

**Changes to
our Emergency
service from
29 July 2013**

For Healthcare
Professionals

Our Emergency Services are changing on 29 July 2013!

This leaflet explains when and how our emergency service is changing at night time.

From 29 July, during the 8pm-8am period, 999 ambulances will be taking patients directly to Gloucestershire Royal Hospital (GRH).

Cheltenham General Hospital (CGH) will operate as an Emergency Care Centre from 8pm-8am and GP referrals can still be made to CGH 24/7.

GP referrals should still come to CGH at night, by going directly into our new Acute Assessment Area (AAA). During the day, the way that you refer patients into our hospitals will not change, and there is no change to the GRH referral process.



Scan the QR code with your smartphone to view our Healthcare Professional pages on our website

Why are services changing?

The reason for bringing specialist emergency medicine staff together at night time is due to the critical links to other services which are based there, such as children's services, high risk maternity services and stroke care. Our Trauma Unit is also based at GRH.

By introducing this change, the Trust will be able to ensure early senior assessment and decision making, which will benefit the sickest patients and there will be more robust senior medical cover, round the clock.

What are the changes at Cheltenham?

From 29 July for the public, Cheltenham will operate as an Emergency Care Centre from **8pm to 8am**. This means that anyone requiring walk-in treatment will continue to be treated at CGH by our nurse-led team of Emergency Nurse Practitioners (ENPs).

Our ENPs in the Emergency Care Centre at CGH will assess patients and provide initial treatment as they do now and decide whether they can be admitted to hospital (CGH) under the care of an Acute Physician or transferred by ambulance to GRH.

However, GP Referrals can continue to be referred to CGH 24/7.

Single Point of Clinical Access (SPCA)

Please use the SPCA when making a referral on **08454 220 300**. The SPCA will have up-to-date information on bed availability on each site and be able to direct admissions appropriately to the nearest, most suitable specialty bed.

When the SPCA is closed, please refer directly to the Acute Assessment Area at CGH or to the Emergency Department when referring to GRH.

Minor Injuries Units (MIU)

Please consider using one of the seven MIUs in Gloucestershire's community hospitals. They are located in Lydney, Cinderford, Tewkesbury, Moreton-in-Marsh, Stroud, Dursley and Cirencester. More information www.glos-care.nhs.uk

Can I refer directly to CGH?

Our new AAA at CGH will be operational from Monday 29 July. GPs who usually refer patients to CGH can continue to do so.

Please remember to check the GP section of our website for up-to-date news about the hospitals (www.gloshospitals.nhs.uk) or simply scan the QR code at the bottom of this page.

How will the changes affect GRH?

We estimate that about 16 additional patients per night will be brought directly to GRH by ambulance, of which 3-4 will require admission. We are creating additional bed capacity at GRH through a number of other service changes detailed below.

Will other services be changing?

- We will be concentrating the majority of Gastroenterology beds for non-urgent inpatient care at CGH to bring together specialist expertise.
- We are improving and extending facilities in the county's cardiac intervention unit at CGH.



- We will be concentrating the service for the majority of long term respiratory conditions at CGH to bring together specialist expertise.
- We are bringing together paediatric day case care at GRH from December 2013.

Further information on the reasons for these changes and the associated public consultation can be found on our website www.gloshospitals.nhs.uk

Useful Telephone Numbers

Single Point of Clinical Access: 08454 220 300

The SPCA provides a range of services, which include working with GPs to manage community hospital admissions. Please always consider using SPCA as there may be a community alternative for care that is suitable.

Cheltenham General Hospital

Acute Assessment Area: 0300 422 4343

Main Switchboard GRH & CGH: 0300 422 2222

Please email your questions to: comms@glos.nhs.uk

Cheltenham General Hospital (CGH)

Sandford Road, Cheltenham,
Gloucestershire, GL53 7AN

The service at CGH is
changing on 29 July 2013



Daytime: 8am – 8pm
Emergency Department



Overnight: 8pm – 8am
Emergency Care Centre
Led by our team of Emergency
Nurse Practitioners.



*They will treat a variety of injuries and illnesses such as sprains,
cuts and wounds, minor fractures and minor head injuries.

Gloucestershire Royal Hospital (GRH)

Great Western Road, Gloucester,
Gloucestershire, GL1 3NN

No change to GRH service



24/7
Emergency Department



Emergency Services for Children

Under 12 months:
Refer to the emergency department at GRH

Children 1 year + :
Except for Minor Injuries, refer to GRH.

TO REFER A PATIENT, FIRST CALL THE SPCA ON 08454 220 300 (8am-9pm Weekdays, 9am-5pm Weekends)

Daytime referrals: 8am – 8pm

As current service



Daytime referrals: 8am – 8pm

As current service



**Overnight referrals:
8pm – 8am**

Continue to refer to CGH, having first
contacted the SPCA. Out of SPCA hours, please
call the Acute Assessment Area (AAA) direct.



**Overnight referrals:
8pm – 8am**

Continue to refer to GRH as currently,
having first contacted the SPCA. Out of SPCA
hours, refer to Emergency Department.

