

LOCUM INFO (REFHELP)

GENERAL ADVICE

1. **Home Visits:** if you are carrying out a home visit, it's a good idea to have the number for the [Flow Centre](#) (for direct referrals) and **GP Priority Line: NHS Lothian Switchboard** (if contacting specialties directly – see [Useful Contacts](#) list below).
2. **Dictations and Referrals:** If you tend to dictate your referrals, please check the relevant RefHelp specialty/condition page (How & Who to refer sections) and note the mandatory required information or forms e.g., PHQ9, Epworth, IPSS forms to make your referral successful. Please note that if you locum at a practice on regular basis and prefer to type your own referrals, you can ask IT to add the practice to your SCI gateway.
3. **Home vs. Ambulatory BP monitoring:** any patient who is found to have high BP in more than one consultation should be considered for home or ambulatory blood pressure monitor (to rule out White Coat Syndrome). **Please avoid diagnosing patients with Hypertension or commencing treatment** without ambulatory or home BP monitoring as per Lothian and NICE Hypertension Guidelines.
4. **Docman & Mail:** Please ensure you have a secure NHS email address (ask a practice manager for help acquiring one). If you email a specialty for advice, remember to copy in the practice's clinical inbox email address to ensure it gets followed up (the practice admin team can advise you what the email address is) and start your email with **"Please "reply all" when responding to this email"**.
5. **Minor Injuries Assessment (MIA):** this service can help adults and children aged 18 months and over who have had a recent minor, within the last 7 days, injury including: strains/sprains (including suspected broken bones), wounds, minor burns, minor bumps to head/face, simple eye injuries, & insect bites and stings.

EMERGENCY SERVICES:

1. **Hospital @ Home:** The Hospital at Home teams will offer an assessment of medical and immediate care needs in the patient's own residence using a holistic, multi-disciplinary approach during the acute phase of illness. Referrals can be done via **Flow Centre**.
2. **The Same Day Emergency Centre (SDEC)** aims to assess and treat appropriate patients who previously were referred to ARU Trolleys at WGH who are not likely to need admission to hospital. Refer via **Flow Centre**.
3. **LUCS (OOH) Planned Review Service:** A planned review service referral pro-forma is available on **SCI Gateway** under the 'Out of Hours Hub (WGH)' domain. Check RefHelp for further details (under **Admissions & Urgent Care** > [Unscheduled Care](#))
4. **Urgent Social Care:** please check RefHelp under [Admission & Urgent Care](#).
5. **Community Respiratory Team:** Patients with acute exacerbations of COPD who are at home in the community, for management of exacerbations (aim to avoid hospital admissions where possible, supporting the patient with acute treatment). This is a locality-based service and not available in West Lothian. Check [Admissions & Urgent Care](#) > HSCP on RefHelp.
6. **Obstetric Emergencies:** All pregnant patients at <12 wks gestation with pain or bleeding (including those with suspected ectopic pregnancy), should be referred to [Pregnancy Support Centre](#) (For self-referrals-Patient needs to phone the department to be triaged and given an appointment, they should **NOT** present in person). Any pregnant patient >12wks gestation with an urgent pregnancy-relating problem requiring same-day assessment e.g. vaginal bleeding, abdominal pain **OR** any pregnant patient <12wks gestation with nausea and vomiting of pregnancy requiring hospital care should be referred to [Obstetric Triage](#) (patient can self-refer). See [Useful Contacts](#) list below.
7. **Mental Health Emergencies:** These services depend on the HSCP locality and are available on the [Emergency Mental Health](#) page. Here is a quick summary:
 - Edinburgh: Mental Health Assessment Service (MHAS) – please phone 0131 286 8137
 - Midlothian has an IHTT: 0131 285 9624 or 0797 684 2093
 - West Lothian: please phone 01506 523000 & ask for the ACAST duty bleep
 - East Lothian has an IHTT: 0131 536 8300

INVESTIGATIONS:

1. **Bloods (ICE):** When requesting blood tests using ICE, please enter the clinical reason for the tests. There is guidance on RefHelp regarding various tests including haematology, abnormal LFTs, Vitamin

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D adult guidelines, ED, fertility...etc. For Add-on tests onto previously sent samples call the biochemistry lab within 3 days (RIE, WGH, SJH numbers).

2. **Paediatric Phlebotomy:** This service is delivered at RHCYP & the Children's Ward SJH (West Lothian) for very young children. Please only request the use of this service where the child or young person can't have a blood test at the practice. Please follow the protocol on RefHelp before asking parents to call the service.
3. **MSUs:** Please state the clinical reason *e.g. dysuria, frequency etc*, including the **name of the antibiotic** that the patient has been started on, and if there are any **known allergies**.
4. **Community Treatment & Care Services (CTACS):** Provide services previously delivered by GP practices. These may include wound care and dressings, suture removal, ear wax management, phlebotomy and other services too. Some CTACS are involved in the delivery of vaccination programmes now that these have moved away from general practice. Eligible patients can self-refer by phoning directly (patient can obtain number from their own GP).
5. **ECG:** Only the RIE is operating a walk-in service. All other centres require the patient to phone first. The details are on the referral form that you need to fill in and give to the patient. The referral form can be downloaded from RefHelp under cardiology > ECG
6. **Plain X-rays:** Patients can be referred electronically (via SCI gateway) and should be advised to phone the department they wish to attend (no sooner than 24hours after submitting the electronic referral) to arrange an appointment. Please see RefHelp>Radiology section.

USEFUL CONTACTS

Service	Telephone	Link
RefHelp		https://apps.nhslothian.scot/refhelp/
Admission & Urgent Care	<i>Including SDEC, LUCS, SCD, MIU</i>	https://apps.nhslothian.scot/refhelp/guidelines/flowcentre/
Flow Centre*	03000 13 4000 (Option 1 & 4)	https://apps.nhslothian.scot/refhelp/guidelines/admissionsurgentcare/
GP Priority Line: NHS Lothian Switchboard	Check info	Number can be found in LUCS Handbook on the intranet (http://intranet.lothian.scot.nhs.uk/Directory/unscheduledcare/service/) ; you can also ask you practice team for the number
Pregnancy Support Centre**	RIE: 0131 242-2438 or 0131 242-2425 SJH: 01506 524 015	https://apps.nhslothian.scot/refhelp/guidelines/pregnancysupportcentre/
Obstetric Triage**	RIE-0131 242 2657 SJH-01506 524125	https://apps.nhslothian.scot/refhelp/guidelines/pregnancy/obstetric-triage-assessment/
MIU	111 (via patient) Flow Centre (via GP)	https://apps.nhslothian.scot/refhelp/guidelines/minor-injury-assessment-mia/
CTACS	<i>Patient to ask their GP reception team</i>	https://apps.nhslothian.scot/refhelp/guidelines/community-treatment-and-care-services-ctacs/
Lab Services	<i>Through GP Line / Switchboard</i>	https://apps.nhslothian.scot/refhelp/guidelines/laboratoryservices/
Email Advice	<i>Addon (RIE)</i>	addonbloodtests.rie@nhslothian.scot.nhs.uk
	<i>Biochemistry</i>	RIE.BiochemAdvice@nhslothian.scot.nhs.uk
	<i>Microbiology</i>	GP.MicroAdvice@luht.scot.nhs.uk
	<i>Virology</i>	VirologyAdvice@nhslothian.scot.nhs.uk
Paediatric Phlebotomy	<i>0131 312 1548 (please follow protocol)</i>	https://apps.nhslothian.scot/refhelp/guidelines/paediatricphlebotomy/ https://children.nhslothian.scot/children/blood-tests/
ECG	<i>Check link</i>	https://apps.nhslothian.scot/refhelp/guidelines/electrocardiogramecg/
Plain X-Rays	<i>Check link</i>	https://apps.nhslothian.scot/refhelp/guidelines/radiology/plain-x-rays/

*Flow Centre takes referrals to SDEC, Hospital@Home

** PSC accepts self referral ONLY via telephone, patient will be triaged first and then given a time for an appointment. Obstetric Triage can self present (preferably they should phone first for advice if possible)