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<http://www.hillingdonccg.nhs.uk>

Dear Colleagues,

21st September 2017

Re: GP heralded patients at A&E

We are aware that GP heralded patients are still ending up in the Urgent Care Centre (UCC) or A&E despite the GP having spoken to the specialty teams directly and the patient having been given a letter.

To ensure patients are routed to the corrected speciality as quickly as possible and to avoid them ending up in the UCC or A&E, Hillingdon CCG and THH have developed a simple pathway (Appendix 1) which will enable GPs to direct patients directly to the Acute Medical Unit (AMU).

Please could I ask you to inform patients that they need to go to the Main Reception at Hillingdon Hospital and ask to be directed to the AMU?

A map is attached (Appendix 2) for your patients on how to get to the main reception which you can hand to patients with their referral letter.

If you have any queries please contact Seema Kathuria on s.kathuria@nhs.net

I would like to thank you in advance for your co-operation in this matter.

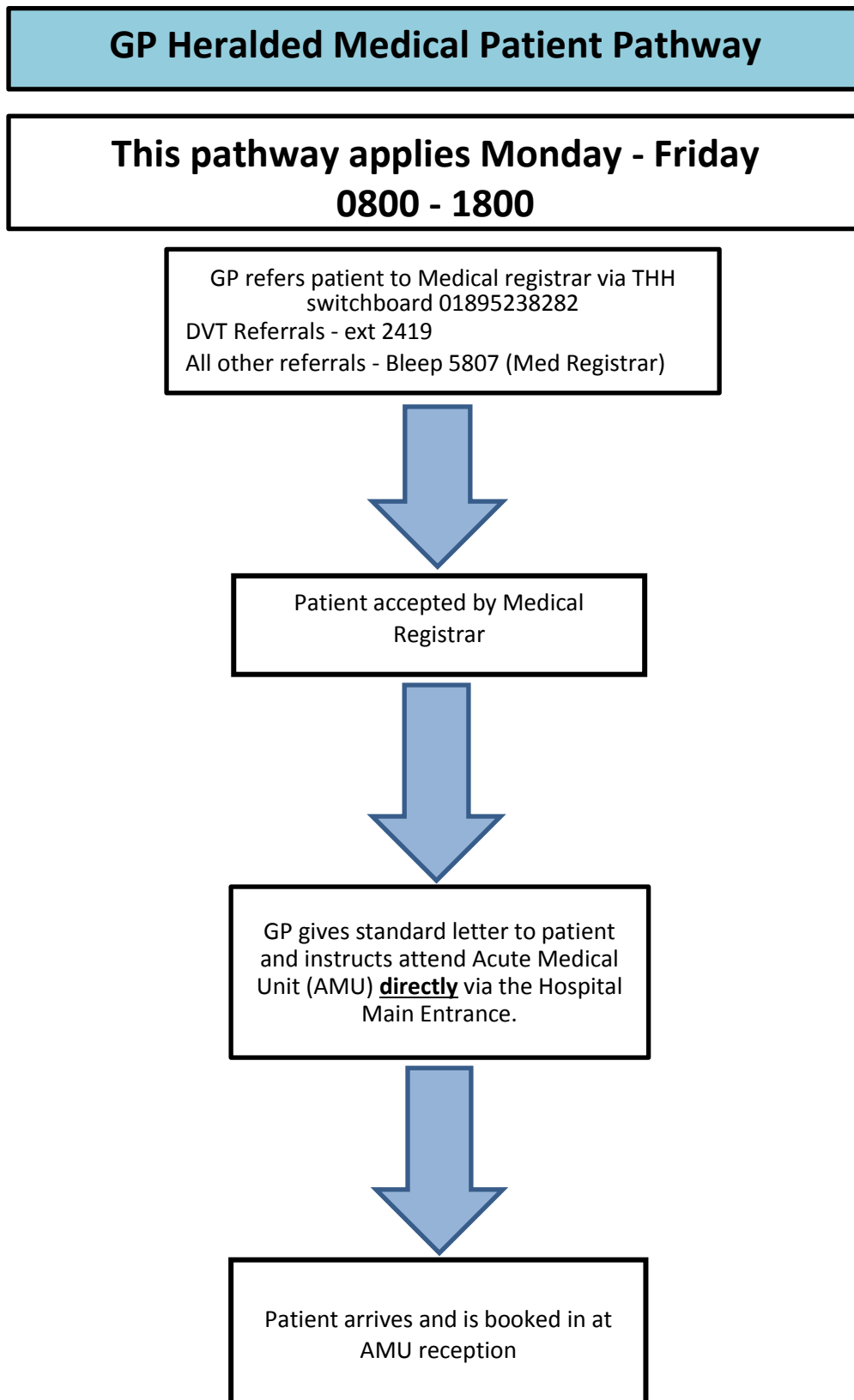
Yours sincerely



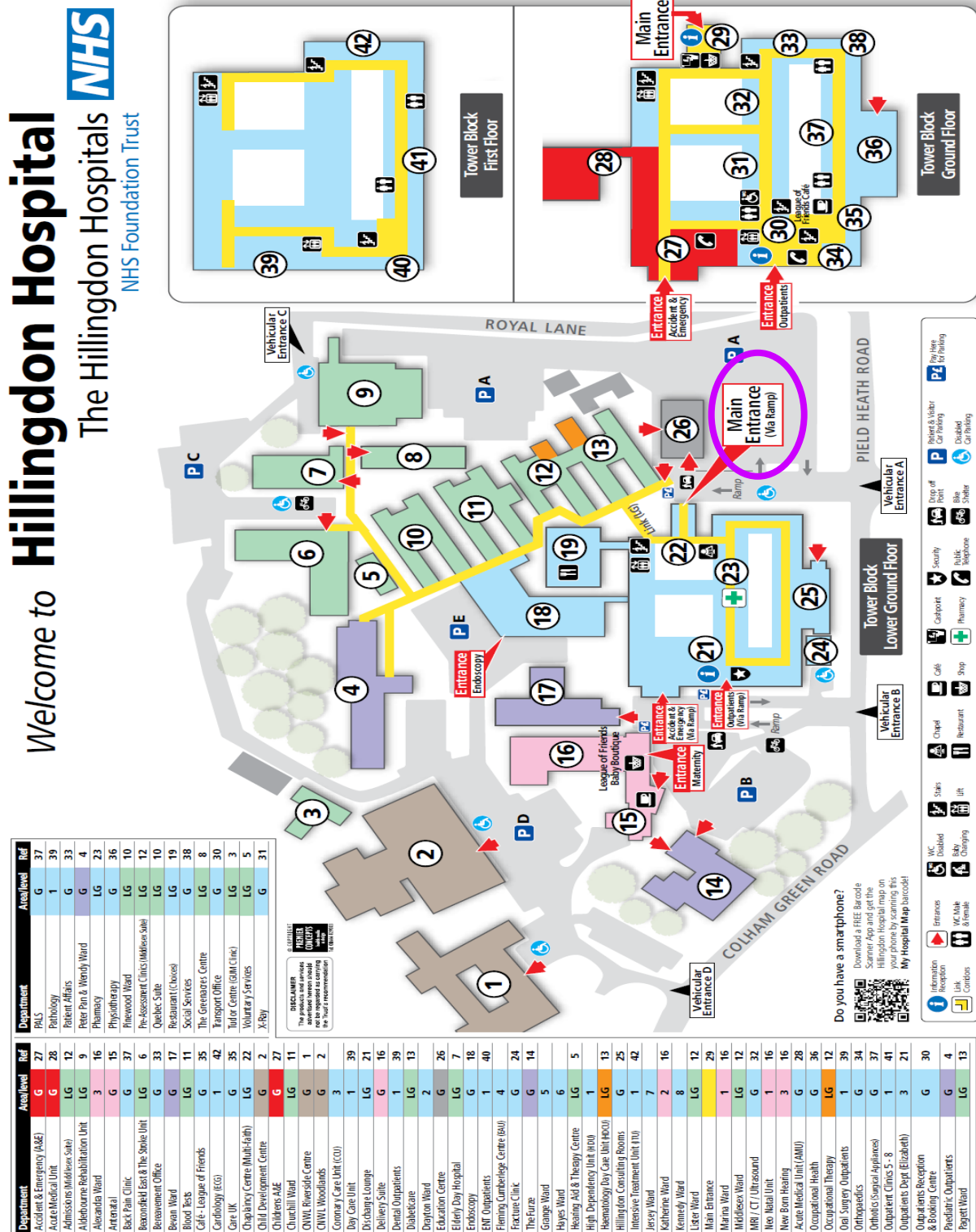
Dr Mitch Garsin
GB member and Lead for Urgent Care

Chair: Dr Ian Goodman
Chief Officer: Rob Larkman
COO: Caroline Morison

Appendix 1



Appendix 2: Map of THH



Chair: Dr Ian Goodman
Chief Officer: Rob Larkman
COO: Caroline Morison