

## **Covid-19 Pandemic**

### **Information on the provision of GP direct access diagnostic services in north central London**

**Update within the GP Bulletin, 1st May 2020**

#### **Phlebotomy Service Capacity**

GP direct access phlebotomy services have experienced reduced capacity across all boroughs and providers, including:

- Trust provided services on hospital, community and GP sites (both walk in and bookable)
- Trust provided District Nursing domiciliary phlebotomy services (based on GP referral and appointment)
- Community delivered INR / anti-coagulation monitoring services (delivered within pharmacy and GP sites)
- Hospital led anti-coagulation clinics (for high risk, unstable patients managed by the acute trusts as out-patients)

Capacity has been impacted upon by staffing shortages (sickness and isolation) as well as the need for some sites to reduce footfall of non Covid-19 symptomatic patients for infection control purposes.

To maintain safe service provision a number of changes have been agreed through the NCL clinical advisory group (CAG). These changes take into consideration information regarding patient safety and shielded patients, alongside available capacity and likely demand.

#### **Main changes in the pathway and delivery of GP direct access phlebotomy**

1. Weekly capacity and demand reviews will take place to ensure needs are met;
2. All phlebotomy appointments will be booked to allow for necessary Covid-19 infection control measures to be implemented;
3. Phlebotomy staff will be provided with necessary PPE and training in its use in line with national guidance by their employing organisation;
4. Electronic order-comms will be the only approved method used to request pathology and forms will be printed on the site of the sample collection to avoid multiple journeys for the patient;
5. Shielded and vulnerable patients will be asked to arrange private transport, if possible, to attend 'cold' sites for phlebotomy and be supported through the approved voluntary transport service if necessary;
6. Service delivery will be aligned to Primary Care SOPs;



## **New processes for ordering GP DA pathology**

In order to deliver the above changes, it has been necessary to put new ordering processes in place with current providers. These ordering processes continue to require the use of NCL T-quest or Sun-quest electronic order-comms request forms accessible within Emis.

Please utilise the tables below to identify the process required for the phlebotomy clinic utilised by patients from your practice. Additional information is also provided on:

- How to save t-quest forms as a PDF in order to send to the relevant phlebotomy booking team.
- Details on changes put in place for primary care and patients to support shielded patients to access phlebotomy.

| Provider           | Site   | Boroughs                                     | Service opening days/ times  | Booking instructions for patients  | Instructions for practices   |
|--------------------|--|--|--|--|--|
| UCLH               | UCLH Hospital site   | Hospital site- Atrium                        |  | <b>CLOSED</b>  |  |
|                    | Islington Central Medical Centre, 28 Laycock Street, London N1 1SW | Islington                                    | Mon and Fri<br>8:30am to 4:45pm  | <b>Moving to booked services.</b><br>Patients must ring the booking service AFTER the blood form has been sent to UCLH<br>0203 447 9051  | T-Quest blood request must be emailed to <a href="mailto:uclh.gpbloodtestrequest@nhs.net">uclh.gpbloodtestrequest@nhs.net</a>  |
|                    | Finsbury Health Centre, 17 Pine Street, London EC1 0JH             | Islington                                    | Mon, Wed and Fri<br>8:30am to 12:30pm,<br>Tues and Thurs<br>8:30am to 5:30pm | <b>Moving to booked services.</b><br>Patients must ring the booking service AFTER the blood form has been sent to UCLH<br>0203 447 9051  | T-Quest blood request must be emailed to <a href="mailto:uclh.gpbloodtestrequest@nhs.net">uclh.gpbloodtestrequest@nhs.net</a>  |
|                    | James Wigg Practice, 2 Bartholomew Road, London NW5 2BX            | Camden                                       | Mon - Fri,<br>8am to 4:45pm  | <b>Moving to booked services.</b><br>Patients must ring the booking service AFTER the blood form has been sent to UCLH<br>0203 447 9051  | T-Quest blood request must be emailed to <a href="mailto:uclh.gpbloodtestrequest@nhs.net">uclh.gpbloodtestrequest@nhs.net</a>  |
| Whittington Health | Whittington Health NHS - Magdale Avenue, London N19 5NF            | Mainly Haringey and Islington. Barnet Camden | Mon-Fri 8:30am to 4.30pm   | <b>The referral must be made on ERS and the patients booked into a clinic</b>  | <b>Only SunQuest.</b><br>Arrange the appointments on ERS choosing diagnostic pathology selecting specialty blood test. Time slot will be available<br>No need to email blood test form |
| North Middlesex    | North Middlesex Hospital Sterling Way, London N18 1QX              | Enfield and Haringey                         | Mon, Wed and Fri<br>7.30 am to 4.45pm<br>Tues and Thurs<br>7.30am to 6.45pm  | <b>Swiftqueue or phone</b><br><a href="https://www.swiftqueue.co.uk/northmid_opd.php">https://www.swiftqueue.co.uk/northmid_opd.php</a><br><br>Phone<br>020 8887 2143<br>020 8887 3663 | T-Quest blood request to be emailed to <a href="mailto:Northmid.phlebotomydomicilliary@nhs.net">Northmid.phlebotomydomicilliary@nhs.net</a>  |

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|-------------------------------------|---|-------------------------------------|--|--|--|
|                                     |   |                                     |  | 020 8887 3664  |  |
|                                     | Community sites in Haringey and Enfield | Enfield and Haringey                |  | <b>CLOSED</b>  |  |
| Royal Free                          | Royal Free London - Hampstead site      | Barnet and Camden                   | Mon - Fri 7.30am to 5pm                        | <b>Swiftqueue or phone</b><br><a href="https://www.royalfree.nhs.uk/services/services-a-z/blood-tests/book-an-adult-blood-test/">https://www.royalfree.nhs.uk/services/services-a-z/blood-tests/book-an-adult-blood-test/</a><br><b>020 7443 9757.</b> Mon to Fri, 8am to 5pm. | T-Quest blood request to be emailed to <a href="mailto:rf-tr.phlebotomy@nhs.net">rf-tr.phlebotomy@nhs.net</a>  |
|                                     | Chase Farm Site                         | Barnet and Enfield                  | Mon - Thurs 8.00am -5pm<br>Fri 8.00am - 3.45pm | <b>Swiftqueue or phone</b><br><a href="https://www.royalfree.nhs.uk/services/services-a-z/blood-tests/book-an-adult-blood-test/">https://www.royalfree.nhs.uk/services/services-a-z/blood-tests/book-an-adult-blood-test/</a><br><b>020 7443 9757.</b> Mon to Fri, 8am to 5pm. | T-Quest blood request to be emailed to <a href="mailto:rf-tr.cfhphlebotomy@nhs.net">rf-tr.cfhphlebotomy@nhs.net</a>  |
| Central London Community Healthcare | Finchley Memorial Hospital              | Barnet, Camden, Haringey, Islington | Mon - Fri 7am to 2pm (last 1.40pm)             | <b>NO WALK IN APPOINTMENTS. Patients must book appointments</b><br><br><b>Phone 020 8349 7460</b><br>Monday to Friday. 07.00am - 12.00pm   | <b>T-Quest</b><br><br>Patients must attend with a copy of the blood request form. <b>If patients attend without the blood request form, they will not be seen.</b> |

### District Nurse domiciliary phlebotomy services

| Provider   | Boroughs               | Capacity / demand and waiting time?  | Comments   |
|--|------------------------|--|--|
| Barnet Enfield Haringey Mental Health Trust                                  | Enfield                | Capacity 7<br>Demand last week 7<br>1 week   | <b>Very limited capacity-</b> ONLY for immobile housebound patients requiring urgent bloods. |
| Central London Community Healthcare -Barnet Planned Care - Community Nursing | Barnet,                | Capacity 204<br>Demand last week 84<br><br>No waiting list as routine bloods suspended except for pre-planned bloods | <b>Capacity available</b>  |
| Central and North West London NHS Foundation Trust Care Link                 | Camden                 | Capacity 155<br>Demand last week 168   | <b>Very limited</b><br>ONLY for immobile housebound patients requiring urgent bloods.        |
| North Middlesex University Hospital  | Enfield                | Very limited capacity  | <b>ONLY bedbound patients</b> requiring urgent bloods  |
| Whittington Health   | Haringey and Islington | Capacity 91<br>Demand last week 71   | <b>Very limited</b> due to high levels of staff absence                                      |

### Community INR services

| Provider     | Site        | Boroughs | Available / Unavailable?  | Capacity available |
|--------------|-------------|----------|---|--------------------|
| Freezywater  | GP practice | Enfield  | Confirmed capacity and are willing to accept patients currently managed in the acute hospital | Additional         |
| Lincoln Road | GP practice | Enfield  | Confirmed capacity and are willing to accept patients currently managed in the acute hospital | Additional         |

| Provider                                   | Site               | Boroughs | Available / Unavailable?  | Capacity available   |
|--|--------------------|----------|---|--|
| Woodberry Practice                         | GP practice        | Enfield  | Confirmed capacity and are willing to accept patients currently managed in the acute hospital | Additional   |
| Bounces Road Practice                      | GP practice        | Enfield  | Confirmed capacity and are willing to accept patients currently managed in the acute hospital | Additional   |
| The Muswell Hill Practice                  | GP practice        | Haringey | Continuing to carry out anticoagulation clinics   | Based on limited staffing there is little capacity to take on more patients. |
| Highgate Group Practice                    | GP practice        | Haringey | Continuing to carry out anticoagulation clinics   | Based on limited staffing there is little capacity to take on more patients. |
| Somerset Gardens Family Health Care Centre | GP practice        | Haringey | Continuing to carry out anticoagulation clinics   | Based on limited staffing there is little capacity to take on more patients. |
| Morris House Group Practice                | GP practice        | Haringey | Continuing to carry out anticoagulation clinics   | Based on limited staffing there is little capacity to take on more patients. |
| Tynemouth Medical Practice                 | GP practice        | Haringey | Continuing to carry out anticoagulation clinics   | Based on limited staffing there is little capacity to take on more patients. |
| Boots Wood Green                           | Community pharmacy | Haringey | Continuing to carry out anticoagulation clinics   | Based on limited staffing there is little capacity to take on more patients. |
| Boots Crouch End                           | Community pharmacy | Haringey | Continuing to carry out anticoagulation clinics.  | Based on limited staffing there is little capacity to take on more patients. |



| Provider  | Site               | Boroughs  | Available / Unavailable?   | Capacity available  |
|---|--------------------|-----------|--|---|
| Killick Street Health Centre                        | GP practice        | Islington | Signed up to provide level 4 anticoagulation services, which includes near patient testing   | Capacity is stretched and practices are only providing services to their own patients.  |
| The Rise Group Practice                             | GP practice        | Islington | Signed up to provide level 4 anticoagulation services, which includes near patient testing   | Capacity is stretched and practices are only providing services to their own patients.  |
| Highbury Pharmacy, 14 Highbury Park, London, N5 2AB | Community pharmacy | Islington | Signed up to provide level 4 anticoagulation services, which includes near patient testing   | Providing services to patients referred from secondary care.  |
| The Village   | GP practice        | Islington | Not currently undertaking clinics  | Not currently undertaking clinics   |
| Northern  | GP practice        | Islington | Not currently undertaking clinics  | Not currently undertaking clinics   |
| Museum Practice                                     | GP practice        | Camden    | Continue to offer this service and also picking up hospital patients from the clinic at UCLH | Capacity is 2 GPs over 2 sessions a week  |
| Keats Group Practice                                | GP practice        | Camden    | Continuing to offer this service   | Monitoring their patients at present. Managing in the immediate short-term, but will require additional support for those patients that still require testing as their trained Nurse is currently off sick and due to retire shortly. |
| Adelaide Medical Centre                             | GP practice        | Camden    | Continuing to provide this service   | No info available   |
| Caversham Group Practice                            | GP practice        | Camden    | Continuing to provide this service   | Capacity is 2 GPs and one trained practice nurse  |
| Swiss Cottage Surgery                               | GP practice        | Camden    | No additional info given   | No additional information given   |
| Hampstead Group Practice                            | GP practice        | Camden    | Continuing to provide this service   | Capacity is 3 GPs and 2 nurses  |
| Parliament Hill Surgery                             | GP practice        | Camden    | Continuing as normal. Could see more patients if needed for the rest of PCN                  | No info available   |



| Provider   | Site        | Boroughs | Available / Unavailable?   | Capacity available   |
|--|-------------|----------|--|--|
| Park End Surgery                                     | GP practice | Camden   | Continuing to provide this service, GP and practice nurse  | No info available  |
| Primrose Hill Surgery                                | GP practice | Camden   | Not currently undertaking clinics  | Not currently undertaking clinics  |
| The Speedwell practice (Barnet Federation Service)   | GP practice | Barnet   | <p>No walk in. The service is bookable via EMIS referral into the Federation Anti-coagulation service.</p> <p>Face to face clinics. No changes to number of sites or hours. Finger-pricking tests only, carried out by same 2 staff members who do testing at all times.</p> <p>Opening hours are Friday 08:30 – 17:00<br/>Telephone Clinics – Tuesday and Thursdays 09:00 – 17:00.<br/>Plus domiciliary visits if required.</p> | Currently no capacity issues. The Federation service was about to commence the step down of 300 patients from Barnet hospital when the COVID-19 outbreak occurred and the hospital suspended the process. The service is still open to and accepting new referrals (4 already in April). |
| Oak Lodge Medical Centre (Barnet Federation Service) | GP practice | Barnet   | <p>No walk in. The service is bookable via EMIS referral into the Federation Anti-coagulation service.</p> <p>Face to face clinics. No changes to number of sites or hours. Finger-pricking tests only, carried out by same 2 staff members who do testing at all times.</p> <p>Opening hours are Friday 08:30 – 17:00<br/>Telephone Clinics – Tuesday and Thursdays 09:00 – 17:00.<br/>Plus domiciliary visits if required.</p> | Currently no capacity issues. The Federation service was about to commence the step down of 300 patients from Barnet hospital when the COVID-19 outbreak occurred and the hospital suspended the process. The service is still open to and accepting new referrals (4 already in April). |





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|---|-------------|----------|---|--|
| PHGH Doctors<br>(Barnet<br>Federation<br>Service) | GP practice | Barnet   | No walk in. The service is bookable via EMIS referral into the Federation Anti-coagulation service.<br>Face to face clinics. No changes to number of sites or hours. Finger-pricking tests only, carried out by same 2 staff members who do testing at all times.<br>Opening hours are Friday 08:30 – 17:00<br>Telephone Clinics – Tuesday and Thursdays 09:00 – 17:00.<br>Plus domiciliary visits if required. | Currently no capacity issues. The Federation service was about to commence the step down of 300 patients from Barnet hospital when the COVID-19 outbreak occurred and the hospital suspended the process. The service is still open to and accepting new referrals (4 already in April). |