patients requiring once daily I.V antibiotics or 24-hour Tazocin / Flucloxacillin infusion via an elastomeric pump.</li> </ul> <p><b>Treatment for:</b> Cellulitis, ESBL's, UTI, Endocarditis, Discitis, Osteomyelitis, Septic Arthritis, Bursitis, Joint infections, Meningitis, various wound infections.</p> <ul style="list-style-type: none"> <li>All referrals to be discussed with and accepted by the Microbiology team</li> <li>Treatment and duration plan implemented for all patients</li> <li>Patient referred to MAAT and appointment made for treatment.</li> <li>MAAT to home visit if patient is considered to be house bound</li> <li>Weekly MDT and blood monitoring for all patients during treatment</li> <li>Post discharge a summary of care will be sent to G.P</li> </ul> <p><b><u>Direct GP Referrals for patients requiring I.V antibiotics</u></b></p> <ul style="list-style-type: none"> <li>G.P to contact on call microbiologist to discuss patient via switchboard</li> <li>Microbiologist to inform MAAT of referral and will prescribe the daily antibiotic on a drug chart</li> <li>MAAT will contact patient and arrange appointment for treatment</li> <li>Post discharge, MAAT will email summary of care direct to G.P</li> </ul> <p><b><u>Nurse-led DVT Service</u></b></p> <ul style="list-style-type: none"> <li>Referrals accepted via email: <a href="mailto:mat.sdhct@nhs.net">mat.sdhct@nhs.net</a> or phone: 01803 655776</li> </ul> <p>For outpatient use only-no inpatient referrals</p> <ul style="list-style-type: none"> <li>Referrers to provide information on DVT referral form including past medical history, reason for referral, list of current medications</li> <li>All referrals are triaged and booked into the next available U/S appointment.</li> <li>MAAT will review patients post scan and will initiate anticoagulation treatment if indicated</li> </ul>

	<ul style="list-style-type: none"> <li>• Positive Ileo-femoral DVT's or any suspected P. E's to be referred to on-call medical team on AMU for review as per protocol</li> <li>• Communicate with GP's regarding the plan of treatment</li> <li>• Outside of MAAT working hours, please leave messages on answerphone or on email as above.</li> </ul> <p><b><u>Ambulatory Pulmonary Embolism Pathway</u></b></p> <ul style="list-style-type: none"> <li>• All patients discharged under this pathway must be seen and accepted by the on-call medical team</li> <li>• All patients must be clinically stable prior to discharge All patients require a chest x-ray, a CTPA form to be completed via ICE and a 3/7 supply of anticoagulation therapy prior to discharge</li> <li>• Message left for MAAT via phone or email informing them of referral</li> <li>• Patient's medical notes to be left in MAAT box on AMU or E.D</li> <li>• MAAT to contact patient to arrange CTPA</li> <li>• MAAT to review CTPA result and continue treatment as appropriate</li> <li>• MAAT to inform GP and referring medical consultant of CTPA findings and treatment plan</li> </ul> <p><b><u>Management of anticoagulation therapy for patients pre &amp; post planned procedure</u></b></p> <ul style="list-style-type: none"> <li>• Patient are referred to MAAT with a completed pre-operative form detailing the date of procedure</li> <li>• MAAT to contact patient to advise on date to discontinue Warfarin therapy and arrange appointments for INR monitoring and injections of Inhixa pre procedure</li> <li>• MAAT to home visit patient if house-bound</li> <li>• MAAT to reload patient back onto anticoagulation therapy if required</li> <li>• MAAT to email GP's a summary of care on discharge once patient is back within target range</li> </ul> <p><b><u>Management of anticoagulation therapy for patients new to Warfarin and patients that are sub-therapeutic</u></b></p> <ul style="list-style-type: none"> <li>• Refer patient to MAAT via phone detailing reason for referral including all relevant medical history</li> <li>• MAAT will arrange to see patient either in clinic or at home for their treatment</li> </ul>
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	<ul style="list-style-type: none"><li>MAAT to discharge patient back to G.P when INR IS within target range and to email a summary of care</li></ul> <p><b><u>Patients requiring a same day infusion</u></b></p> <ul style="list-style-type: none"><li>Referrals to MAAT via email or phone for patients requiring short term infusions - I.V Methylprednisolone, Sotrovimab, Iron.</li><li>MAAT will contact patient and arrange appointment for treatment</li><li>MAAT to email G.P a summary of care on discharge</li></ul>			
<b>Access (Details, operating hours and contact numbers)</b>				
<b>Referrals accepted from:</b>	<b>ED</b>	✓	<b>GP</b>	✓
	<b>SWAST</b>	No	<b>Other</b>	✓ IP wards
<b>Urgent</b>	Service Hours 9am – 5pm Monday to Sunday 01803 655776 <a href="mailto:mat.sdhct@nhs.net">mat.sdhct@nhs.net</a>			
<b>Requiring IP admission</b>	For readmission if any clinical concerns			
<b>Same Day Emergency Care (SDEC)</b>	Yes			
<b>Virtual Ward</b>	Supports Cardiology Heart failure Virtual Wards OPAT service			
<b>Outpatient Services</b>	Yes			
<b>Specific Pathways</b>	<ul style="list-style-type: none"><li>Ref:1264 - OPAT</li><li>Ref:1230 - pre-operative management of anticoagulation and anti-platelet therapy</li><li>Ref:1765 - U/S Doppler of the leg to exclude a suspected DVT</li><li>Ref:0018 - Diagnosis and management of suspected PE</li></ul>			
<b>Reviewed</b>	16/08/24			

Paediatric Inpatients				
Clinical Service lead	Dr Yahya Mubashar			
Operational lead	April Hopkins			
Purpose	Provide Acute Medical Ward for Children 0-17			
Referrals for	Acutely unwell Children			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	Health Visitor / Midwife
Urgent	For referrals or acute advice: Paediatric acute phone held by consultant / senior decision maker  07584 272641 - 24 hours a day			
Requiring IP admission	See Above			
Safeguarding / Neonatal Care	Consultant advice about safeguarding / neonatal care  07775 403508 – 8.30am – 4.30pm			
Child and Family Health Devon including CAMHS	Single Point of Access Team 0330 0245 321  <a href="mailto:CFHD.DevonSPA@nhs.net">CFHD.DevonSPA@nhs.net</a>			
Virtual Ward	N/A			
Specific Pathways	Paediatric HDU space Paediatric Young Persons Unit			
Reviewed	29/09/24 – updated by Dr Rowan Kerr-Liddell			



Breast Care				
Clinical Service lead	Donna Egbeare			
Operational lead	Sandie Heyworth			
Purpose	Breast Care			
Referrals for	Breast symptoms			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	
Urgent	<b>All bleeps via Switchboard 01803 614567</b> <ul style="list-style-type: none"><li>• 302 Bleep on-call General Surgical SHO via switchboard</li><li>• 756 Bleep on–call General Surgical REG via switchboard</li></ul>			
Requiring IP Admission	As above			
Same Day Emergency Care (SDEC)	Breast Care Nurse of the Day 07825 735161			
Virtual Ward	N/A			
Outpatient Services	Torbay Hospital Breast Care Unit			
Specific Pathways	Suspected Breast Cancer Family History Breast Pain			
Reviewed	17/06/2024			

Cardiology				
Clinical Service lead	Dr Usman Sheikh			
Operational lead	Charlotte Webber			
Purpose	Adult Cardiology			
Referrals for	Adult Cardiology			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	
Urgent	COW phone: 07917 625632 (24/7)			
Requiring IP admission	COW phone: 07917 625632			
Same Day Emergency Care (SDEC)	COW phone: 07917 625632			
Virtual Ward	Yes, Heart Failure Virtual Ward 07827 234879 Monday - Friday 8am -6pm			
Outpatient Services	Yes			
Specific Pathways	Heart Failure: 07824 582468 Monday - Friday 9am - 5pm  Arrhythmia: 07775 017559 Monday - Friday 9am - 5pm  Chest Pain: 07766 690985 Monday - Friday 8am – 8pm  Cardiac Rehab: 01803 527062 Monday - Friday 9am – 5pm			
Reviewed	17/05/2024			

Dermatology				
Clinical Service lead	Hannah Cookson			
Operational lead	Elizabeth Blackshaw			
Purpose	Dermatology			
Referrals for	Dermatology symptoms			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	
Urgent	For ED/AMU/Inpatients – White slip referral – same day/within 24hrs For inpatient A&G use <a href="mailto:sdhct.dermatology@nhs.net">sdhct.dermatology@nhs.net</a> For GP Urgent review use <a href="mailto:sdhct.dermatology@nhs.net">sdhct.dermatology@nhs.net</a>  For GP Urgent advice use A&G portal. <b>No out of hours on call service.</b> White slip referrals, emails and A&G are reviewed daily Monday to Friday.			
Requiring IP admission	ED / AMU review.			
Same Day Emergency Care (SDEC)	No			
Virtual Ward	No			
Outpatient Services	Yes			
Specific pathways	NA			
Reviewed	20/11/2024			

Diabetes & Endocrinology				
Clinical Service lead	Dr Chris Redford			
Operational lead	Vacant Post / Catherine Trust			
Purpose	Diabetes and Endocrinology			
Referrals for	Adult Diabetes and Endocrinology			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	Yes	GP	Yes
	SWAST	No	Other	Secondary to secondary referrals
Urgent	Urgent advice available Monday to Friday 9am to 5pm via endocrinology, consultant mobile accessed via switchboard or 07900 303338			
Requiring IP admission	Via medical secretaries 01803 654923			
Same Day Emergency Care (SDEC)	Via medical secretaries 01803 654923			
Virtual Ward	No			
Outpatient Services	Yes			
Specific Pathways	<ul style="list-style-type: none"><li>• Lipid service</li><li>• Weight management service</li><li>• Joint Thyroid service</li><li>• Thyrotoxic</li><li>• Hypertension service</li></ul>			
Reviewed	18/06/2024			

Ear, Nose and Throat (ENT)				
Clinical Service Lead	Mr James Powles			
Operational Lead	Harriet Rae			
Purpose	Outpatient, Day case, inpatient and diagnostic ENT services.			
Referrals for	All general adult & paediatric ENT conditions Head & Neck cancer diagnosis & treatment			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	C2C
Urgent	07788 228123 On call team (phone via switch)			
Requiring IP admission	07788 228123 Decisions to admit patients will be made through by the on-call team.			
Same Day Emergency Care (SDEC)	Ambulatory emergency patients can be seen by being booked through the emergency ENT clinic on Level 2 (via the on-call team)			
Virtual Ward	No			
Outpatient Services	Outpatient referrals via Choose & Book. Outpatient clinics run at Torbay Hospital, Newton Abbot Hospital, Teignmouth Hospital & Totnes Hospital – by appointment only			
Specific Pathways				
Reviewed	08 July 2024			

Gastroenterology				
Clinical Service Lead	Dr Richard Johnston			
Operational Lead	Emma Brooks / Joshua Ford			
Purpose				
Referrals for	Gastroenterology			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	
Urgent	<p><b>All bleeps via Switchboard 01803 614567</b></p> <ul style="list-style-type: none"><li>Urgent GP Advice – Call GOD phone via switch (#6003) Monday to Friday 2pm – 4pm for opinion / discussion.</li><li>Urgent Internal Clinician to Clinician – contact the gastroenterologist consultant on-call's personal mobile phone via switchboard – Monday to Friday – 9am – 5pm. Consultants or the Medical SpR on-call only.</li><li>Urgent but not life-threatening emergency GI bleed/endoscopy request <i>Monday to Thursday out of hours: – leave message on bleed line ext. 54986. Monday to Friday 08:00-17:00 – call 54863 endoscopy nurse co-ordinators.</i></li><li>Urgent life-threatening GI bleed/endoscopy request out of hours/weekends/bank holidays. During this period the bleed line is not checked and there is no routine bleed list. Please discuss the patient with the on-call gastroenterologist if you think they may need endoscopy. Switchboard have their personal phone number</li></ul>			
Requiring IP admission	GP – Refer into AMU Outpatient – Nursing Staff on Hutchings Ward contact bed manager. ED – Consultant review by GOD.			
Same Day Emergency Care (SDEC)	Not Applicable			
Virtual Ward	Not Applicable			
Outpatient Services	There is a pathway for urgent, potential admissions to be seen in a hot clinic to avoid admission. The decision to book into these slots will be made by the gastro clinical team. There are hot clinics which take place on a Wednesday and Thursday (GASTRO/HT), however there is also capacity for urgent gastro /			

	<p>endoscopy clinics to be seen every day of the week if required.</p> <p>There is a A&amp;G telephone service that patients can access through the IBD specialist nurses.</p> <p><b>Telephone: 01803 655111 or Email:</b> <b><a href="mailto:ibdtorbay.sdhct@nhs.net">ibdtorbay.sdhct@nhs.net</a></b></p>
<b>Specific Pathways</b>	<p>Gastroenterologist of the Day (G.O.D.) - Phone operational 2pm – 4pm, Monday - Friday on normal working days #6003 via Switchboard</p> <p>IBD Nurse Contact: 01803 655132</p> <p>Upper GI CNS Contact: 07785 556652</p> <p>Endoscopy Co-ordinator Enquiry: 01803 654863</p> <p>Allerton Ward: 01803 655918 / 01803 655503</p> <p>Hutchings Ward / GI outpatients: 01803 655918 / 01803 656868</p> <p>Hutchings Ward Co-ordinator: 07387 120360</p>
<b>Reviewed</b>	08/01/25 – Dr Richard Johnston

General Surgery				
Clinical Service Lead	Adam Kimble			
Operational Lead	Emma Brooks			
Purpose	Upper GI and Lower GI			
Referrals for	Upper GI and Lower GI			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	
Urgent	All bleeps via Switchboard 01803 614567  Bleep Reg 67-756 Bleep SHO 67-302			
Requiring IP admission	Bleep Reg 67-756 Bleep SHO 67-302			
Same Day Emergency Care (SDEC)	Bleep Reg 67-756 Bleep SHO 67-302			
Virtual Ward	Not applicable			
Outpatient Services	Bleep Reg 67-756 Bleep SHO 67-302			
Specific Pathways	Bleep Reg 67-756 Bleep SHO 67-302			
Reviewed	09/04/24			



Haematology				
Clinical Service Lead	Dr Barry Jackson			
Operational Lead	Amy McBride			
Purpose	Haematology			
Referrals for	Adult malignant, non-malignant, liaison and laboratory haematology Paediatric non-malignant, liaison and laboratory haematology (via paediatric team)			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	
Urgent	Haematologist of the Week (HOW) Phone via switchboard or 07879487599 for 24 hour urgent advice			
Requiring IP admission	Direct to Turner Ward for elective chemotherapy admission. Via AMU for emergency admission Via Turner Ward if bed available for RGDU patient otherwise AMU Turner Ward HOW for advice			
Same Day Emergency Care (SDEC)	No			
Virtual Ward	No			
Outpatient Services	Torbay Hospital and Newton Abbot Hospital			
Specific Pathways	No			
Reviewed	24/12/24			

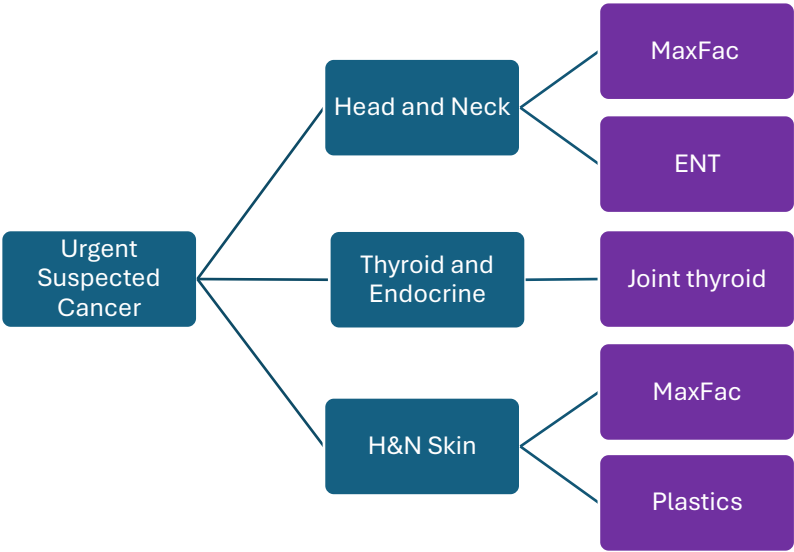
Healthcare of Older Person				
Clinical Service lead	Jonny Hacon / Julia Bell			
Operational lead	Lesley Wade / James Hobbs			
Purpose	Inpatient services for patients over the age of 65 presenting with complex comorbidities requiring specialist geriatrician input.  Plus Orthogeriatric, Parkinson's Disease and Movement Disorder and Virtual ward			
Referrals for	<ul style="list-style-type: none"><li>Rapid Access Clinic</li></ul>			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	AMU or White slip referrals from other clinicians
Urgent	Rapid Access Clinic – Wednesday 1pm - 4pm			
Requiring IP admission	<ul style="list-style-type: none"><li>Two 28 bedded wards, Cheetham Hill and Simpson.</li><li>Orthogeriatrics on Ainslie ward.</li><li>We also manage 16 beds at Totnes Community Hospital.</li></ul>			
Same Day Emergency Care (SDEC)	No			
Virtual Ward	See Frailty Virtual Ward			
Outpatient Services	<ul style="list-style-type: none"><li>Rapid Access Clinic via Choose and Book and white slip referrals.</li><li>Parkinson's Disease and Movement Disorder – via Choose and Book and white slip referrals.</li><li>Tilt Table testing via Choose and book and white slip referrals.</li></ul>			
Specific Pathways	<ul style="list-style-type: none"><li>Orthogeriatric – Inpatient care for older patients presenting with a fractured hip. These patients are predominantly seen on Ainslie ward. Service runs Monday to Friday.</li><li>Tilt table testing. GP and white slip referral.</li></ul>			
Reviewed	12/12/24			

Maternity				
Clinical Service lead	Katie Cresswell			
Operational Lead	Debbie Honeywill			
Purpose	Maternity Care			
Referrals for	Labour / Birth / Maternity Complications either antenatal or postnatal			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	✓	Other	Health Visitor / Midwife
Urgent	All bleeps via Switchboard 01803 614567  Bleep on-call Registrar - 734			
Requiring IP admission	Bleep on-call Registrar - 734 Also discuss with Labour Ward Coordinator – 01803 654604 or Bleep - 328			
Virtual Ward	Not applicable			
Specific Pathways	Labour / Birth / Maternity Complications either antenatal or postnatal			
Reviewed	30/09/24 Mair Davies			

Neurology				
Clinical Service lead	Dr William Knight			
Operational lead	Gaynor Sattar			
Purpose	Neurology			
Referrals for	Adult Neurology <ul style="list-style-type: none"><li>• Epilepsy</li><li>• MS</li><li>• Headache</li><li>• Neuro-inflammatory</li><li>• Cognitive</li><li>• Dementia</li></ul>			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓ Advice only	GP	✓
	SWAST	No – via ED	Other	
Urgent	07341 097750 available Monday – Friday 9am – 4.30pm			
Requiring IP admission	07341 097750			
Same Day Emergency Care (SDEC)	No			
Virtual Ward	No			
Outpatient Services	Outpatient referrals via Choose & Book. C2C referrals via email: <a href="mailto:sdhct.neurology@nhs.net">sdhct.neurology@nhs.net</a> Outpatient clinics run at Torbay Hospital, Newton Abbot Hospital and Teignmouth Hospital – by appointment only. Appointments held Face to Face, Telephone & Video.			
Specific Pathways	<ul style="list-style-type: none"><li>• Torbay Hospital Acute Parkinson’s Disease Nurse Specialist: 01803 655513</li><li>• Torbay Community Parkinson’s Disease Nurse Specialists: 01803 320669</li><li>• South and West Devon Community Parkinson’s Disease Nurse Specialist: 01803 860852</li><li>• Torbay Hospital Epilepsy Nurse Specialist: 01803 320669</li><li>• Torbay Hospital MS Nurse Specialist: 01803 656195</li></ul>			
Reviewed	18/06/2024			

Obstetrics & Gynaecology				
Clinical Service lead	Morven Leggott			
Operational lead	Debbie Honeywell			
Purpose	Obstetrics & Gynaecology			
Referrals for	Obstetrics & Gynaecology			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	
Urgent	All bleeps via Switchboard 01803 614567  Bleep Reg - 734 Bleep SHO -712			
Requiring IP admission	Bleep Reg -734 Bleep SHO -712			
Same Day Emergency Care (SDEC)	Bleep Reg -734 Bleep SHO -712			
Virtual Ward	N/A			
Outpatient Services	Bleep Reg -734 Bleep SHO-712			
Specific Pathways	Bleep Reg -734 Bleep SHO -712			
Reviewed	10/04/24			

Oncology (Non-Surgical Cancer)				
Clinical Service lead	Nicole Dorey			
Operational lead	Amy Coats			
Purpose	Non-Surgical Cancer Services			
Referrals for	Non-Surgical Cancer Services			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	No
	SWAST	No – via ED	Other	No
Urgent	Acute Oncology Service (AOS) team <b>07435 980310</b> 8am - 6pm Monday to Friday  Acute Oncology Registrar 9am -5pm Monday to Friday <b>07767 300979</b>  On-call consultant oncologist contacted via the switchboard Monday - Friday 5pm – 11pm Weekends/Bank Holidays 9am – 11pm			
Requiring IP admission	Acute Oncology Service (AOS) team <b>07435 980310</b> 8am – 6pm Monday to Friday  <i>(No dedicated Beds, admission via AMU/ED)</i>			
Same Day Emergency Care (SDEC)	No			
Virtual Ward	No			
Outpatient Services	Acute Oncology Service (AOS) team <b>07435 980310</b> 8am – 6pm Monday to Friday			
Specific Pathways				
Reviewed	23/12/24			

Oral and Maxillofacial Surgery (OMFS)				
Clinical	Mr Rupert Scott			
Operational	Harriet Rae			
Purpose	To treat a range of Maxillofacial conditions			
Referrals for	<b>Range of OMFS conditions:</b> Salivary gland disorders Facial tremors H&N cancer Dental alveolar & oral surgery TMJ disorders Thyroid surgery Orthognathic/jaw definition surgery Skin cancer surgery			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	
Urgent	07831 150688			
Requiring IP Admission	07831 150688			
Same Day Emergency Care (SDEC)	SRU – 01803 654651			
Virtual Ward	No			
Outpatient Services	Yes			
Specific Pathways	 <pre>graph LR; USC[Urgent Suspected Cancer] --&gt; HN[Head and Neck]; USC --&gt; TE[Thyroid and Endocrine]; USC --&gt; HNS[H&amp;N Skin]; HN --&gt; MF1[MaxFac]; HN --&gt; ENT[ENT]; TE --&gt; JT[Joint thyroid]; HNS --&gt; MF2[MaxFac]; HNS --&gt; P[Plastics];</pre>			
Reviewed	12/11/24			

Orthodontics				
Clinical Service lead	Ingrid Cozma			
Operational lead	Tracy Brown			
Purpose	Orthodontics			
Referrals for	Orthodontics Department			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	No	GP	✓
	SWAST	No	Other	GDP
Urgent	07831 150688 01803 656241/ 56237			
Requiring IP admission	Yes - 07831 150688 01803 656241/ 56237			
Same Day Emergency Care (SDEC)	No			
Virtual Ward	Not applicable			
Outpatient Services	Yes			
Specific Pathways	Referrals accepted from GPs, GDPs, other hospital specialities, triaged at Torbay by Consultant Orthodontist, new patients seen in consultant clinics within a few months from referral			
Reviewed	15/05/24			



Ophthalmology				
Clinical Service lead	Miss Tahrina Salam			
Operational lead	Sandie Heyworth / Charlie Harding / Nicki Spalding			
Purpose	High volume outpatient, day case Ophthalmology services			
Referrals for	<ul style="list-style-type: none"><li>• General Ophthalmology</li><li>• Macula / Medical Retina</li><li>• Minor Ops</li><li>• Plastics / Lids</li><li>• Surgical Retina</li><li>• Glaucoma</li><li>• Uveitis</li><li>• Corneal</li><li>• Orthoptics</li><li>• Cataract</li><li>• Paediatrics</li><li>• Strabismus</li><li>• Intravitreal injections</li><li>• Laser treatments</li></ul>			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	Opticians, C2C
Urgent	Telephone call to Urgent referral nurses Telephone 01803 654926 (for GP's and Opticians only)			
Requiring IP admission	Admitted via ED and allocated Surgical bed. Ophthalmology have no dedicated inpatient beds			
Same Day Emergency Care (SDEC)	N/A			
Virtual Ward	Not applicable			
Outpatient Services	<ul style="list-style-type: none"><li>• Outpatient referrals via e-Referral service. C2C referrals via email: <a href="mailto:sdhct.ophthalmology@nhs.net">sdhct.ophthalmology@nhs.net</a> Outpatient clinics at Torbay Hospital and Newton Abbot Hospital for Ophthalmology</li><li>• Outpatient clinics at Torbay Hospital, Newton Abbot Hospital Paignton Hospital, Brixham Hospital, Totnes Hospital, Teignmouth Hospital, Dawlish Hospital and special schools for Orthoptics</li></ul>			
Specific Pathways	Straight through pathway for YAG laser and One Stop minor Ops via e-Referral Service			
Reviewed	06/06/2024			

Paediatric Outpatients				
Clinical Service lead	Dr Yahya Mubashar			
Operational lead	April Hopkins			
Purpose	Outpatient Paediatric Service			
Referrals for	Patients under 18 years old			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	No – via ED	GP	✓
	SWAST	No – via ED	Other	Various
Urgent	Rapid Access Clinics available weekly for referrals marked urgent.			
Requiring IP admission	N/A			
Same Day Emergency Care (SDEC)	No			
Virtual Ward	Not applicable			
Outpatient Services	Outpatient clinics run at:  Torbay Hospital Newton Abbot Hospital Brixham Hospital Paignton Hospital Dartmouth Hospital Teignmouth Hospital Totnes Hospital  By appointment only  GP Outpatient referrals received through Devon Referral Support Service (DRSS).			
Specific Pathways	Acute Paediatrics Cardiology Haematology Chronic Fatigue Gastroenterology Diabetes Endocrine Epilepsy Rheumatology Pain Clinic Neurology Urology Respiratory Allergy Neonatology Community Paediatrics (Neurodiversity Inc ADHD) Child Protection Looked after Children (Children in Care)			

	<p><u>Linked pathways with Bristol Children's Hospital</u></p> <p>Paediatric Surgery Rheumatology Endocrine Neurology Epilepsy Urology Haematology Gastroenterology Respiratory Cardiology</p> <p><u>MDT Pathways with Specialist Nursing Support as part of the main referral pathway</u></p> <p>Allergies Cardiac care Eating disorders Endocrinology Epilepsy Neonatal care Respiratory Rheumatology Sleep Studies</p>
<b>Reviewed</b>	03/12/24 – Simon Dunn

Respiratory				
Clinical Service lead	Dr Simon Rolin			
Operational lead	Julie Clark			
Purpose	High volume outpatient, inpatient and diagnostic Respiratory services.			
Referrals for	<ul style="list-style-type: none"><li>• Asthma</li><li>• Bronchiectasis</li><li>• Chronic Obstructive Pulmonary Disease (COPD)</li><li>• Dysfunctional breathing</li><li>• Interstitial Lung Disease (ILD)</li><li>• Lung Cancer</li><li>• Obstructive Sleep Apnoea (OSA)</li><li>• Pleural Effusions</li><li>• Pneumonia</li><li>• Pulmonary nodules</li><li>• Tuberculosis</li></ul>			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	C2C
Urgent	Urgent advice available Monday to Friday 9am to 5pm via Respiratory on-consultant mobile accessed via switchboard or 07900 262423			
Requiring IP admission	The Respiratory services comprise of 26 inpatient beds located on Midgley Ward, Torbay Hospital.			
Same Day Emergency Care (SDEC)	No			
Virtual Ward	The Respiratory Virtual Ward is accessible Monday to Sunday 8am – 6pm via the Virtual Ward Nurses – 07544 15659 / 01803 655199 <a href="mailto:tsdft.adminvirtualward@nhs.net">tsdft.adminvirtualward@nhs.net</a>			
Outpatient Services	Outpatient referrals via Choose & Book. C2C referrals via email: <a href="mailto:sdhct.respiratorymedicine@nhs.net">sdhct.respiratorymedicine@nhs.net</a> Outpatient clinics run at Torbay Hospital, Newton Abbot Hospital and Dawlish Hospital – by appointment only			
Specific pathways	OP pleural effusion pathway accessed via referral to Respiratory Team – pleural contact 074719 65929 or email <a href="mailto:sdhct.respiratorymedicine@nhs.net">sdhct.respiratorymedicine@nhs.net</a>			
Reviewed	14/05/24			

Rheumatology				
Clinical Service lead	Dr Catherine Gwynne			
Operational lead	Catherine Trust			
Purpose	Rheumatology service			
Referrals for	Adult Rheumatology <ul style="list-style-type: none"><li>- Inflammatory Arthritis</li><li>- Inflammatory spondylarthritis</li><li>- Autoimmune Connective Tissue Disease</li><li>- DXA scanning</li><li>- Complex osteoporosis (including parenteral treatment tracker)</li><li>- Giant Cell arteritis</li><li>- Complex Polymyalgia Rheumatic</li></ul> Complex Gout/Crystal Arthritis			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓ via White Slip	GP	✓
	SWAST	No – via ED	Other	No
Urgent	Via the GCA Phone: 07775407925 Monday – Friday 9am-5pm			
Requiring IP Admission	Advice and guidance via the GCA Phone 07775407925 or white slip referral  Osteoporosis internal advice and guidance via 01803 655603 or <a href="mailto:osteoporosis.tsdf@nhs.net">osteoporosis.tsdf@nhs.net</a>			
Same Day Emergency Care (SDEC)	No			
Virtual Ward	No			
Outpatient Services	Rheumatology outpatient referrals via eRS (Primary Care) or white slip/letter for internal  Complex osteoporosis referrals via eRS (Primary Care) or white slip/letter for internal  DXA scan via referral form/ via eRS  Outpatient clinics in Torbay, Paignton, Totnes, Newton Abbot and Dawlish by appointment only. DXA scanner in Paignton (No hoist available)			
Specific pathways	Giant Cell Arteritis (GCA) via the GCA Phone: 07775407925 (or e mail <a href="mailto:rheumatology.sdhct@nhs.net">rheumatology.sdhct@nhs.net</a> out of hours) in addition to ophthalmology referral if needed Early Inflammatory Arthritis (EIA) Pathway- Target to be seen by date = within 3 weeks Patient Initiated Access via Nurse Led Helpline: 01803 654939 or <a href="mailto:rheumatology.sdhct@nhs.net">rheumatology.sdhct@nhs.net</a> DXA scanning			
Reviewed	Catherine Gwynne 20/11/24			

Stroke				
Clinical Service lead	John France			
Operational lead	Lesley Wade / James Hobbs			
Purpose	<ul style="list-style-type: none"><li>For patients who have a query or confirmed stroke attending via ED or other emergency care pathway.</li><li>George Earle is a 28 bedded hyper-acute/acute stroke ward at Torbay Hospital.</li><li>Templer ward 20 bedded stroke and neuro rehab ward.</li><li>Early Supported Discharge / Community Neuro rehab service.</li></ul>			
Referrals for	<ul style="list-style-type: none"><li>Hyper-Acute Stroke Admission</li><li>TIA Clinic</li></ul>			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	✓	Other	Inpatient white slip referrals
Urgent	See TIA service below. Admission to George Earle ward is predominantly via ED. Stroke Coordinator - 07747206464			
Requiring IP admission	George Earle ward will also take admissions for patients admitted with neurological conditions.			
Same Day Emergency Care (SDEC)	TIA Clinic – Monday to Friday 2pm – 5pm. Five slots per day. Torbay Hospital main Outpatients. Patients referred before 11am will be seen the same day or following day.  Referral method to TIA clinic: Referral form to be emailed to <a href="mailto:sdhct.stroke@nhs.net">sdhct.stroke@nhs.net</a>			
Virtual Ward	No			
Outpatient Services	TIA clinic as above. Stroke follow up clinic Tuesday AM 9am – 1pm. For inpatients following discharge from George Earle or Templar wards, new referrals and for people who have suffered a stroke whilst out of area.			
Specific pathways				
Reviewed	19/06/2024			

Trauma & Orthopaedics				
Clinical Service lead	Joanna Maggs			
Operational lead	Sandie Heyworth / Joanne Washbrook			
Purpose	Trauma & Orthopaedics			
Referrals for	Orthopaedic Trauma Soft Tissue Knee trauma			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	✓	Other	
Urgent	All bleeps via Switchboard 01803 614567  Bleep on-call SHO - 843 Bone phone - 07385 384562 #6428 – Registrar			
Requiring IP admission	Contact Trauma Coordinator - 07920 870226 to alert re # NOF			
Same Day Emergency Care (SDEC)	No			
Virtual Ward	No			
Outpatient Services	Fracture Clinic Torbay Hospital: Appointments - 01803 656300 Advice – 01803 655136 OOH – 01803 654003 Elective Clinics at Torbay Hospital & Newton Abbot Hospital			
Specific Pathways	#NOF pathway – SWAST / ED to contact Trauma Coordinator 07920 870226			
Reviewed	17/06/2024			

Urology				
Clinical Service lead	Angelika Zang / Pavel Wozniak			
Operational lead	Emma Brooks			
Purpose	Urology			
Referrals for	Urology			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED	Other	
Urgent	All bleeps via Switchboard 01803 614567  Bleep reg on -360			
Requiring IP admission	Bleep reg on -360			
Same Day Emergency Care (SDEC)	Bleep reg on -360			
Virtual Ward	N/A			
Outpatient Services	Bleep reg on -360			
Specific Pathways	Bleep reg on -360			
Reviewed	09/04/2024			



Vascular				
Clinical Service lead	Rob McCarthy			
Operational lead	Emma Brooks			
Purpose	Vascular			
Referrals for	Vascular			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	
	SWAST	No – via ED	Other	
Urgent	To RDUH via Switchboard 01392 411611			
Requiring IP admission	To RDUH			
Same Day Emergency Care (SDEC)	To RDUH			
Virtual Ward	N/A			
Outpatient Services	N/A			
Specific Pathways	RDUH			
Reviewed	09/04/2024			

Virtual Wards				
Clinical Service lead	Dr Mark Roberts - SRO Dr Louise Anning – Respiratory Virtual Ward Dr Katherine Bhatt – Frailty Virtual Ward Dr Lisa Yung – Cardiology Virtual Ward			
Operational lead	Michelle Baker			
Purpose	Virtual wards support people who would otherwise be in hospital to receive the acute care, monitoring and treatment they need in their own home. This includes either preventing avoidable admissions into hospital or supporting early discharge out of hospital.			
Referrals for	Arrhythmia Frailty Heart Failure OPAT (MAAT) Respiratory			
Access (Details, operating hours and contact numbers)				
Referrals accepted from:	ED	✓	GP	✓
	SWAST	No – via ED / AMU	Other	✓ UCR / Community Teams / Care Co
Outpatient Services	As per specialty instruction			
Specific Pathways	<b>Arrhythmia / Heart Failure</b> 07824 582468 tsdft.hfvirtualward@nhs.net Monday - Friday 8am - 6pm <b>Frailty Virtual Ward</b> 07909 576121 tsdft.frailtyvirtualward@nhs.net Monday - Friday 8am - 6pm <b>OPAT (MAAT)</b> 01803 655776 mat.sdhct@nhs.net Monday - Sunday 9am – 5pm <b>Respiratory</b> 07554415659 & 01803 655199 tsdft.respiratoryvirtualward@nhs.net Monday - Sunday 8am – 6pm <b>Virtual Ward Admin Team</b> 01803 654246 / 654259 tsdft.adminvirtualward@nhs.net Monday to Friday 8am – 5pm			
Reviewed	14/11/2024			

### **Torbay Social Care**

Contact Number:	01803 219700 Monday to Friday 9am – 5pm
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### **Torbay Emergency Duty Service out of hours**

Contact Number:	0300 456 4876 Monday – Thursday 4.30pm – 9am Friday – Monday 4pm – 9am including Bank Holidays
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### **Devon Social Care – Care Direct**

Contact Number:	0345 155 1007  Monday – Friday 8am – 8pm Saturday 9am – 1pm
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### **Emergency Duty Service out of hours**

Contact Number:	0345 600 0388
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## Home Care Providers

Abide Care – 01803 852220

Agincare - (Myrna) – 07966 219256

Angel Home Care – 01626 830343

Bay Care – 01803 710002

Bluebird Torbay – 01803 215999 / 07539723191

Bluebird Devon – 01626 335321 / 07884303031

Caretakers Southwest – 01803 294991

Carmel Care – 01803 227979

Devon Home Care – 018503 320023 / 07845 429187

Guardian Home Care – 01803 853198

Guinness Care Devon – 01884 242525

Helps – 0333 733 1213

Help @ Hands – 07415 119559

Homecare 2000 – 01803 311117

Home Instead – 01803 611630

Love2Care – 01803 364000

Plam Tree Care – 07900 571239

Phoenix Care – 01803 214426

Unicare Devon – 01626 355619 / 07411 422799

Your Choice Devon – 01626 830391 / 07375 594338 (OOH)

## Community Hospitals

Brixham – 01803 881381

Totnes – 01803 860846

Teign (Newton Abbot) – 01626 324609

Templar (Newton Abbot) – 01626 324551

Dawlish – 01626 895261

### Ward Telephone Numbers

EAU4 – 01803 654139

SRU – 01803 654680

AMU – 01803 654140

Dunlop – 01803 655538

New Forrest – 01803 654266

Midgley – 01803 655519

Cheetham Hill – 01803 655575

Simpson – 01803 655545

George Earle – 01803 655569

McCallum – 01803 655915

Turner – 01803 655527

Allerton – 01803 655503

Cromie – 01803 655505

Warrington – 01803 655507

Ainslie – 01803 655540

Ella Rowcroft – 01803 655510

Intensive Care – 01803655555

CCU/CPU – 01803 655566/654693

John Macpherson – 01803 654604

Delivery Suite – 01803 654631

SCBU – 01803 654602

Louisa Cary – 01803 655526

Paediatric Short stay Unit – 01803 655492

Urgent Community Response Pathway	
Key Service Contacts	<p><b><u>Coastal</u></b></p> <p>Alex Pleace - Intermediate Care Lead</p> <p>Sarah Bailey – Community Nursing Lead Liam Dawson – Operational Support Manager Rob Spry-Brown – Community Services Manager</p> <p><b><u>Newton Abbot</u></b></p> <p>Jess Sheardown - Intermediate Care Lead</p> <p>Stacey Tranter – Community Nursing Lead Jo-Ann Jeffrey - Operational Support Manager Natalie Keens – Community Services Manager</p> <p><b><u>Moor to Sea</u></b></p> <p>Laura Boak – Intermediate Care Lead</p> <p>Tom McEwan – Community Nursing Lead Dawn Brumfield – Operational Support Manager Emily West – Community Services Manager</p> <p><b><u>Torbay</u></b></p> <p>Sarah Bradley – Associate Director of Operations</p> <p>Rebecca Smith – Deputy Clinical Service Manager</p> <p>TBC – UCR Lead Paignton &amp; Brixham Jo Taylor – UCR Lead Torquay Natasha Monk – Community Nursing Lead Gina Dockree – Community Services Manager</p>
Purpose	<p>Urgent Community Response (UCR) is a pathway which provides urgent care to people in their own homes or usual place of residence including care homes, to support admission avoidance. UCR is currently provided through a combination of services across Torbay &amp; South Devon including:</p> <ul style="list-style-type: none"> <li>- Torbay UCR teams (Torquay, Paignton &amp; Brixham)</li> <li>- South Devon Intermediate Care Teams (Coastal, Newton Abbot, Moor to Sea)</li> </ul> <p>Community Nursing (Torbay &amp; South Devon)</p>

Referrals for	'Referral in' reasons for urgent care responses could be:			
	Acute Infection		Falls (with no apparent injury)	
	Acute catheter care		Sudden deterioration in function	
	Expelled Suprapubic catheter		Stoma Care	
	Acute confusion		Urgent injection	
	Acute Bowel Care			
	Acute Wound Care		Carer Breakdown	
	End of Life Care		Equipment Failure	
	Breathlessness		Equipment Provision	
<b>Access</b> (Details, operating hours and contact numbers)				
Referral accepted by:	ED	✓	GP	✓
	SWAST	✓	Other	
Urgent	<p>8am – 8pm 7 days per week (including bank holidays)</p> <p>8am – 7pm – 01803 654433 7pm – 8pm – 07920081505</p> <p>For direct team numbers (<i>for internal use only</i>)</p> <p><b><u>Torbay</u></b></p> <p><b>Monday to Friday:</b>  <b>Paignton &amp; Brixham</b> – 01803 659811 or 01803 697211  <b>Torquay</b> - 01803 657838, 01803 219838  <b>Weekends &amp; Bank Holidays:</b>  01803 697258 or 01803 321149</p> <p><b><u>South Devon</u></b></p> <p><b>Newton Abbot, Bovey Tracey, Chudleigh</b> –  0300 500 4042  <b>Teignmouth, Dawlish, Surrounding areas</b> –  01803 651666, or 01626 771666  <b>Totnes, Dartmouth, Ashburton</b>  0300 456 9001</p> <p><b>Please note referrals are received by a range of locality coordinators, admin and triage clinicians</b></p>			


<b>Virtual Ward</b>	Patients accessing the virtual ward can use the UCR pathway to support admission avoidance
<b>Specific Pathways</b>	Urgent Community Response Pathway
<b>Reviewed</b>	Katrina Stockton



## Internal Professional Standards

Value	Time standard - how long an in- patient can reasonably wait for the intervention which will progress their care	Lead with responsibility
Secondary care into Speciality inpatient referral White-slip	24 hours – Monday to Friday (potentially longer over weekends)	Associate Medical directors / Clinical leads
Repat to another acute hospital	Within 72 Hours – In line with Devon ICB Policy For patients listed on central Repat list*	Site Management Team
Hospital Safeguarding Team	>24 Hrs for general enquires for emails Telephone calls will be triaged and acted on appropriately	Ali Kingdom MCA Act and Liberty Protection Safeguarding Operational Manger
ICU Outreach (24/7)	<1 Hour for all Urgent referrals. All patients are triaged at point of referral.	Peggy Christie Matron
Acute Pain Team (Nurse led service Monday to Friday 8am – 5pm / Out of Hours covered by the on-call anaesthetists)	>4 Hour for all Urgent referrals. All patients are triaged at point of referral and telephone advise provided to bridge service.	Jayne Yuen Lead Nurse
Acute Oncology Nurse (Monday to Friday 8.30am – 4pm)	>24 hours for urgent reviews (Not weekends)	Tessa Clark Lead Acute Oncology and CUP CNS
Head and Neck Nurse (Monday to Friday 8am - 4pm)	>24 hours (Not weekends)	Amy Clift Lead Head and Neck CNS
Diabetic Nurse (Monday to Friday 9am - 5pm)	Within 24 hours following referral. Urgent referrals within 4 hours. (Not weekends)	Caroline Harding Lead Nurse
Endocrine Nurse (Monday to Friday 9am - 5pm)	Within 24 hours (Not weekends)	Sue Cox Lead Nurse
Stroke Nurse (Daily 7.30am – 8pm)	Within 24 hours *Unless stroke alert.	Lyndsey Harper Advanced clinical practitioner for stroke
Tissue Viability Nurse (Monday to Friday 9am - 5pm)	<b>Level 1 Urgent Referrals for patients with very complex conditions, complex or life-threatening wounds</b> Contact with the referrer will be within 1 working day from the referral date. <b>Level 2 Non-Urgent Referrals for patients with less complex wounds and conditions</b> Contact with the referrer will be within 2 working days from the referral date. <b>Level 3- Non-Urgent Referrals for patients with chronic longstanding wounds</b> Contact the referrer within 3 working days from the referral date.  (Not weekends)	Sara Stylianou Head of Tissue Viability Services

<b>Arrhythmia Nurse</b> Monday to Friday 8am -4pm	Within 24 hours following referral. (Not weekends)	Erica Dunn
<b>Chest Pain Nurse</b> Monday to Friday 7.30am - 8pm	Within 24 hours following referral. (Not weekends currently)	Erica Dunn
<b>Heart Failure Nurse</b> Monday to Friday 8am -4pm	Within 24 hours following referral. *Virtual Ward available Monday to Friday	Erica Dunn
<b>Alcohol Care Team</b> Monday to Friday 8am -4pm	Within 24 hours following referral. (Not weekends)	Andy Everett Lead Nurse ACT
<b>Stoma Team</b> Monday to Friday 8am -5.30pm  Provide ad hoc weekend cover dependant on number of enhanced recovery patients	<ul style="list-style-type: none"> <li>New stoma patients on the day of admission pre surgery and then each day afterwards until discharge then reviewed in clinic.</li> <li>Newly admitted ostomy patients the same day of admission</li> <li>All other referrals within 24 hours following referral.</li> </ul>	Rae Beeny
<b>Parkinsons</b> Monday to Friday 9am – 4pm	>24 hours initial phone advise (Not weekends)	Louise Trout Acute Nurse
<b>Palliative Care Team</b> Monday to Friday 8.30am – 5pm / Saturday 8.30am -4.30pm	Within 24 hours following referral. (Excluding Sunday)	Wendy Browse Lead Clinical Nurse Specialist for Palliative and End of Life Education
<b>Vascular Assess Team</b>  <b>Service limitations</b> Radiology capacity. No weekend service. Currently no Wednesday service due to vacancies, returning to Mon-Fri service once fully established.	<p>Referrals for Midlines or PICCs are made via infoflex white slip. Urgent referrals are accepted via phone. Triage at point of referral for urgency based on clinical need.</p> <p><b>Threat to life</b> – ASAP, &lt;1 hour  <b>Urgent</b> – same day  <b>TPN PICC</b> - &lt;24 hours from decision to feed (national standard)  <b>Cancer treatment</b> – within timeframe to prevent cancer wait breach (national standard)  <b>Non-urgent</b> - &lt;48 hours</p>	<p>Lee Merry, Clinical Lead</p> <p>Charlotte Davies, Team Manager.</p>
<b>Respiratory Virtual Ward (THORT)</b> Daily 8am-6pm	Within 1 hour following referral.	Kelly Caunter Asthma Nurse Specialist / Respiratory Virtual Ward Nursing Lead
<b>MAAT</b> Daily 9am - 5pm	<p>IVAB's – referral picked up within 2 hours. Details checked and discussed with Microbiology and plan produced within 24 hours.</p> <p>DVT – triage when referral accessed usually within 24 hours. Booked for next available scan within 72 hours.</p>	Elaine Preston Senior Sister - MAAT
<b>Doctor Assistant</b>	<1 Hour from request for job	Michelle Collins

<b>CT scan</b>	Aim to scan <24hrs. However, depends upon urgency, patient prep required, if need a discussion/decision of a radiologist	Tim Simpson
<b>MRI Scan</b>	Aim to scan <48hrs. However, depends upon urgency/priority and if been discussed with Radiologist and if the patient is fit/compliant to be scanned	Tim Simpson
<b>Radiology Procedure</b>	Most IR procedures are agreed with IR consultants and booked accordingly. Aim for <24 - 48 hrs as no f/t IR Consultant Radiologist cover. Fluoroscopic GI studies are agreed with GI consultants and booked either on current appointment lists or slotted in as extras. Generally, 2 lists/week aim <72hrs.	Tim Faircloth
<b>Echo Scan</b>	Aim to scan <24hrs. (Sunday service only at weekends) However, depends upon urgency/priority.	Erica Dunn / David Shinner
<b>Heart Monitor</b>	Apply within 24 hours and aim to analyse within 24 hours (Not weekends)	Erica Dunn / David Shinner
<b>Pacemaker Check</b>	Same working day (Not weekends)	Erica Dunn / David Shinner
<b>Lung Function / Overnight Oximetry</b>	Within 48 Hours (Not weekends)	Erica Dunn / David Shinner
<b>Joint MH Assessment</b>	1hr to ED 24 hours to the Assessment Areas and wards	Tom Manders
<b>Podiatry</b> (Inpatients service provided to those with a diabetic foot ulcer) Monday to Friday 8.30am - 4.30pm	Within 48 Hours (Not weekends)	Denise Walker Head of Service
<b>Dietetics</b> Monday to Friday 9am – 5pm   G05221.Dietetic Referral Prioritisation	<b>Priority One (&gt;2 Days)</b> <ul style="list-style-type: none"> <li>• Parenteral Nutrition (TPN)</li> <li>• Gastro-intestinal obstruction</li> <li>• Enteral tube feeding</li> <li>• Risk of Refeeding Syndrome</li> <li>• Oesophageal Stents</li> <li>• Head &amp; Neck Cancer patients</li> <li>• Patients requiring modified consistency diet with poor intake</li> <li>• Patients admitted due to an eating disorder – adult</li> <li>• Liver Disease / Pancreatitis / Inflammatory bowel disease requiring</li> <li>• artificial nutrition support</li> </ul> <b>Priority Two (&gt;5 Days)</b> Malnourished patients as demonstrated by raised MUST score <ul style="list-style-type: none"> <li>• New coeliac disease</li> <li>• Pancreatic disease requiring nutrition support</li> </ul>	Liz Wardle

	<b>Priority Three (Unlikely to be seen in hospital)</b> <ul style="list-style-type: none"> <li>• New Type 2 Diabetes</li> <li>• Cholecystitis</li> <li>• Diverticular disease and constipation</li> <li>• Temporary low fibre/low residue diet for before and after bowel surgery</li> <li>• Overweight</li> <li>• Hyperlipidaemia</li> <li>• Obesity BMI 40kg/m<sup>2</sup> or 35kg/m<sup>2</sup> with Diabetes</li> </ul>	
<b>SALT (Speech &amp; Language Therapy)</b> Monday to Friday 8.30am – 5pm	Within 48 Hours – all referrals are triaged, and urgent referrals are seen quicker. (Not weekends but provide Bank Holiday service)	Amanda Harris Head of SALT
<b>OT (Occupational Therapy)</b>	<b>Priority One (&gt;24 hours)</b> <ul style="list-style-type: none"> <li>• Patients who are medically fit/medically optimised.</li> <li>• Patients who could be discharged the same day with / without services / equipment.</li> <li>• End of Life / Fast track patients.</li> </ul> <b>Priority Two (&lt;24 Hours)</b> <ul style="list-style-type: none"> <li>• Patients who are medically fit/optimised or who are likely to become MF within 24 hours, who could be discharged directly home but require essential equipment/services that need to be in place on the day of discharge, but it is unlikely that it will be available on the same day of discharge (such as POC).</li> <li>• If not seen the day that they have been identified as P2, then they need to become P1 the following day.</li> </ul>	Lisa Baker – IP Therapy Lead
<b>PT (Physiotherapy)</b>	<b>Priority One (&gt;24 hours)</b> <ul style="list-style-type: none"> <li>• Patients requiring chest Physiotherapy or that Patients that have been seen by the on-call Physiotherapist</li> <li>• Patients that are MFFD that a Physiotherapy input / assessment will enable a discharge from hospital</li> <li>• New patients that are therapy ready that require a Physiotherapy assessment</li> <li>• Priority 2 patients who haven't been seen in &gt;3days</li> </ul> <b>Priority Two (&lt;24 Hrs)</b> <ul style="list-style-type: none"> <li>• Patients that are rapidly progressing with Physio input and will expediate a discharge</li> </ul>	Lisa Baker – IP Therapy Lead

	<ul style="list-style-type: none"> <li>• Physiotherapy input for discharge location</li> <li>• Patients that are likely to deteriorate if not seen by Physiotherapy (complex needs that cannot be managed by N/S)</li> <li>• Priority 3 patients that haven't been seen for &gt;3 days</li> </ul>	
<b>Trauma/Ortho therapy</b>	<p><b>Priority One (&gt;24 hours)</b></p> <ul style="list-style-type: none"> <li>• Known discharges home today with outstanding therapy goals to complete</li> <li>• New referrals / patients including Day 1 electives, day 1 # NOF, Hip dislocations or similar with potential for therapy input and Discharge including paediatrics</li> <li>• Discharge assessments for patients who are MFFD and potentially going home same day</li> <li>• Patients who have not achieved their discharge goals and not MFFD but likely to become MFFD within 24-48 hours</li> <li>• Day beds including ASU patients</li> <li>• # Clinic bleeps / talipes bleeps</li> <li>• Urgent respiratory assessment (deteriorating patient)</li> </ul> <p><b>Priority Two (&lt;24 Hrs)</b></p> <ul style="list-style-type: none"> <li>• Ongoing rehab patients that have discharge plan in place, but therapy input may change discharge plan</li> <li>• Patients whose immediate DC plan is unlikely to change e.g. IC, discharge back to RH who are making slow progress (stand aid/ ReTurn patients, struggling with a particular functional task or stamina), especially NOF patient's according to NOF guidelines</li> </ul>	Lisa Baker – IP Therapy Lead
<b>Standalone Discharge to Assess – Locality</b>	Within 24 Hours of request	Locality Community service managers
<b>Discharge coordinator (DISCO)</b>	Same Day	Anke Scholey – Operational Manager Inpatient Discharge
<b>Point of referral to allocation to Complex Discharge Team</b>  (Discharge Liaison Nurses, Social Workers)	24 hours for DLN's and 48 hours for social workers. The referrals are all triaged by the DLN, so the patients are reviewed by the correct profession. (No Sunday Service)	Sarah Bradley & The Complex Social Work Team
<b>Referral to DC Hub from Complex Discharge Team/Community Hospital DISCOs following allocation</b>	Within 72 Hours	Sarah Bradley & The Complex Social Work Team

<b>Patient own Home Deep Clean</b>	Referral to provider within 24Hrs.	DISCO/Ward MDT
<b>Pathway 1 Discharge</b> (Return home with new, additional or a restarted package of support from health and/or social care.)	1 Day (once referral with the Discharge Hub*)	Sarah Bradley & Discharge Hub
<b>Pathway 2 Discharge</b> (Recovery, rehabilitation, assessment, care planning or short-term intensive support in a 24 hour bed-based setting)	2 Days (once referral with the Discharge Hub*)	Sarah Bradley & Discharge Hub
<b>Pathway 3 Discharge</b> (Require long term bed-based 24 - hour care or EOL care)	3 Days (once referral with the Discharge Hub*)	Sarah Bradley & Discharge Hub
<b>TTAs</b> Monday to Friday: 8.45am – 5pm Saturday: 8.30am 12.30pm Sunday: 9am – 12.30pm An 'on-call' Pharmacist is always available out of hours)	4 hours and 24 hours for blister packs (Acute). 24 hours (Community Hospitals)	Stacey Muscott - Operational Manager
<b>Community Nursing Referrals</b>	With 2 Hours (8am - 5pm) Outside of this the next working day.	Natalie Armstrong Community Nurse Lead Torbay
<b>Transport On the day booking</b>	90 mins if ambulatory / Single person crew, 4 hours for non-ambulatory / two-person crew.	Gavin Lomas Operational Manager for PTS and Transport Services.
<b>Porter</b>	<ul style="list-style-type: none"> <li>Emergency (cardiac arrest / major haemorrhage / fire / helicopter / baby abduction) &lt; 5 minutes,</li> <li>Patient move &lt; 20 minutes,</li> <li>Bloods/specimens &lt; 30 minutes</li> <li>Notes &lt; 60 minutes</li> </ul>	Lucy Westwood Facilities Manager