

Important information for referrers into North West Surrey Adults Community Services

28 March 2017

Dear all

Re: Referring patients to North West Surrey Adult Community Services

As you will be aware, North West Surrey (NWS) Adult Community Services are transferring from Virgin Care Limited to CSH Surrey from **1 April 2017**. To ensure continuity of service, all efforts have been made to limit changes to the referral processes from Day 1. However, due to the change of provider some new referral contact details are necessary and are provided to you in the table overleaf.

From 1 April, the referral contact details provided in the table represent the only referral routes for these services. Please can you instruct your teams to delete the current Virgin Care referral email addresses, as these will no longer be monitored.

Please print and keep the following instructions to make sure that referrals made from 1 April are received and actioned by CSH Surrey.

1. Referral forms

Minimal changes are being made to referral forms from 1 April. Referral forms will continue to be available from the RSS with the only changes being the replacement of some telephone numbers and email addresses where appropriate.

To support the transfer of services from 1 April 2017, CSH Surrey **will** continue to accept the referral forms that you are currently using as well as the updated referral forms available from the RSS. However, please can you ask those completing the forms to start using the new forms as soon as possible from 1 April.

2. Referral processes

Referral processes will remain the same for all NWS Adults Community Services but changes to some emails and phone numbers have had to change due to the transfer to CSH Surrey.

The table overleaf clearly shows the referral contact details that should be used from 1 April 2017. Changes to existing contact details are shown in bold.

3. Future changes

In time CSH Surrey will work with referrers to review and develop referral pathways and forms. This will be a consultative process and will only start once the NWS Adults Community Service has been safely transferred.

Please get in touch with us should you want to discuss any of the above - ask.csh@nhs.net.

Kind Regards



Victoria Griffiths

Clinical Director
CSH Surrey

Referral routes for NWS Adults Community Services – to be used from **1 April 2017**
Please be aware that the contact details that have changed are in bold.

Service	Referral phone number	Referral fax number	Referral email address
Community Nursing - Woking	0300 3034735	01483 776957	CSH.Woking@nhs.net
Community Nursing - Runnymede & Elmbridge	0300 3034737	01932 565314	CSH.Runnymedeandelmbridge@nhs.net
Community Nursing - Spelthorne	0300 3030058	01784 883644	CSH.Spelthorne@nhs.net
Out of Hours	07506 731062	N/A	CSH.NWSOutofhoursnursing@nhs.net
Community Rehab – (OT + Physio) West Elmbridge and Spelthorne	01932 414220	N/A	N/A
Community Rehab (OT + Physio) - Woking and Runnymede	01483 846361	N/A	N/A
Podiatry	01932 570607	N/A	CSH.NWSPodiatry@nhs.net
Speech and Language Therapy	01483 846437	01483 846465	CSH.NWSSALT@nhs.net
Community Hospital - Walton	Hersham Ward 01932 414201 Oatlands Ward 01932 414216	01932 253674	CSH.NWSinpatientreferrals@nhs.net
Community Hospital - Woking	Alexandra Ward 01483846202	01483 846247	CSH.NWSinpatientreferrals@nhs.net
Bedser Hub	01483 545300	N/A	Bedser@nwsurreyccg.nhs.uk
Community Respiratory (incl. oxygen review and assessment)	01483 782863	N/A	CSH.NWSRespiratory@nhs.net
Heart Failure Care	01483 782879	N/A	CSH.NWSHeartfailure@nhs.net
Lymphoedema Care	Appointments - 01784 884351 Upper limb - 01932 722771 Lower limb - 01932 723576	N/A	Upper limb Lymphoedema service Breast Department Appointment Centre Ashford Hospital London Road Ashford TW15 3AA Lower Limb Mr Abdullah Jibawi Vascular Department Appointment Centre Ashford Hospital London Road Ashford TW15 3AA

Contenance	01483 782890	N/A	CSH.NWSContenance@nhs.net
Complex Wound Care - Woking	N/A	N/A	CSH.NWSWokingwoundclinic@nhs.net
Complex Wound Care - Spelthorne	N/A	N/A	CSH.NWSSpelthornewoundclinic@nhs.net
Complex Wound Care – Runnymede and Elmbridge	N/A	N/A	CSH.NWSRandewoundclinic@nhs.net
DATC	01932 414209	01932414221	CSH.NWSDATC@nhs.net
Rapid Response	01932 723317	01932 872337	CSH.NWSRapidresponse@nhs.net
Community Diabetes	01932 723315	01932 722273	CSH.NWSDSN@nhs.net
Dietetics	01932 722790	01932 723356	<u>asph.communitydietitians@nhs.net</u>
Tissue Viability Nurse	N/A	N/A	<u>CSH.TissueViability@nhs.net</u>