

Process for patient redirection from ED to LUCS

Last updated 07/07/2025 -

- Appropriate cases from the below inclusion criteria will be identified at ED Triage by the **Triage Nurse** and if meeting the inclusion criteria can be allocated directly to a routine LUCS PCEC appointment at any base. This appointment will be made by the reception team, please still complete your triage as per MTS and remember to update as Triage Category 5 – Non Urgent on TRAK. A complete set of observations **must be included**.
- If Urgent LUCS telephone advice is needed, or the case is not listed in the inclusion criteria, the **ED Triage nurse** can then request a doctor advice call via the new ED '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 are 6pm to 8am Monday to Friday, and 24hrs on Saturday and Sundays with additional hours on Public holidays
- Flow Contact Number for ED triage for PCEC appointments - **0131 537 2713**
- Flow Contact Number for **Triage Nurse** for 'Prof to Prof' call back - **0131 537 2713**

Inclusion criteria:

Are these cases suitable for Pharmacy First, another community service or follow up in daytime Primary Care?

- Respiratory symptoms: New cough, SOB (**no chest pain**) (Notify Flow centre if Covid 19 positive)
- Well patients with a blanching rash (once Monkeypox excluded on case definition criteria)
- Tonsillitis/ ear pain/ acute sinusitis
- Skin infections/ infected insect bites/ soft tissue lump/ blister
- Minor allergy (no lip/ tongue symptoms)
- Constipation or Haemorrhoids
- Diarrhoea and vomiting illness <24hrs
- Cystitis/Urinary tract infections (including catheter associated)
- Balanitis, penile discharge, scrotal pain
- Post-coital contraception
- Retained tampons/ condoms (clarify not ANP led base prior to ref)
- Musculoskeletal Back pain - under 65yrs old (no red flags/ no acute trauma, once AAA excluded)
- Clinically Urgent Medication requests
- Chronic headache exacerbation

All patients must be at their normal level of mobility and with a NEWS score of less than 2.

Exclusion criteria:

- Is patient suitable for redirection for follow up in daytime Primary Care?
- **NEWS score 2 or above**
- **Children less than 3 months old**
- Intoxicated or under influence of drugs
- Patients who have been injured (inc. burns)
- Patients with a history of violence against health service staff
- Any patient registered with Edinburgh Challenging Behaviour Practice
- Dental patients
- Patients who have already had investigations performed in ED (**bloods, ECG, CXR etc**)
- Blood test/ scan request or wound management request
- Chest pain
- Non MSK Back pain (or any red flags)

Referral process:

- ED will triage appropriate cases and the reception team will book a routine '**LUCS PCEC appointment**' normally in 4 hours time, or the triage nurse can request a '**Prof to Prof**' call from a LUCS Clinician on the numbers listed.
- The Flow Centre will apply the agreed criteria and obtain from **ED** the **NEWS Score (less than 2)**, **Covid status**, name of referring Clinician and all relevant clinical observations (including Temperature, pulse rate, O2 sats) **We are unable to offer an appointment without a set of clinical observations.**
- Patients with conditions on the inclusion criteria but **new mobility issues**, or admitted to ED via **ambulance** should be discussed between the **Senior Triage Nurse** and **LUCS clinician** 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.
- ED clinical concerns should continue to be escalated within the ED department as per current ED processes.
- Patients should be advised to attend LUCS PCEC at the agreed appointment time and should only be discharged from ED if safe to await their LUCS assessment at that time