**FHFT Operational Policy & Pathway – Paediatric Hotline**

**Service Details *(from 6/4/21 these details will be available (and be kept up to date) on our website***

[***https://www.fhft.nhs.uk/gps/gp-centre/urgent-advice/***](https://www.fhft.nhs.uk/gps/gp-centre/urgent-advice/) ***and via the DXS ED and Urgent Care landing page):***

|  |  |  |  |
| --- | --- | --- | --- |
| **Speciality** | **Days / times available** | **Contact Details** | **Purpose / Inclusion Criteria** |
| **PAEDIATRICS****FRIMLEY SOUTH****(FPH)** | Mon - Fri09:00 -18:00 | **07881 352 600** - *Outside of these times please ask for the Paediatric Registrar via Switchboard 0300 614 5000*  | **Purpose of Frimley Health Paediatric Hotlines:** * For GP referrals to Acute Paediatrics
* For urgent advice from a Consultant Paediatrician
* Please use these numbers to discuss all acute referrals, and any patients that need advice and guidance (A&G).
* For a professional conversation between the GP and Consultant only and we would ask that you ensure parents/ carers are not present during this conversation.
* Please do not advise any non-emergency cases to attend ED. If sending emergencies to ED please inform Paediatrics with details via the hotline phone number.
* All other acute referrals can be discussed and seen, if clinically indicated in our Paediatric Assessment Unit (PAU).
* Unfortunately, at this time, we cannot book into the other site's PAU or take calls about a patient that is under the care of the other site’s teams.
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| **PAEDIATRICS****FRIMLEY NORTH (HWP)** | Mon - Fri09:00 -18:00 | **07919 175 643 -** *Outside of these times please ask for the Paediatric Registrar via Switchboard 0300 614 5000* |

 **Paediatric Referral & Advice Pathway Process for Primary Care**

Child seen by GP

**Seriously unwell**

Call 999 and send to ED.

Inform the Paediatric Team (using the Paediatric hotline number)

**Referral to PAU/Advice**

GP is considering a referral to PAU or would like to discuss for advice. GP calls Paediatric Hotline:

Frimley Park: ***07881 352 600***

Wexham Park: ***07919 175 643***

***Outside of these times please ask for the Paediatric Registrar via Switchboard.***

Patient accepted and referral made to PAU

Advice given on phone followed by a letter to primary care.

Signpost GP to another service e.g.

* CAMHS
* Adult Specialties
* Health Visitor
* Midwife

Advice given to GP to send an Urgent or Routine Referral to Paediatric Outpatients services on eRS.