

## Process for patient redirection from ED to LUCS – Updated 12/12/2022

- Cases suitable for LUCS redirection can be identified using the below criteria and allocated directly to a LUCS PCEC appointment at any base. This can be done by phoning Flow centre on **0131 537 2713**
- If Urgent LUCS telephone advice is needed, or the case is not on the listed inclusion criteria, the **Triage nurse** can request a clinical advice call back via the **'Prof to Prof' line** to discuss.

### Opening hours and contact details:

- Flow Centre is open 24hrs per day 7 days per week.
- LUCS operational hours – Mon to Fri 6pm to 8am, and Sat and Sun 24hrs (including Public holidays)
- Flow Centre Contact Number for **appointments** or **'Prof to Prof'** call back requests - **0131 537 2713**

### ED to LUCS Redirection criteria:

- Is the individual more suitable for Pharmacy/ Dental or Daytime Primary Care Service follow up?
- All **Pregnant** individuals should be discussed with Flow prior to referral to ensure a GP present at base for assessment

#### All individuals referred to LUCS must be:

- Aged 3 months or older and at normal level of mobility
- Free from intoxication from drugs or alcohol
- No history of violence or currently registered with the Edinburgh Challenging behaviour practice.
- No investigations initiated in ED prior to referral (bloods, ECG, X-ray, CT scan etc)

### Qualifying conditions for Redirection to LUCS - (All cases must have a NEWS score < 2)

- Chronic headache exacerbation
- Sore throat/ ear pain/ acute sinusitis
- New cough, shortness of breath (**no chest pain**) - **Notify Flow centre if individual Covid-19 positive**
- Minor allergy (no lip/ tongue symptoms)
- Skin infection/ insects bites/ soft tissue lumps/ blisters/ blanching rashes (**excluding burns**)
- Constipation or Haemorrhoids
- Diarrhoea and vomiting illness <24hrs
- Cystitis/ Urinary tract infections (including catheter associated infections)
- Balanitis, penile discharge, scrotal pain
- Retained tampons/ condoms (**clarify not ANP led base prior to referral**)
- Musculoskeletal Back pain - under 65yrs old (no red flags/ no acute trauma, once AAA excluded)
- Post-coital contraception requests
- Clinically Urgent Medication requests (may be suitable for Prof to Prof call back management)

### Referral process:

- ED will identify appropriate cases and call Flow Centre to request either a **'LUCS PCEC appointment'** within a 2hr or 4hr clinical timeframe, or request a **'Prof to Prof'** call back from a LUCS Clinician.
- The Flow Centre will obtain the **NEWS Score (less than 2)**, name of referring Clinician and relevant clinical observations (including temperature, pulse rate, O2 sats). LUCS are unable to offer appointments without a set of clinical observations.
- Patients with **new mobility issues**, or admitted to ED via **ambulance** should be discussed between the Triage Nurse and LUCS on the 'Prof to Prof' line prior to referral.
- Any condition **not** listed in the inclusion criteria should be discussed on the 'Prof to Prof' line prior to any referral.
- Patients should be advised to attend LUCS PCEC at the agreed appointment time and be discharged from ED if safe to await presentation to LUCS at the time of their planned assessment