Key contact information

Hospital Switchboard
T: 020 8746 8000

GP Relationship Manager
Jonathan Harris
T: 020 3315 6603
M: 07875 103 260
E: jonathan.harris@chelwest.nhs.uk

Clinical Services

Acute Medicine Service
T: 020 3315 8508

Antenatal Clinic
T: 020 3315 7916/7915/7790

Burns Service
T: 020 3315 2500

Cancer Service
T: 020 3315 5054

Cardiology Service
(Rapid Access Chest Pain Clinic)
T: 020 3315 5936

Diabetes and Endocrinology Service
(Nurse-led Hotline)
T: 020 3315 8132

Emergency Department (A&E)—adults
T: 020 3315 8015

Emergency Department (A&E)—children
T: 020 3315 8600

Endoscopy
T: 020 3315 8193

General Medicine Service
(Consultant advice—Mon–Fri, 12–2pm)
T: 020 8746 8000 bleep 8250

HIV & Sexual Health Appointments
T: 020 3315 6699

Imaging/Radiology Appointments
T: 020 3315 2783/2785

Labour Ward/Triage
T: 020 3315 7841

M-PALS (Membership and Patient Advice & Liaison Service)
T: 020 3315 6727

Maternity Day Assessment Unit
T: 020 3315 5850

Medical Day Unit
T: 020 3315 8067

Medical SpR on call
T: 020 8746 8000 bleep 0103

Ophthalmology Service (urgent advice)
T: 020 3315 8884/8457

Palliative Care Service
(Macmillan Nurse Specialist)
T: 020 3315 8499/8268

Pharmacy (Outpatient Dispensary)
T: 020 3315 8515

Phlebotomy
T: 020 3315 5596

Physiotherapy
T: 020 3315 8404

Radiologist
T: 020 3315 8571

Safeguarding & Protecting Vulnerable Children (Co-ordinator)
T: 020 3315 1606/6488

Stroke and TIA Service
T: 020 8746 8000 bleep 0385

Surgical SpR on call
T: 020 8746 8000 bleep 5658

Private Patient Services

Private Inpatients (The Chelsea Wing)
T: 020 3315 8484

Private Outpatients (The Westminster Wing)
T: 020 3315 8599

Private Maternity (The Kensington Wing)
T: 020 3315 8616

Assisted Conception Unit
T: 020 3315 8585
Welcome from the Chief Executive

I am delighted to introduce this directory which provides GPs and other healthcare professionals with up-to-date information about the services provided by Chelsea and Westminster Hospital NHS Foundation Trust.

Given the choice and complexity of services offered by hospitals in London, we have aimed to provide concise, easy-to-access information about the services we offer and the healthcare professionals who provide them.

The challenges set out in the 2010 Government White Paper, *Equity and excellence: Liberating the NHS*, present primary and secondary care with the opportunity to collaborate more closely than ever in the provision of patient care pathways.

We have worked in partnership with GPs in the development of several community services and the GP-led Urgent Care Centre which opened in our A&E department in October 2010.

We are committed to improving access to and communication with our services and consultants.

This year we are working towards the full utilisation of Choose and Book for referrals, and its advice and guidance function, to provide a communication channel between healthcare professionals.

For the majority of clinical queries, communication through Choose and Book is the best solution but there are times when more immediate advice is required. This year we will be introducing a new mobile phone system enabling GPs to speak directly to a consultant.

Details of these enhanced communication channels will be available in the online version of this directory which will be updated regularly. The online version of the directory and our GP e-bulletin are available at www.chelwest.nhs.uk/healthcare-professionals.

We welcome your feedback about this directory, our services or any other issues relating to Chelsea and Westminster Hospital NHS Foundation Trust. Please feel free to contact Jonathan Harris (our GP Relationship Manager) at jonathan.harris@chelwest.nhs.uk.

I hope you find this directory useful.

Regards

Heather Lawrence OBE
Chief Executive
Chelsea and Westminster Hospital NHS Foundation Trust
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About Chelsea and Westminster Hospital

Chelsea and Westminster Hospital NHS Foundation Trust aims to be a hospital of choice for patients and GPs and an employer of choice for staff. Our vision is to provide high quality patient-centred care for our local population and those using our specialist services, delivered by a modern workforce in a range of settings along integrated pathways of care.

We consistently meet national care standards, achieve financial surpluses to reinvest in patient care, and deliver high quality clinical services. For example, we are ranked as one of the two best performing hospitals in England for lower than expected mortality rates following surgery by the 2010 Dr Foster Hospital Guide and 90% of patients rated their care at Chelsea and Westminster as ‘Excellent’, ‘Very Good’ or ‘Good’ in the Care Quality Commission’s 2010 annual patient survey.

The National Patient Safety Agency’s Patient Environment Action Team (PEAT) assesses our hygiene standards as ‘Excellent’.

We also use the latest technology to help provide the best possible care for patients—for example, texting reminders to patients in order to reduce the number of missed appointments and improving our website, which has more than 40,000 visits a month.

Most of our services are provided at Chelsea and Westminster Hospital. However, our HIV and sexual health services are based at not only the hospital but also 56 Dean Street in Soho, and the West London Centre for Sexual Health at Charing Cross Hospital.

Increasingly, we are providing community-based services—for example, we have won competitive tendering exercises to provide community dermatology services in not only Westminster but also Kensington and Chelsea—as healthcare changes.

We aim to work in partnership with GPs to provide the best possible care for patients, for example through the opening of our Urgent Care Centre in 2010.
Making a referral

Introduction
We have reduced waiting times dramatically to ensure that 95% of patients are treated within 18 weeks of referral. We aim to make the referral process easy, efficient and reliable for both you and your patients. In order to achieve this, we hope to move towards full electronic booking in the near future.

Choose and Book
Choose and Book is our preferred referral method as it provides a clear audit trail for both primary and secondary care. Almost all of our services are available to book via Choose and Book and we regularly add new services, so please refer to the Choose and Book system for a full up-to-date list.

Direct booking
This enables the patient or GP to book the hospital appointment during their GP visit or afterwards by telephone or online using the national appointment booking service.

If there are no appointments available on the Choose and Book system, please ask the patient to call the national Appointment Line (TAL) on 0845 608 8888.

Indirect booking
A few services are available only by indirect booking—that is, the patient can be referred through Choose and Book, but not booked directly into an appointment slot. For indirectly bookable services, the patient must contact the hospital directly to book the appointment.

The referral letter should be attached within three days of referral for routine cases, and one day for urgent cases. This enables us to confirm if the patient has been booked in to the correct clinic at the correct priority level, and ensures that the consultant has all the necessary information when seeing the patient.

For services which are not available on Choose and Book, referrals should be sent to the Appointments Office directly:

E: chelwest.gprefererrals@nhs.net
F: 020 3315 8814
Medicine Services
**Medicine:**  
**Acute Medicine Service**

**Introduction**

The Acute Assessment Unit opened in 2010 to provide rapid assessment, diagnosis and treatment of patients with urgent medical and surgical conditions, on a 24/7 basis. The unit is staffed by a dedicated multidisciplinary team so that patients access the most appropriate treatment as quickly as possible. More than 60% of patients complete their care within the unit.

**What we offer**

- 36 fully monitored inpatient beds, nine acute Level 1 beds, and a 10-trolley assessment area
- Twice daily consultant input on ward rounds
- Relatives’ room
- Therapy assessment area
- Treatment room for outpatient assessments
- On-ward pharmacy for rapid discharge medication
- Treadmill/ECHO/Pacing room to assess patients with suspected heart problems

**Key staff**

- **Dr Gary Davies** (Clinical Lead)  
- **Prof Derek Bell** (Prof of Acute Medicine)  
- **Dr Richard Morgan** (Clinical Director)  
- **Johnny Wells** (Matron)

- **Alison Bawden** (Charge Nurse)  
- **Kristi Van Rosenveld** (Charge Nurse)  
- **Cathryn Park** (Pharmacist)

**Access**

Referrals from Emergency Department (A&E) and GPs accepted.

**Rapid Assessment Service**

GPs can refer patients from 8am–6pm by contacting the on-call Medical SpR. For surgical GP referrals, bleep the on-call surgical team. Patients will be fast-tracked for diagnostic tests and reviewed by a senior clinician. The GP will be informed of the treatment within 24 hours of the patient’s discharge.

**Referral criteria**

Most medical conditions, if haemodynamically stable, will be accepted directly for assessment including suspected:

- Asthma
- COPD
- DVT
- Pneumonia
- Pneumothorax
- Haemoptysis
- Transient ischaemic attacks

- Cellulitis
- Wound infections
- New onset headache

Patients with suspected new onset angina should be referred directly to the rapid access chest pain clinic by faxing the RACPC form (available on our website) to 020 3315 8814. Patients with suspected acute coronary syndrome or myocardial infarction should be referred to A&E.

**Service contact details**

**On-call Medical SpR**  
*T:* 07505 901 842 or by bleep via switchboard

**Acute Assessment Unit**  
*T:* 020 3315 8508 (to discuss existing patients)
Medicine:
Cancer Service

Introduction
Cancer Services at Chelsea and Westminster Hospital delivers a holistic service to people with suspected or diagnosed cancer. We provide diagnostics and local care services as well as specialist care for HIV related malignancies. In addition there is shared cancer care for children in conjunction with Great Ormond Street, The Royal Marsden and UCL hospitals.

What we offer

- Primary referral via 2 week wait pathways for the following suspected malignancies:
  - Skin cancer
  - Lung cancer
  - Urological cancers
  - Gynaecological cancers
  - Upper GI cancers
  - Colorectal cancers
  - Haematological malignancies
  - Thyroid cancer

- Acute Oncology Unit for the management of complications of cancer and acute new cancer diagnoses (see information opposite)

- Cancer site-specific MDT management including early involvement of palliative care, where appropriate

- No waiting times for acute oncology assessment or chemotherapy treatment

- Timely referral for further treatment at an appropriate cancer centre through a number of jointly appointed clinicians attending MDT meetings

- Tertiary referral and specialist care for HIV-associated malignancies

- Minimal waiting times for local surgical care

- Dedicated occupational therapist and physiotherapists

- Comprehensive support from a number of clinical nurse specialists

- On-site access for those with diagnosed malignancy, or their carers, to clinical psychologist assessment

- Macmillan Cancer Information and Support Service (see information opposite)

Quality markers
The cancer team has consistently demonstrated high levels of compliance with cancer peer review including 100% compliance with intrathecal chemotherapy standards. In 2009, the service was recognised by the European Society of Medical Oncology as an integrated cancer and palliative care service. The service has also demonstrated compliance with cancer waiting times standards.

Key staff

- **Prof Mark Bower** (Lead Cancer Clinician)
- **Catherine Gillespie** (Macmillan Lead Nurse & Cancer Services Manager)
- **Prof Tim Allen-Mersh** (Colorectal)
- **Prof Mark Bower** (HIV-Associated)
- **Ms Jane Bridges** (Gynaecological)
- **Dr Sarah Cox** (Palliative Care)
- **Dr Louise Fearfield** (Skin)
- **Mr Bijan Khoubehi** (Urology)
- **Dr Tom Newsom-Davis** (Acute Oncology)
- **Dr Pallav Shah** (Lung)
- **Mr James Smellie** (Thyroid)
- **Mr Jeremy Thompson** (Upper GI)
- **Dr Helen Yarranton** (Haematology)
Access

• For urgent two-week wait referrals, please complete the appropriate GP referral form within 24 hours of the patient being seen and fax to the appointments office
• Referrals for support during or following cancer treatment can be made directly to the appropriate cancer clinical nurse specialist
• For patients with an existing diagnosis, please address referral letters to the appropriate MDT lead clinician
• Emergency out of hours referrals of known cancer patients treated at Chelsea and Westminster Hospital can be made through switchboard (020 8746 8000), asking for the oncology registrar on call.
• Referrals to the Acute Oncology Unit:
  E: cancerrapa@chelwest.nhs.uk
  T: 020 8746 8000 bleep 5019
  F: 020 3315 8863 (marking the fax for attention of the Acute Oncology Unit)

Referral criteria

The Trust does not accept referrals for investigation, diagnosis or treatment of breast or head and neck cancers. Referrals to the palliative care service are accepted for patients within the locality.

Service contact details

General cancer services enquiries
T: 020 3315 5054
F: 020 3315 8863

Catherine Gillespie, Macmillan Lead Nurse
T: 020 3315 5110
E: catherine.gillespie@chelwest.nhs.uk

Acute Oncology Unit

This new service provides rapid-response assessment and management of patients with known or suspected cancer. This ensures prompt diagnosis and treatment of patients with complications of their cancer treatment or as a consequence of their diagnosis of cancer. The Acute Oncology Unit also offers immediate and easy access to specialist oncology input for any patient with an acute presentation of suspected cancer. To ensure we continue to provide a fast and flexible service, unless there is an acute medical reason, patients with suspected breast, lung or colorectal cancer should continue to be referred through the well-established 2-week wait pathway.

The Macmillan Centre

The Macmillan Centre supports around 1,500 cancer patients and their families each year through every stage of the cancer journey. Information, support and complementary therapies are available to anybody affected by cancer including patients, carers and family. This includes anything relating to diagnosis, treatment, palliative care, financial issues, benefits and relationship problems. The centre is stocked with more than 200 titles of free information and offers reflexology, massage and aromatherapy complementary therapies. The centre is open for drop-in access Mon–Fri, 10am–4pm. Referrals will be accepted for local people for both cancer or bereavement support from GPs. The centre also offers a bereavement service in partnership with Cruse Bereavement Care.

For more information, please contact Dr Russ Hargreaves
T: 020 3315 2386
E: russ.hargreaves@chelwest.nhs.uk
**Medicine: Cardiology Service**

**Introduction**

The Cardiology Service works closely with the Royal Brompton Hospital to offer a seamless service for inpatients and outpatients. Consultants work at both hospitals to ensure that excellence in service is delivered. Various clinics for all cardiac problems are offered as a one-stop service.

**What we offer**

A range of cardiac problems can be treated including cardiac arrhythmias, cardiac failure, cardiomyopathies, coronary artery disease, implantable devices, myocardial infarctions, pacemakers, stable angina, syncope, unstable angina and valvular heart disease.

The services we provide are:

- Syncope service including tilt tests and implantable loop recorder implants
- Pacemaker and implantable defibrillator service
- Full cardiac diagnostics including nuclear cardiology and CT coronary angiography
- Follow-up clinic for pacemakers and all other implantable devices
- Rapid access chest pain clinic
- Heart failure clinic
- Cardiac rehabilitation including community-based classes
- Open access to echocardiography and ECG
- Consultant-led 24-hour cover

**Quality markers**

- Excellent record in delivering quality care rapidly
- Fully accredited centre for cardiology training

**Key staff**

**Consultants**
- Dr Julian Collinson (Service Lead)
- Dr Simon Davies
- Dr Sam Kaddoura

**Cardiac Specialist Nurses**
- Sue Bourne (Rapid Access Chest Pain Clinic)

**Physiologists**
- Sonia Williams (Departmental Manager)
- Fatima Cortez (Echocardiography Lead)
- Sarah Mills (Pacing & Tilt Test Lead)

**Access**

Referrals can be made by email to chelwest.gpreferferrals@nhs.net or by fax to our central appointments office on 020 3315 8814 for general cardiology, heart failure clinic, open access echo, pacing clinic and rapid access chest pain clinic.

Referral forms for open access echo and rapid access chest pain clinics can be found on www.chelwest.nhs.uk.
Service contact details

- For urgent advice, call the Cardiology SpR via switchboard on 020 8746 8000 (24/7)
- For routine advice, call the Cardiology SpR via switchboard (9am–5pm Mon–Fri) or the Cardiology Secretary on 020 3315 5681

Cardiology Department
T: 020 3315 8032

Cardiology Secretaries
T: 020 3315 5681/8033/8039
F: 020 3315 8040

Cardiac Rehabilitation
T: 020 3315 8505

Heart Failure
T: 020 3315 8530

Rapid Access Chest Pain Clinic
T: 020 3315 5936 (for advice)
F: 020 3315 8814 (for referrals)

Cardiac Nurses
F: 020 3315 5078

ESG Department
F: 020 3315 8038

Clinics

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<td>General Cardiology</td>
<td>One-stop</td>
<td>Dr Julian Collinson Dr Sam Kaddoura</td>
<td>✓</td>
<td>Email letter to <a href="mailto:chelwest.gpreferrals@nhs.net">chelwest.gpreferrals@nhs.net</a></td>
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<tr>
<td>Pacing clinic</td>
<td>Standard</td>
<td>Dr Julian Collinson</td>
<td>×</td>
<td>Email letter to <a href="mailto:chelwest.gpreferrals@nhs.net">chelwest.gpreferrals@nhs.net</a></td>
</tr>
<tr>
<td>General Cardiology</td>
<td>Standard</td>
<td>Dr Sam Kaddoura</td>
<td>✓</td>
<td>Email letter to <a href="mailto:chelwest.gpreferrals@nhs.net">chelwest.gpreferrals@nhs.net</a></td>
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<td>General Cardiology</td>
<td>Standard</td>
<td>Dr Simon Davies</td>
<td>✓</td>
<td>Email letter to <a href="mailto:chelwest.gpreferrals@nhs.net">chelwest.gpreferrals@nhs.net</a></td>
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<td>Rapid Access Chest Pain Clinic</td>
<td>Rapid Access</td>
<td>Nurse Specialists Leoni Bryan and Sue Bourne (with consultant support)</td>
<td>×</td>
<td>Fax Rapid Access Chest Pain Clinic Referral Form to 020 3315 8814</td>
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<td>Open Access Echo</td>
<td>Standard</td>
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<td>Fax referral form to 020 3315 8038</td>
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<tr>
<td>Heart failure clinic</td>
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<td>Nurse Specialist Pam Copeland (with consultant support)</td>
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<td>Email letter to <a href="mailto:chelwest.gpreferrals@nhs.net">chelwest.gpreferrals@nhs.net</a></td>
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Medicine: Care of the Elderly

Introduction
The Care of the Elderly department has four consultants all of whom hold specialty accreditation in geriatrics and general medicine and provide a wide range of services. These services are centred at our Medical Day Unit with six day case beds and six consulting rooms. The unit cares for all medical day cases such as blood transfusions, chemotherapy and haematological endocrine investigations. Our department is multidisciplinary and has regular input from rheumatology, haematology and oncology.

What we offer
• Neurodegenerative diseases and continence management
• Short-term inpatient rehabilitation at Ellesmere Residential Unit
• Preoperative assessment of complex elderly patients
• Falls assessment service
• Congestive cardiac failure clinic for elderly patients
• Preoperative assessment unit for elderly orthopaedic patients
• Old age general medicine clinic
• Clinical pharmacology with specialist emphasis on metabolic disease
• Old age general medicine clinic
• Memory clinic
• Spina bifida clinic (including management of young disabled)
• Stroke and TIA clinic
• Old age general medicine clinic

Key staff
• **Dr Peter Kroker** (Service Lead)
• **Dr Richard Morgan** (Clinical Director)
• **Dr Inaki Bovill**
• **Dr Michael Pelly**

Service contact details
Secretaries
**T:** 020 3315 1565 (Dr Peter Kroker)
**T:** 020 3315 8146 (Dr Richard Morgan)
**T:** 020 3315 8071 (Dr Michael Pelly)
**T:** 020 3315 1563 (Dr Inaki Bovill)
Medicine:  
Dermatology Service

Introduction
The Dermatology Service has a well-deserved reputation both nationally and internationally for its expertise in dermatology including its unique combination of dermatology/genitourinary medicine/HIV clinics. It provides a consultant-led service, offering the full range of diagnostic and treatment services for skin disorders, and has recently launched two new community dermatology services for common conditions such as acne, eczema, alopecia and recurrent bacterial infections.

What we offer
- General dermatology diagnostic and treatment services
- Multidisciplinary specialist skin cancer clinic with dermatology/plastic surgery/oncology (including clinics at the Royal Marsden Hospital)
- One-stop rapid access skin cancer clinics
- Mohs surgery clinic
- Combined dermatology/genitourinary medicine/HIV clinics
- Specialist genital dermatology clinics for men and women
- Inflammatory skin disease and therapeutics clinic
- Biologics clinic
- Psychodermatology clinic
- Treatment of skin manifestations of heart and lung disease, in particular, cutaneous sarcoidosis
- Sarcoidosis clinic (at the Royal Brompton Hospital)
- Skin surgery
- Photodynamic therapy
- Cryotherapy
- Patch testing for a wide range of allergens
- Camouflage clinics
- Lontophoresis
- Inpatient and acute referral services
- Suites for phototherapy and day treatment
- Specialist nurse patient support
- Community dermatology services including for acne, alopecia, and recurrent bacterial infection

Quality markers
- Consultant-led service, with every patient under the care of a senior doctor
- Specialist training centre
- Tertiary referral centre
- Mohs service led by consultant surgeon

Key staff
Consultants
- Dr Nilesh Morar, Service Lead (Sarcoidosis/ HIV Skin Disease)
- Dr Karen Agnew (Skin Cancer/Skin Surgery)
- Dr Tamara Basarab (Contact Allergies)
- Prof Chris Bunker (Male Genital Dermatology)
- Dr Emma Edmonds (Female Genital Dermatology)
- Dr Louise Fearfield (Skin Cancer/General Dermatology)
- Dr Bisi Laguda (Paediatric Dermatology)
- Dr Chrystalla Macedo (Community & General Dermatology/Teaching)
- Dr Sarah Riaz (Community Dermatology/ Pigmentation Disorders)
- Dr Nerys Roberts (Inflammatory Skin Disease & Therapeutics)
- Dr James Shelley (Skin Cancer)

Dermatology Specialist Nurses
- Sharon Coburn (Day Treatment)
- Rosalyn Eldridge (Iontophoresis)
- Zoë Foster-Goss (Community)
- Karen Stewart (Biologics)
- Rosemary Turnbull (Paediatrics)
Associated Staff
• Dr David Asboe (HIV)
• Dr Simon Barton (HIV & Sexual Health)
• Dr Catherine Brock (Oncologist)
• Mr Michael Dineen (Urologist)
• Mr Simon Eccles (Plastic Surgeon)

• Dr David Hawkins (HIV & Sexual Health)
• Mr Lucian Ion (Plastic Surgeon)
• Mr Niall Kirkpatrick (Plastic Surgeon)
• Dr Charles Lowdell (Clinical Oncologist)
• Mr Richard Young (Plastic Surgeon)

Access
We provide community services for residents living in the boroughs of Kensington and Chelsea and Westminster. Full details of these services can be found in the Community Dermatology section on p19 and on our website.

Service contact details
For urgent advice call the acute SpR via the hospital switchboard
T: 020 8746 8000

For routine advice call a dermatology consultant via the hospital switchboard
T: 020 8746 8000

Clinics

<table>
<thead>
<tr>
<th>Clinic</th>
<th>Location</th>
<th>Clinic type</th>
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<td>One-stop</td>
<td>Dr Nilesh Morar</td>
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<td>Westminster Community</td>
<td>Dr Sarah Riaz</td>
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<td>Westminster Community</td>
<td>Dr Chrystalla Macedo</td>
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<td>✓</td>
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<td>St Charles’ Centre for Health and Wellbeing</td>
<td>Kensington &amp; Chelsea Community</td>
<td>Dr Chrystalla Macedo</td>
<td>✓</td>
<td>Email letter to <a href="mailto:chelwest.gprefer@nhs.net">chelwest.gprefer@nhs.net</a></td>
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<td>Kensington &amp; Chelsea Community</td>
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<td>✓</td>
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Medicine: Dermatology Service (Community)

Introduction

We provide a Community Dermatology Service for both Kensington and Chelsea and Westminster residents, allowing them to benefit from the hospital’s specialist expertise closer to home. The service is provided by hospital consultants and a specialist nurse, delivering intermediate care, so it is suitable for those patients who cannot be managed in general practice but who do not require care in an acute hospital setting.

What we offer

The service treats patients with the following conditions:

- Pyogenic Granuloma
- Actinic Keratosis
- Bowen’s Disease
- Atypical Naevi/moles (except if genuine concern regarding melanoma, in which case refer under two-week rule)
- Epidermoid/pilar (sebacceous) cysts
- Lipoma
- Dermatofibroma/histiocytoma
- Keratin horn
- Kerato-acanthoma
- Basal Cell Carcinoma (BCC)—superficial on the trunk
- Mild/moderate acne not requiring Roaccutane
- Discoid eczema, xerosis, generalised pruritus
- Urticaria/angioedema
- Tinea/fungal/recurrent bacterial infections
- Pityriasis versicolor
- Plaque psoriasis confined to discrete areas
- Alopecia areata/androgenic alopecia
- Hirsuitism

Key staff

- **Dr Karen Agnew** (Lead Consultant)
- **Dr Chrystalla Macedo** (Dermatology Consultant)
- **Dr Sarah Riaz** (Dermatology Consultant)
- **Zoë Foster-Goss** (Specialist Nurse)

Access

**Westminster Community Dermatology Service**

Patients can choose from clinics held at the following locations:

- South Westminster Centre for Health (including paediatric clinic)
- Soho Centre for Health
- St John’s Wood Medical Practice
- Health at the Stowe

**Kensington and Chelsea Community Dermatology Service**

Patients can choose from clinics held at the following locations:

- St Charles’ Centre for Health and Wellbeing
- Om Sai Medical Centre (opening 2011)

Referral to all community clinics is via Choose and Book. Due to short waiting times (patients can expect an appointment within two weeks of referral) the referral form should be attached to the booking within 48 hours.

Service contact details

**T:** 020 3315 3327
**Medicine: Diabetes and Endocrinology Service**

**Introduction**

**Diabetes**
The Beta Cell Diabetes Centre focuses on teaching, research and speciality aspects of diabetes, with a holistic approach to diabetes management. Diabetes consultants, specialist nurses, podiatrists, retinal eye screeners and other specialists allow patients to be cared for in a single dedicated centre. We provide advice and support to all specialties including inpatients with foot disease and emergency cases. There is also a tertiary referral service. Urgent advice is available through a same-day service for urgent problems plus assessments of new presentations of diabetes requiring urgent insulin initiation.

**Endocrinology and metabolic conditions**
Endocrinology and lipid clinics are consultant-led and supported by a multidisciplinary team. A specialist endocrine service includes thyroid, pituitary, metabolic bone disorders and HIV and reproductive endocrinology. All aspects of diabetes and endocrinology disease are covered by the members of the specialist team at the Royal Brompton and Royal Marsden hospitals including a neuroendocrine tumour and thyroid nodule service with surgery at Chelsea and Westminster Hospital and oncology at the Royal Marsden Hospital.

**What we offer**

**Specialist diabetes clinics**
- Treat-to-target clinics for new/complications
- Polypharmacy clinic
- Complex type 1 DM or type 2 DM clinic
- Liaison psychiatry diabetes clinic
- Insulin pump clinic
- HIV and hepatitis diabetes clinic
- High risk foot clinic jointly with microbiology and vascular surgery service
- BP/nephropathy clinic
- Dietitian specialist clinics (both food-insulin calibration workshops and weight management)
- Diabetes retinopathy screening service (digital camera)
- Pre-conception diabetes clinic
- Antenatal diabetes clinic
- Adolescent transition clinic

**Diabetes patient education**
- Dose Adjustment For Normal Eating (DAFNE) course for Type 1 Diabetes

**Diagnostic screening services**
- Continuous glucose monitoring, ambulatory BP monitoring, diabetes retinopathy screening service

**Endocrinology service**
- General endocrinology clinic, joint endocrine and endocrine surgery clinic, cancer endocrinology

**Lipid service**
- Adult lipid and cardiovascular risk factor clinic and family lipid clinic (adult and paediatric)

**Metabolic service**
- Obesity (bariatric surgery) assessment clinic and adult Refsum’s disease clinic
Key staff

- Dr Michael Feher (Consultant in Diabetes & Clinical Pharmacology/Clinical Lead)
- Dr Daniel Morganstein (Consultant in Diabetes & Endocrinology)
- Dr Kevin Shotliff (Consultant in Diabetes & Endocrinology)
- Dr Alison Wren (Consultant in Diabetes & Endocrinology)
- Dr Neil Munro (Associate Specialist)
- Dr Ken Watters (Senior Medical Fellow)
- Debra Lake (Diabetes Specialist Nurse Consultant)
- Miranda Greg (Chief Diabetes Dietitian)
- Nicole Rich (Specialist Diabetes Podiatrist)

Access

Referrals

W: Choose and Book  
E: chelwest.gprefererrals@nhs.net

- For routine diabetes advice, contact specialist nurses, dietitians or medical teams
- For urgent diabetes advice, contact the nurse-led hotline on 020 3315 8132
- For endocrinology, contact the endocrine SpR (within working hours) via the switchboard on 020 8746 8000

Referral criteria

According to clinical need.

Service contact details

Beta Cell Diabetes Centre/Reception Desk
T: 020 3315 2720/2729  
F: 020 3315 2732

T: 020 3315 8132 (Specialist Nurses)  
T: 020 3315 2735 (Dietitians)  
T: 020 3315 2725 (Specialist Podiatrist)

Secretaries
T: 020 3315 8134 (Dr Feher)  
T: 020 3315 5294 (Dr Shotliff)  
T: 020 3315 3042 (Dr Morganstein)  
T: 020 3315 2730 (Dr Wren)
Medicine: Emergency Department (A&E)

Introduction
The Emergency Department is open 24 hours a day, 365 days a year. It is staffed by experienced doctors and nurses who deliver initial assessment and treatment to all patients who present with a need for medical care.

What we offer
- Initial assessment, treatment and stabilisation of all medical, surgical and psychological conditions
- A well-equipped department for all patients including those requiring high level care, minor surgical interventions, eye assessment and overnight observation
- Referral for continuing assessment and ongoing management under inpatient or outpatient specialty teams, if further treatment is required which could not be provided by primary care in the community
- A separate 24/7 Children’s Emergency Department staffed by experienced paediatricians (see p79)
- Specialist nurses trained to manage minor injuries
- A dedicated radiology department for emergency patients requiring X-ray
- Physiotherapy appointments for acute injuries
- A specialist team of occupational therapists and physiotherapists to enable safe discharge for patients who may require additional support in the community for daily tasks
- Psychological assessments by specialist nurses

Quality markers
The department is a centre for training in the North West Thames region. It has on-site specialist services such as plastics and burns.

Key staff
Consultants (Adult)
- Dr Priya Bhangoo
- Dr Jeremy Booth
- Dr Claire Emerson
- Dr Peta Longstaff
- Dr Patrick Roberts

Consultants (Paediatrics)
- Dr Ed Abrahamson
- Dr Jo Hacking

Specialist Nurses
- Andrea Travers (Matron)
- Claire Shard (Consultant Nurse—Minor Injuries)

Service contact details
Secretary
T: 020 3315 8015/5147
F: 020 3315 8682
Urgent Care Centre (UCC)

The UCC is run by a team of highly skilled GPs and specialist nurses, all of whom are experienced in diagnosing and treating minor injuries or illnesses. These staff work closely with the Emergency Department (A&E) to provide faster assessment of patients and ensure they receive the right care in the right place.

UCC hours
Open 24/7

GP hours
Mon–Fri, 12 noon–12 midnight
Sat/Sun, 10am–12 midnight

Outside GP hours, patients will be treated by one of our highly-skilled specialist nurses or a doctor working in our Emergency Department.
Medicine: Gastroenterology Service (including Hepatology)

Introduction
The Gastroenterology Service provides a complete range of inpatient, outpatient and endoscopy services. It treats all aspects of gastroenterology, hepatology and pancreato-biliary diseases. This service provides care for the local population as well as drawing upon a wide range of regional referrals for specialist care.

What we offer

- Integrated cancer care of gastroenterological malignancy with the Royal Marsden Hospital, with multidisciplinary review of all gastroenterological and hepato-pancreato-biliary malignancy
- Multidisciplinary inflammatory bowel disease service, with two consultant gastroenterologists, specialist nurses and specialist surgical care
- Pancreatic cancer centre in conjunction with the Royal Marsden Hospital offering a full range of diagnostic modalities
- Comprehensive multidisciplinary service for the investigation and management of liver disease, and for those with advanced liver disease, the department has close links with the transplant unit at King’s College Hospital
- Antenatal hepatitis service
- A full range of diagnostic and therapeutic endoscopic procedures in a dedicated JAG-approved endoscopy unit, providing OGD, Colonoscopy, ERCP and EUS
- Viral hepatitis treatment with two specialist nurses
- Dedicated dietitian-led clinic for coeliac disease
- Weekly virtual clinic to review and communicate pertinent results to primary care in a timely manner
- 15 consultant clinics per week
- Inpatient and outpatient dietetic support
- Close liaison with surgical directorate at MDT, endoscopy and outpatient level
- Consultant level cover of acute gastroenterological bleeding 24 hours, 365 days
- Transition clinics with regional paediatric gastroenterology service to facilitate seamless transfer of paediatric care to adult services
- Alcohol liaison service
- Upper and lower GI endoscopy (see p136)

Quality markers

- Tertiary referral centre for diagnosis and management of GI cancers
- Meets national inflammatory bowel disease guidelines
- Centre for therapeutic trials in inflammatory bowel disease
- JAG-approved centre providing specialist endoscopic training for five gastroenterology trainees for North West Thames region
- Tertiary referral centre for the management of viral hepatitis
Key staff

Consultants
• Dr Mike Anderson (Hepatologist)
• Dr Martin Benson (Gastroenterology, Interventional Endoscopy)
• Dr Matthew Foxton (Hepatology)
• Prof Brian Gazzard (Gastroenterology, Hepatology)
• Dr Marcus Harbord (Inflammatory Bowel Disease)

• Dr Bobby Prasad (Interventional Endoscopy)
• Dr Alan Steel (Inflammatory Bowel Disease)
• Dr Owen Woghiren (Gastroenterology)

Clinical Nurse Specialists
• Anita Maghlaoui (Hepatitis)
• Mercy Nzuruba (Hepatitis)
• Stephanie Woodward (Inflammatory Bowel Disease)

Access

Referrals
W: Choose and Book
E: chelwest.gpreferrals@nhs.net

• For urgent advice, call the Gastroenterology SpR via switchboard or bleep 4117

Service contact details

Secretary for Dr Anderson/Foxton/Steel
020 3315 8321

Secretary for Dr Benson/Woghiren/Prasad
020 3315 1076

Secretary for Prof Gazzard
020 3315 8239

Secretary for Dr Harbord/Steel
020 3315 8106

GI Registrar on-call
020 8746 8000 bleep 4117

Clinical Nurse Specialists
• Anita Maghlaoui (Hepatitis)
  020 3315 8009/bleep 4981

• Mercy Nzuruba (Hepatitis)
  020 3315 58372/bleep 4282

• Stephanie Woodward (IBD)
  020 3315 7917
**Medicine:**
**Haematology Service**

**Introduction**

The Haematology Service provides a personal, consultant-led service and investigates and manages a wide range of haematological disorders including general haematology (anaemias, thrombocytopenias, leucopenias, evaluation of paraproteins, haemoglobinopathies, disorders of coagulation and thrombosis, haemochromatosis) and malignant haematology (lymphomas, chronic leukaemias, myeloproliferative disorders, supportive care for acute leukaemias).

The outpatient clinic, Beta Cell Diabetes Centre and Medical Day Unit make up the department. It is fully integrated with other hospital services to provide a comprehensive treatment package, working particularly closely with oncology, palliative care, histology, radiology and surgery. This close relationship allows for rapid diagnostic investigations and treatment and excellent palliative care support.

Part of the West London Cancer Network, the team works very closely with the haematology team at Hammersmith Hospital, where patients who require high dose chemotherapy or stem cell transplant are managed. Patients with complex haemoglobinopathies and coagulopathies are also referred here.

**What we offer**

- Four consultant-led haematology clinics per week for outpatients (includes general and malignant haematology and haematological oncology)
- Anticoagulant dosing clinics (all patients new to the anticoagulant service are seen in the new patients’ clinic run by the anticoagulant nurse practitioner, supervised by Dr Helen Yarranton, and are counselled)
- The team also has rapid access to the Medical Day Unit for urgent reviews, chemotherapy, transfusions and other treatments, and has a dedicated ward for patients with haematological malignancies
- The team provides telephone support for GPs

**Quality markers**

Both Dr Yarranton and Dr Matthey are core members of the North West London haemato-oncology multidisciplinary team and regularly discuss all cases of malignant haematology at this forum. They are also honorary consultants at Hammersmith Hospital. Dr Matthey is an examiner for the Royal College of Pathologists and secretary to the national haemato-oncology taskforce for the British Committee on Standards in Haematology.

**Key staff**

- **Dr Helen Yarranton FRCP, FRCPath** (Consultant Haematologist, Clinical Lead and Lead For Thrombosis & Haemostasis)
- **Dr Francis Matthey FRCP, FRCPath** (Consultant Haematologist, Lead for Transfusion)
- **Kate Shaw** (Haematological Oncology Specialist Nurse)
- **Shauna McCann** (Chemotherapy Specialist Nurse)
Access

Referrals
W: Choose and Book
E: chelwest.gpreferrals@nhs.net
   tertiaryreferral@chelwest.nhs.uk

Referral information

- All New Urgent Cancer Appointment (NUCA) referrals should be faxed to 020 3315 8814 using the appropriate form
- There is an anticoagulant clinic referral form for GPs. Referrals are faxed or sent to the haematology secretaries (details at bottom of form)
- Please supply a print-out of all relevant blood test results, details of past medical history and current medications within the referral
- Most patients will have a blood test before they see the doctor. The patient is advised to attend 30 minutes before their appointment (but not before 8:45 for 9am appointments) and should bring a list of medication
- For general queries call the Appointments Office on 020 3315 6666

Service contact details

A member of the haematology team is always available to answer any queries or concerns from patients or GPs:

Haematology Secretary
T: 020 3315 8211
F: 020 3315 8202

Haematology/Oncology Specialist Nurse
T: 020 3315 8281/bleep 1424

Anticoagulant Nurse
T: 020 3315 5172/bleep 7964

Haematology Staff Grade
Bleep 0902

Dr Helen Yarranton or Dr Francis Matthey can also be contacted directly via the hospital switchboard on 020 8746 8000
Medicine:
Neurology Service

Introduction
The Neurology Service provides both outpatient and inpatient services. The three neurology consultants have a range of specialist interests including neuromuscular disease, multiple sclerosis, memory disorders and vascular neurology. They hold joint appointments between Chelsea and Westminster Hospital and the Regional Neurosciences Centre at Charing Cross Hospital. The department has a close working relationship with the Neurophysiology department, the Radiology department, the Acute Stroke Unit and the Royal Brompton Hospital. It also provides training to specialist registrars in neurology, medical senior house officers and pre-registration house officers, as well as medical students from Imperial College.

What we offer
• Six outpatient clinics per week (five at Chelsea and Westminster and one at the South Westminster Centre)
• Day cases seen in the Medical Day Unit for assessment, complex investigations, lumbar puncture and intravenous treatment
• A specialist MS treatment clinic and a TIA clinic in addition to general neurology clinics

Key staff
• **Dr John Janssen** (General Neurology, Memory Disorders & Stroke)
• **Dr Angus Kennedy** (General Neurology, Memory Disorders & Stroke)

Access
Referrals
W: Choose and Book
E: chelwest.gpreferrals@nhs.net

Service contact details
Secretaries:
T: 020 3315 8322
T: 020 3315 8320 (Dr Kennedy)
T: 020 3315 8322 (Dr Janssen)
Medicine: Palliative Care Service

Introduction
This multiprofessional team gives advice and support to inpatients and outpatients with illnesses which may not be curable. Its aim is to maximise quality of life for patients and lessen suffering by addressing their physical, emotional, spiritual and social needs.

What we offer
Multiprofessional specialist palliative care assessment and treatment including:

- 24/7 palliative care advice
- Clinical psychology
- Symptom control
- Complementary therapy assistance with arranging rapid discharge of patients approaching the end of life whose preferred place of care is home or hospice
- Specialist physiotherapy and occupational therapy
- End-of-life decisions including advance care planning, advance decision documents, and treatment decisions
- Facilitation of end-of-life care tools including Care of the Dying pathway in hospital and Gold Standards Framework in the community
- Practical support, information, financial advice, referral to other care agencies

Quality markers

- Accredited as an European Society for Medical Oncology (ESMO) designated centre of integrated oncology and palliative care
- Use of the Liverpool care pathway (care pathway for the dying) on all adult wards including Burns and ICU
- Peer reviewed against National Cancer Standards 2006 as a ‘highly regarded service’
- Audit revealed a high success rate in helping patients achieve their preferred place of care, in line with priority for end-of-life care strategy
- Accredited for training of specialist doctors in palliative medicine

Key staff

- Dr Sarah Cox (Consultant in Palliative Medicine/Clinical Lead)
- Gary Artiss (Macmillan Clinical Nurse Specialist)
- Natasha Ryan (Macmillan Clinical Nurse Specialist)
- Patricia Dopheide (Macmillan Specialist Occupational Therapist)

Access

Fax primary care referrals to 020 3315 8863
Urgent or routine advice is available from Dr Cox via the switchboard on 020 8746 8000 or via her secretary on 020 3315 5054
Out-of-hours advice is available from the palliative medicine registrar on-call at Trinity Hospice on 020 7787 1000

Service contact details

Reception/Secretary
T: 020 3315 5054
F: 020 3315 8863

Macmillan Specialist Nurses
T: 020 3315 8499/8268
**Medicine: Renal Service**

**Introduction**

The consultant-led Renal Service provides a once weekly outpatient clinic for the treatment and support of adults with all forms of kidney disease. Patients who require chronic dialysis are treated at Imperial College Healthcare NHS Trust.

**What we offer**

- Treatment and management of all aspects of nephrology and kidney disease including glomerular disease, renal failure, renal hypertension
- Specialist expertise in vasculitis, autoimmune disease, glomerulonephritis, dialysis

**Quality markers**

- Consultant-led service
- Affiliated with Imperial College Healthcare NHS Trust

**Key staff**

- Dr Jeremy Levy (Consultant Lead)

**Access**

**Referrals**

**W:** Choose and Book  
**E:** chelwest.gpreferrals@nhs.net

**Service contact details**

**Secretary**  
**T:** 020 3315 1076
**Medicine:**
**Respiratory Medicine Service**

**Introduction**

The Respiratory Medicine Service offers a comprehensive clinical service for both inpatients and outpatients, liaising closely with the Royal Brompton and Royal Marsden hospitals, and has active teaching and research components.

**What we offer**

Respiratory ward-based care includes negative pressure facilities and non-invasive ventilation interlinking with the Intensive Care Unit and the Acute Assessment Unit.

There is a full range of outpatient respiratory sub-specialty services supported by:

- Tertiary referral bronchoscopy service
- Lung function and sleep physiology lab
- Excellent respiratory imaging facilities
- Respiratory physiotherapy department

**General respiratory clinics (five per week)**

- Consultant-led clinics for asthma, COPD, interstitial lung disease, bronchiectasis and respiratory infections
- Specialist respiratory nurse service for inhaler technique, management plans and nebuliser trials

**Specialist services:**

- **Lung cancer:** joint clinics provided by respiratory physicians, thoracic surgeons, oncologists, palliative care consultants and specialist lung cancer nurses

**Quality markers**

Full compliance with national peer review lung cancer service, NICE and British Thoracic Society (BTS) guidance for COPD and Asthma, NICE and BTS guidance for TB, and Respiratory and General Medical accredited expertise in aviation medicine led by the Royal Air Force Consultant adviser for respiratory medicine.

The tertiary referral bronchoscopy service uses state-of-the-art interventional techniques for a wide range of respiratory diseases including airway tumours.

Comprehensive, multidisciplinary, diagnostic and therapeutic sleep medicine service linked to the regional bariatric centre for management of obesity.

The Respiratory department is involved in cutting edge research trials such as investigating airway thermoplasty for asthma and techniques for lung volume reduction in emphysema.
Key staff

Consultants
• Dr Gary Davies (Sleep, General Respiratory & Aviation Medicine)
• Dr Nick Hopkinson (COPD)
• Dr Dilys Lai (COPD & General Respiratory)
• Dr Mike Loebinger (TB)
• Dr Pallav Shah (Lung Cancer & General Respiratory)
• Dr Suveer Singh (Sleep, General Respiratory & Intensive Care)

Specialist Nurses
• Hina Amin (Lung Cancer)
• Sheena Basnayake (TB)
• Cielito Caneja (Asthma, COPD and O2 Assessment)
• Chantale l’Hermenier (Lung Cancer)
• Lesley Ruta (TB)

Respiratory Secretaries
• Shirley Amanfu
• Barbara Bingham

Access

Referrals
W: Choose and Book
E: chelwest.gpreferrals@nhs.net

Referral criteria
Any respiratory problem.

Service contact details

Respiratory Secretaries
T: 020 3315 8472/8063
F: 020 3315 8040

Respiratory SpR
Page via 020 8746 8000
Medicine:
Rheumatology Service

Introduction
This multidisciplinary team of doctors, specialist nurses and physiotherapists provides a personalised service to patients with arthritis. Close links with musculoskeletal radiology aids rapid diagnosis and initiation of treatment. Particular strengths include a ‘one-stop’ osteoporosis clinic, early arthritis and connective tissue disease clinics, and HIV rheumatology. Four specialist nurses provide an accessible link between primary and secondary care for patients who can also access advice via a 24-hour hotline.

What we offer

Clinics
- Early arthritis clinics for rapid diagnosis and initiation of treatment
- Annual review clinics to consider all aspects of the care of patients with inflammatory arthritis (including physio, cardiovascular risk factors)
- One-stop osteoporosis clinics: DEXA, consideration of risk factors and treatment plan
- Integrated musculoskeletal clinics: medical opinion, physiotherapy and soft-tissue/joint injection
- Specialist clinics in connective tissue disease eg SLE, dermatomyositis, Sjogren’s syndrome
- Access to a musculoskeletal radiology department to aid quick diagnosis
- Specialist service in HIV rheumatology
- Daily clinics at Chelsea and Westminster Hospital and weekly clinics at the South Westminster Centre for Health
- Medical Day Unit for infusion services and urgent patient reviews

Multidisciplinary Team
- Specialist hand therapy, splinting and rehab advice
- Specialist podiatry clinic
- Musculoskeletal medicine clinics with immediate physiotherapy access
- Consultant-led clinics—all patients have access to consultant opinion and advice
- Close links with community musculoskeletal services
- Close links with other specialities within the hospital, particularly orthopaedics, hand surgery, dermatology and HIV medicine

Quality markers
Compliant with all benchmarked aspects of care (NICE). A large and experienced team of specialist nurses (National Rheumatoid Arthritis Society Healthcare Champions 2008) provide easy access for patients and GPs, plus education and advice.

Key staff

Consultants
- Dr Alexander Brand FRCP (Clinical Lead)
- Prof Margaret Callan D Phil FRCP
- Dr Charles Mackworth-Young MA MD FRCP

Specialist Nurses
- Sarah Collis
- Antonia Greeves
- Bridget Ryan
- Ashlynne Van Vuuren

Associate Specialists
- Dr Matthew Ho
- Dr Amjad Jilani
Access

Referrals
W: Choose and Book
E: chelwest.gpreferrals@nhs.net

Urgent/routine advice
• Call the Rheumatology Secretary on 020 3315 8348
• Call the Rheumatology SpR on 020 8746 8000 bleep 7937
• Call the Rheumatology Nurse messaging service on 020 3315 5679
• Email Dr Alexander Brand at alexander.brand@chelwest.nhs.uk for advice
• Rheumatology office fax on 020 3315 8030

Service contact details

Secretary
T: 020 3315 8883

Additional information: Chelsea and Westminster Rheumatoid Arthritis Group meets regularly at the hospital. Attendees have the opportunity to share experiences and listen to talks on rheumatology topics. Patients should call 020 3315 5679 for more information.
Medicine:
Stroke and TIA Service

Introduction
The Stroke and TIA Service consists of two stroke physicians and three neurology consultants who have a wide range of specialist skills. They are also part of the thrombolysis rota at our local Hyper-Acute Stroke Unit (HASU) at Charing Cross Hospital. Our neurologists hold joint appointments at Chelsea and Westminster Hospital and the Regional Neurosciences Centre at Charing Cross Hospital.

The department works closely with the neurophysiology, radiology and cardiology departments, HASUs, and the Royal Brompton Hospital. It also provides specialist postgraduate training. The Stroke Service has recently initiated participation in local, national and international research including a specific research nurse to help co-ordinate our participation in each study.

What we offer

- High level inpatient care at our Acute Stroke Unit including medical treatment and rehabilitation from a multidisciplinary team (MDT) including medicine, physiotherapy, occupational therapy, speech and language therapy, dietetics, pharmacology and psychological support services
- A consultant-led TIA clinic (Mon–Fri) that aims to treat patients as day cases in the Medical Day Unit, assessing patients and completing complex investigations (including radiology) and same-day treatment
- All stroke inpatients receive an appointment within four to six weeks following discharge
- Patient and GP advice concerning access to services or patient management

Key staff

- **Dr Gary Davies** (General Neurology, Memory Disorders & Stroke)
- **Dr John Janssen** (General Neurology, Memory Disorders & Stroke)
- **Dr Angus Kennedy** (General Neurology, Memory Disorders & Stroke)
- **Dr Richard Morgan** (General Medicine, Stroke/TIA & Dementia)
- **Dr Michael Pelly** (General Medicine, Stroke/TIA & Infectious Diseases)

Access

- Stroke services via the Clinical Site Manager and/or directly through the Stroke Team via a consultant or Stroke Co-ordinator
- Fax urgent TIA referrals to 020 3315 6528—please use the referral form on our website

Service contact details

**Clinical Site Manager**  
**T:** 020 8746 8000 bleep 0111

**Stroke Co-ordinator/Stroke SpR**  
**T:** 020 8746 8000 bleep 0385

**Medical Day Unit**  
**T:** 020 3315 8067
Surgery Services
Introduction

The Burns Service cares for adults with burns of all degrees of severity. This includes patients with burns and inhalation injuries, and the service also treats patients with Toxic Epidermal Necrolysis Syndrome. In addition to a wide range of burns facilities, with all beds staffed by specialist burns nurses, a walk-in burns clinic is open Mon–Fri. The service also offers telephone advice.

What we offer

- Two burns ICU rooms, two rooms for patients requiring isolation or HDU-level care and separate male/female bays with nine beds
- Two specialist burns dressing clinics
- Consultant-led outpatient follow-up/new patient review for burn scars
- All beds are staffed by specialist burns nurses
- All admissions are seen by a specialist burns consultant
- Twice-daily consultant-led ward rounds
- Home visits by a senior burns sister for those unable to attend the walk-in/dressing clinics
- Input from a dedicated social worker and psychologist

Quality markers

Chelsea and Westminster is the only hospital in London recognised by the South East of England Burns Network for the treatment of significant burns in adults.

Key staff

- Mr Greg Williams (Lead Burns Consultant)
- Ms Isabel Jones (Burns Consultant)
- Mr Jorge Leon-Villapalos (Burns Consultant)
- Michelle Das (Clinical Nurse Lead)
- Debbie Steer (Sister/Senior Nurse Outreach)

Access

Burn scar referrals
T: 020 3315 2500 (24/7 telephone advice/acute referrals)
F: 020 3315 8814 (Appointments Office)
E: chelwest.gprefererrals@nhs.net

Acute referrals are taken from walk-in centres, GPs, NHS Direct, A&E departments and transfers from other hospitals.

Referral criteria

Completion of a telephone questionnaire is required for burn wounds/acute referrals to establish the nature of the burn. 24-hour access to specialist advice and burn wound review. Immediate admission and surgery when required. The burns dressing clinic is open Mon–Fri, 8:30am–3:30pm—referrals can be made by calling 020 3315 2500.

Service contact details

24/7 telephone advice/acute referrals
T: 020 3315 2500
**Surgery: Chronic Pain Service**

**Introduction**

The Chronic Pain Service provides multidisciplinary assessment and treatment of a wide range of painful conditions. It works closely with other departments, particularly the orthopaedic, rheumatology, neurology, neurosurgery, psychiatry and drug dependency teams, to provide comprehensive and seamless care. The Unit is a national tertiary referral centre for pain.

**What we offer**

- General assessment of painful conditions
- Physiological and psychological appraisal for local referrals
- Low back pain triage including mechanical back pain, neck pain, and sciatica
- Neuropathic assessment and opioid prescriptions
- Fully integrated pain management programme for six or eight weeks
- Advanced pain management techniques:
  - Spinal cord stimulation
  - Peripheral neuromodulation
  - Radiofrequency denervation
  - Quantitative sensory assessment
  - Relax and stretch group for those not suitable for behavioural therapy

**Quality markers**

- Internationally renowned academic programme in pain research including use of opioids and capsaicin
- Recognised centre for advanced pain training and a reference teaching centre for radiofrequency techniques
- Regular clinical audit in collaboration with the British Pain Society/Dr Foster Hospital Guide
- Compliant with National Institute for Health and Clinical Excellence (NICE) guidelines

**Key staff**

- **Dr Ian Goodall** (Consultant/Lead Clinician)—cognitive behavioural therapy, neuromodulation, spinal pain, such as low back pain and neck pain, sciatica, opioid review
- **Professor Andrew Rice** (Consultant)—neuropathic and HIV related pain, diagnostic procedures biopsies and QST, opioid review
- **Dr Rahul Seewal** (Consultant)—cognitive behavioural therapy, neuromodulation, spinal pain, sciatica, opioid review
- **Dr Glyn Towlerton** (Consultant)—spinal cord stimulation, spinal pain, peripheral and central neuropathy, refractory angina, sciatica, opioid review
- **Dr Susan Childs** (Clinical Psychologist)
- **Dr Lenka Medlik** (Clinical Psychologist)
- **Lisa Watson** (Clinical Nurse Specialist in Pain Medicine)
- **Sophie Canon** (Extended Scope Physiotherapist—low back pain)
- **David Urquhart** (Extended Scope Physiotherapist—low back pain)
Referral criteria

The unit does not treat the following:
• Children with malignant or terminal pain
• Back pain with cauda equina
• Patients in pain as a result of substance misuse unless being treated concurrently at a drug dependency unit
• Painful peripheral vascular disease before vascular assessment
• Acute herpes zoster in routine cases for patients under 50 years old
• Patients with degenerative joint pain

Service contact details

Pain Team (automated service)
T: 020 3315 3355
F: 020 3315 2738 (urgent referrals only)

Receptionists
T: 020 3315 2666/3014

Administrative Manager
T: 020 3315 2790

Outpatient Manager
T: 020 3315 5359

Pain Team Medical Secretaries
T: 020 3315 3013/5387

Clinical Nurse Specialist in Pain Medicine
T: 020 3315 8076

Additional information: The Chronic Pain Service pioneered the use of community-based triage programmes for back pain, and over the past five years it has been the first choice of specialist trainees wanting training in advanced pain.
Surgery:
General Surgery Service

Introduction
The Department of Surgery offers a wide range of services including general, bariatric, endocrine, upper gastrointestinal, colorectal and vascular surgery. Where possible, most surgery is performed as day cases. The Department provides 24-hour support to the Emergency Department (A&E) and patients can be referred directly to an appropriate outpatient clinic if necessary. This is a combined NHS and academic department and, as part of Imperial College London, is a centre of research and innovation.

What we offer
- General surgery including hernia, gallbladder, and ‘lumps and bumps’
- Full range of bariatric surgery (see Weight Loss Surgery on p56)
- Endocrine surgery including assessment and treatment of benign and malignant thyroid, parathyroid, adrenal and salivary glands, and urgent two-week assessment of suspicious thyroid nodules within the North West Thames Cancer Network (see Diabetes and Endocrinology on p20)
- Upper gastrointestinal surgery including benign hepatobiliary, oesophagogastric and pancreatic surgery plus gastroesophageal reflux, achalasia and diaphragmatic hernia surgery (see Gastroenterology on p24)
- Colorectal surgery including specialist treatment of anal cancer for men who have sex with men, or those who are HIV positive (see Cancer Service on p10)
- Laparoscopic colorectal resection surgery

Quality markers
- Regular audit of outcomes and weekly meetings within the department and its subspecialties
- Regular multidisciplinary meetings to discuss upper gastrointestinal, colorectal and bariatric surgical patients
- Affiliated with Imperial College School of Medicine as centre of research and innovation
- Recognised training centre in surgery for undergraduate and postgraduate trainees

Key staff
Consultants
- Professor Tim Allen-Mersh (Colorectal)
- Mr Anthony Antoniou (Colorectal)
- Mr Gianluca Bonanomi (General, Upper Gastrointestinal & Weight Loss/Service Lead)
- Mr Evangelos Efthimiou (General, Upper Gastrointestinal and Bariatric)
- Mr Richard Gibbs (Vascular)
- Mr Michael Jenkins (Vascular)
- Mr David Nott (General & Vascular)
- Mr James Smellie (General, Endocrine & Weight Loss)
- Mr Paris Tekkis (Colorectal)
- Mr Jeremy Thompson (Gastrointestinal & Weight Loss)

Clinical Nurse Specialists
- Nuala Davison (Weight Loss)
- Mel Seymour (Upper Gastrointestinal Cancer)
- Jo Turner (Colorectal Cancer)
**Referral criteria**

Patients with breast disease should be referred to the breast assessment unit at the Royal Marsden Hospital. Referrals for patients with venous disease who are treated on-site or who have peripheral arterial disease are accepted, although patients with peripheral arterial disease who require surgery will be transferred to Imperial College Healthcare NHS Trust.

**Service contact details**

For urgent advice contact the General Surgery SpR via switchboard on 020 8746 8000 bleep 5658.

**Colorectal surgery**

**T:** 020 3315 8529

**Colorectal cancer**

**T:** 020 3315 8354

**General, upper GI, weight loss**

**T:** 020 3315 8463  
**F:** 020 3315 8282

**Upper GI cancer**

**T:** 020 3315 8354

**Weight loss surgery**

**T:** 020 3315 8604  
**E:** obesity@chelwest.nhs.uk

**Booking new, rescheduling, and follow-up appointments**

**T:** 020 3315 6666  
**F:** 020 3315 8814

**Admissions team confirmation line**

**T:** 020 3315 2800

**Clinics**

<table>
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<tr>
<th>Clinic</th>
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| General & Upper Gastrointestinal Surgery   | Mr Bonanomi  
Mr Efthimiou  
Mr Smellie  
Mr Thompson | ✓                           | Email letter to  
chelwest.gpreferrals@nhs.net |
| Endocrine Surgery                          | Mr Smellie                        | ✓                           | Email letter to  
chelwest.gpreferrals@nhs.net |
| General & Colorectal Surgery               | Prof Allen-Mersh  
Mr Antoniou  
Mr Nott  
Mr Tekkis | ✓                           | Email letter to  
chelwest.gpreferrals@nhs.net |
| Vascular Surgery                           | Mr Gibbs  
Mr Jenkins  
Mr Nott | ✓                           | Email letter to  
chelwest.gpreferrals@nhs.net |
| Weight Loss (Bariatric) Surgery            | Mr Bonanomi  
Mr Efthimiou  
Mr Smellie  
Mr Thompson | ✓                           | Email letter to  
chelwest.gpreferrals@nhs.net |

**Additional information:** The multidisciplinary anal cancer service is among the largest of its type in the world. Men who have sex with men and HIV positive individuals are at significantly increased risk of anal cancer, and there are facilities for screening anoscopy, as well as specialised surgical expertise (Professor Allen-Mersh) for sphincter preservation in cases of advanced anal cancer.
Surgery:
Hand Unit

Introduction

The Hand Unit is a tertiary referral unit that cares for patients with a broad range of hand and wrist conditions. Staffed by both orthopaedic and plastic surgeons, the unit works closely with several other departments, in particular radiology, emergency care, rheumatology and neurophysiology, to provide a comprehensive range of expertise and seamless care. Most procedures are managed as day case surgery.

What we offer

- Dedicated hand management unit
- Hand practitioner clinics
- Plastic dressings clinics
- Hand therapy support
- Most procedures managed as day case surgery

Quality markers

- Strong emphasis on training and research
- Regular multidisciplinary educational meetings
- Clinical nurse specialists in plastic surgery

Key staff

- **Mr Giles Bantick** (Trauma)
- **Ms Alice Bremner-Smith** (Children/Elective/Trauma)
- **Mr Kaushik Chakrabarty** (Children/Elective)
- **Mr Rupert Eckersley** (Wrists/Elective/Trauma)
- **Mr Lorenzo Garagnani** (Elective/Wrists/Trauma)
- **Ms Effie Katsarma** (Trauma/Elective)
- **Mr David Martin** (Children)
- **Ms Kate Owers** (Elective/Wrists/Trauma)

Access

Referrals

W: Choose and Book

New Hand Clinic Appointments
T: 020 3315 2678

Follow-up Hand Clinic & Plastic Dressings Clinic Appointments
T: 020 3315 2770/2772/2773
(48-hour response Mon–Fri)

Service contact details

Secretaries
T: 020 3315 5376 (Mr Eckersley, Ms Bremner-Smith, Ms Owers)
T: 020 3315 2780 (Mr Bantick, Ms Katsarma)
T: 020 3315 2777 (Mr Martin, Mr Chakrabarty)

Hand Therapy
T: 020 3315 5434

Plastic Dressings Clinic advice for patients
T: 020 3315 2788
Surgery: Ophthalmology Service

Introduction
The Ophthalmology Service provides a wide range of diagnostic and treatment services for common and rarer ophthalmic problems. The unit provides one-stop assessment and treatment services for cataracts and macular degeneration and expertise in retinal disease, uveitis, and oculoplastics. It also provides an impaired vision and emergency access for GP and optometrist referrals during working hours.

What we offer

- Assessment and management of general ophthalmology including blepharitis, dry eyes, conjunctivitis, lid cysts, glaucoma, vitreous detachment, corneal problems, optic neuropathies
- One stop cataract service: assessment, day case surgery, and postoperative review
- Full outpatient diagnostic services including anterior and posterior segment imaging, OCT scan, fluorescein angiography and ocular biometry for cataract surgery
- Full orthoptic services for ocular motility assessment and visual field testing
- Specialist clinics for patients with diabetic retinopathy and maculopathy as well as management of patients with other retinal vascular and degenerative disease
- One stop assessment and treatment (with intravitreal therapies) of both dry and wet macular degeneration
- Specialist uveitis clinics for patients with inflammatory and infective ocular diseases and HIV-related eye disease
- Specialist multidisciplinary oculoplastics clinic for management of lid, adnexal and orbital problems
- Emergency service for acute conditions referred by GPs and optometrists during working hours
- Low vision aid service: registration for visual impairment; counselling and support for patients with poor vision; refraction and vision aid assessment for optical help with distance and near vision

Quality markers

- Recognised training centre for ophthalmologists including fellowships in medical retinal and oculoplastic surgery
- Part of the wider North West London Network of Ophthalmology to share expertise and knowledge in all subspecialties of ophthalmology
- Regular audit of cataract surgery outcomes, which are well within Royal College of Ophthalmologists’ recommendations
- Compliant with NICE guidance for macular degeneration
Key staff

Consultants
- **Mr Nigel Davies** (Diabetes/Macular Degeneration/General Ophthalmology & Lead Clinician)
- **Mr Jas Grewal** (Children’s Ophthalmology & Locum Consultant)
- **Mr Naresh Joshi** (Oculoplastics/Adnexal, Orbital & Craniofacial Surgery)
- **Ms Suzanne Mitchell** (Uveitis & HIV/General Ophthalmology)

Specialist Nurses
- **Louise Hill** (Sister & Outpatient Lead)
- **Deborah Mhlongo** (Outpatient Sister)

Service contact details

Eye Clinic (for urgent advice)
T: 020 3315 8884/8457

Reception Manager
T: 020 3315 5015

Ophthalmology Medical Secretary
T: 020 3315 8345
F: 020 3315 5040 (urgent referrals only)

Outpatient Lead
T: 020 3315 8345

Doctors’ Clinic Rooms (emergency referrals and advice)
T: 020 3315 5016 (SHOs)
T: 020 3315 5017 (Registrars)
T: 020 3315 5018 (Consultants)

Clinics

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<td>Email letter to <a href="mailto:chelwest.gprefer@nhs.net">chelwest.gprefer@nhs.net</a></td>
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Surgery: Plastic Surgery Service

Introduction
This diverse unit comprises general plastic surgery, hand surgery and craniofacial surgery. Nationally recognised for treatment of craniofacial disorders, complex wrist, hand, and congenital hand deformities, it runs a large trauma service for hand injuries which is fully supported by ancillary staff. The general plastic surgical team offers a wide range of plastic surgery procedures and wound management therapies.

What we offer

- Multidisciplinary (combined plastic and orthopaedic) outpatient clinics for general hand and congenital hand surgery
- Day surgery trauma hand service
- Diagnostic carpal tunnel clinics
- Complex wound management clinics
- A wide range of general plastic surgical procedures
- Full ancillary back-up of physiotherapy, occupational therapy and play therapy services
- Home visits by specialist plastic surgery nurse for patients coming from outside Central London for tissue expansion and complex wound management

Quality markers

- Accredited centre for specialist surgical training (craniofacial)
- Tertiary referral centre for hand surgery and craniofacial abnormalities

Key staff

Consultants
- **Mr Giles Bantick** (Clinical Lead, General Plastic & Hand Surgery)
- **Ms Alice Bremner-Smith** (Wrist & Hand)
- **Mr Kaushilck Chakrabarty** (Locum General & Burns)
- **Mr Simon Eccles** (Craniofacial & General Plastic)
- **Mr Rupert Eckersley** (Wrist & Hand Surgery)
- **Mr Lucian Ion** (General Plastic)
- **Ms Isobel Jones** (General, Hand & Burns)
- **Ms Effie Katsamta** (General Plastic & Hands)
- **Mr Niall Kirkpatrick** (Craniofacial & General Plastic)
- **Mr Jorge Leon-Villapalos** (General & Burns)
- **Mr David Martin** (Congenital Hand)
- **Ms Kate Owers** (Hand Surgery)
- **Mr Greg Williams** (General & Burns)
- **Mr Richard Young** (Craniofacial & General Plastic)

Non-Medical Consultant
- **Sarah Mee** (Consultant—Hand Therapy)

Specialist Nurses
- **Eimear Murphy** (Lead Nurse Specialist)
- **Kim Patrick** (Clinical Nurse Specialist)
- **Debby Sinclair** (Liaison Nurse Specialist)
Access

Referrals
W: Choose and Book
E: chelwest.gprefererrals@nhs.net

- For urgent advice, call the plastics team via the switchboard on 020 8746 8000
- For routine advice contact the relevant secretary

Service contact details

Reception
T: 020 3315 2786

Unit
T: 020 8746 8000 or bleep 5665 (Nurse Lead)
T: 020 8746 8000 or bleep 0279 (Plastics Ward-based Team)
T: 020 8746 8000 or bleep 0278 (Plastics On-call)
T: 020 3315 2772/2773 (Outpatients Clinic—Appointments Booking Office)

Secretaries
T: 020 3315 2780 (Ms Katsarma, Mr Bantick, Mr Ion, Ms Owers)
T: 020 3315 5376 (Ms Bremner-Smith, Mr Eckersley)
T: 020 3315 8358 (Mr Kirkpatrick, Mr Eccles, Mr Young)
Surgery:
Trauma & Orthopaedics Service

Introduction
This service provides comprehensive and cutting edge treatment for adults and children with a wide range of orthopaedic problems, ranging from acute trauma and sports related injuries to chronic degenerative conditions. The facilities provided by the Treatment Centre allow many procedures to be carried out as day case procedures.

What we offer
• Expertise in all aspects of hip and knee surgery including resurfacing, arthroplasty, joint preservation, ligament stability and reconstruction
• Dedicated shoulder and elbow unit
• Dedicated foot and ankle service
• Multidisciplinary clinics attended by extended scope physiotherapists
• Rehabilitation service for surgical and non-surgical patients
• Specialist pain management

Quality markers
• Tertiary referral centre for a wide range of knee conditions including multiligament instability
• Active research portfolio
• Recognised training centre for orthopaedics

Key staff
Consultants
• Mr James Calder (Foot & Ankle Surgery)
• Mr Sam Church (Knee Surgery)
• Mr Stuart Evans (Paediatric Surgery & Trauma)
• Mr Charles Gibbons (Joint Replacement)
• Ms Alison Hulme (Paediatric Surgery & Trauma/Service Director)
• Mr Jonathon Lavelle (Knee Surgery & Trauma)
• Mr Warwick Radford (Revision Hip Surgery & Trauma)
• Mr Andrew Sankey (Shoulder Surgery)
• Mr Andrew Williams (Knee Surgery & Trauma)
Specialists
• Ms Emer Bouanem (Trauma Nurse Specialist)
• Mr Maher Menzalji (Associate Specialist Orthopaedics)

Service contact details
Mr Evans, Ms Hulme (T&O 1)
T: 020 3315 8451
F: 020 3315 8353

Mr Church, Mr Radford (T&O 2)
T: 020 3315 8451
F: 020 3315 8353

Mr Calder, Mr Gibbons (T&O 3)
T: 020 3315 8451
F: 020 3315 8353

Mr Lavelle, Mr Williams, Mr Sankey (T&O 4)
T: 020 3315 8451
F: 020 3315 8353

Appointments (new, rescheduled, follow-up)
T: 020 3315 6666
F: 020 3315 8814

Admissions Team Confirmation Line
T: 020 3315 2800
### Clinics

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<td></td>
<td>Mr Williams</td>
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<td>Mr Gibbons</td>
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<td>Mr Evans</td>
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<td>Ms Hulme</td>
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<td>✓</td>
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<td>Shoulder &amp; elbow</td>
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<td>✓</td>
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<td>Mr Calder</td>
<td>✓</td>
<td>Email letter to <a href="mailto:chelwest.gpreferrals@nhs.net">chelwest.gpreferrals@nhs.net</a></td>
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**Additional information:** The centre boasts one of the world’s largest series of multiligament reconstructions and has pioneered groundbreaking treatment for anterior knee pain.
# Surgery: Urology Service

## Introduction
The Urology Service has extensive experience of the treatment of benign and malignant urological conditions. Deployment of the latest diagnostic and treatment technologies allows for maximum use of minimally invasive and day case surgery. Urology works closely with the uro-gynaecology, dermatology general surgery and infertility service teams to deliver a holistic, patient-focused service.

## What we offer
- One-stop diagnostic services for haematuria and prostate problems including prostate specific antigen (PSA) testing
- Full range of outpatient diagnostic services including urodynamic tests for bladder and urethral problems, transrectal ultrasound, photodynamics for superficial bladder cancer
- Multidisciplinary outpatient clinics for penile dermatoses
- Dedicated erectile dysfunction clinic
- Outpatient intravesical therapy
- Robotic assisted surgery
- Minimally invasive surgery for renal disease including kidney tumours
- Minimally invasive treatment of urinary tract stones using Holmium laser technology

## Quality markers
- The department is part of the national quality assurance programme for cancer services, the National Cancer Peer Review Programme
- It is part of the West London Cancer Network, set up to share expertise and knowledge
- It is a recognised training centre for urology, carries out regular audits, and holds twice-weekly multidisciplinary meetings

## Key staff
### Consultants
- **Mr Bijan Khoubehi** (General Urology & Urological Cancers, Robotic & Laparoscopic Surgery/Lead Consultant)
- **Mr Michael Dinneen** (General Urology, Penile Surgery & Dermatoses)
- **Mr Nigel Borley** (General Urology, Andrology & Male Infertility)

### Specialist Nurses
- **Caroline Websdale** (Urology Nurse Practitioner)
- **Tina Smith** (Clinical Nurse Specialist, Uro-Oncology)

## Access
**Referrals**
- **W:** Choose and Book
- **E:** chelwest.gpreferrals@nhs.net
Service contact details

For urgent advice bleep the Urology SpR via switchboard on 020 8746 8000.

Medical Secretary (Martin Seecharan)
T: 020 3315 8559 (routine queries)

Outpatient Supervisor (Alex McRitchie)
T: 020 3315 2676 (patient queries only)

Booking/rescheduling appointments
T: 020 3315 6666

Admissions Co-ordinator (Lilla Hancock)
T: 020 3315 2769

Urology Nurse Practitioner (Caroline Websdale)
T: 020 3315 5348 or 020 8746 8000 bleep 0416

Uro-oncology Clinical Nurse Specialist (Tina Smith)
T: 020 3315 5460 or 020 8746 8000 bleep 0421
Weight Loss (Bariatric) Surgery Service

Introduction
We have provided weight loss surgery since the hospital first opened in 1993, and in that time we have built up a wealth of expertise in the field. Chelsea and Westminster Hospital is recognised as one of the UK’s centres of excellence for this specialist service. As such, it is a ‘preferred provider’ for patients living in London, the South East, and East of England for this type of surgery. The Weight Loss Surgery Service provides a holistic approach to weight loss management with a multidisciplinary team including surgeons, nurse specialists, specialist dietitians, psychologists, endocrinologists, and a chest physician.

What we offer

- Gastric banding and bypass procedures, biliopancreatic diversion and duodenal switch procedures and sleeve gastrectomies
- Multidisciplinary team assessment including psychological and specialist dietetics assessments
- Preoperative and ongoing postoperative support for all patients including a helpline staffed by psychologists

Quality markers
The service complies with National Institute for Health and Clinical Excellence (NICE) criteria to assess patients’ suitability for surgery.

Key staff

Consultants
- Mr Gianluca Bonanomi
- Mr Evangelos Efthimiou
- Mr James Smellie
- Mr Jeremy Thompson

Specialist Dietitians in Bariatric Surgery
- Kelli Edmiston
- Caroline Shannon

Clinical Nurse Specialist
- Nuala Davison

Clinical Psychologist
- Dr Denise Ratcliffe

Access

Referrals
W: Choose and Book
E: chelwest.gprefererrals@nhs.net

Surgical admissions
T: 020 3315 5259

Outpatient appointments
T: 020 3315 6666 (new patients)
T: 020 3315 5677/5686/8384 (review patients)
### Service contact details

**General enquiries**  
**T:** 020 3315 8604  
**E:** obesity@chelwest.nhs.uk

**Surgeons**  
**T:** 020 3315 8463  
**F:** 020 3315 8282

**Nutrition & Dietetics**  
**T:** 020 3315 8178

**Clinical Nurse Specialist**  
**T:** 020 3315 8604  
**F:** 020 3315 5906

**Clinical Psychologist**  
**T:** 020 3315 5641  
**F:** 020 3315 5648

### Additional information:
Voluntary monthly meetings for patients who have had, or are considering, weight loss surgery are held on the third Tuesday of each month from 6–8pm at the hospital. A helpline service for patients is available from 11am–1pm every Friday.
HIV & Sexual Health
HIV & Sexual Health: HIV & Sexual Health Services & Clinics

Introduction

The Trust’s HIV and sexual health centres enjoy an excellent national and international reputation for high quality and innovative care, using the latest technology. They provide a wide range of confidential services at conveniently located sites, some of which also offer extended opening hours. There is no requirement for a GP referral or the need to live in the local catchment area for most of these services.

What we offer

Sexual health clinics:
- **John Hunter Clinic for Sexual Health (JHC)**—Mon–Fri with evening clinics at 3rd Floor, St Stephen’s Centre, 369 Fulham Road, SW10 9NH
- **West London Centre for Sexual Health (WLCSH)**—Mon–Sat with evening clinics at Charing Cross Hospital (South Wing), Fulham Palace Road, W6 8RF (includes HIV outpatient services and more specialised services)
- **56 Dean Street (56DS)**—Mon–Sat with evening clinics at 56 Dean Street, W1D 6AQ (includes full HIV outpatient services)

HIV outpatient clinic:
- **Kobler Clinic (KC)**—Ground Floor, St Stephen’s Centre, 369 Fulham Road, SW10 9NH

General services
- Testing and treatment of sexually transmitted infections and other genitourinary problems such as thrush/cystitis
- Full range of contraceptives including emergency contraception/implants/coils
- Pregnancy testing
- Hepatitis B and C screens
- Hepatitis B vaccinations for at risk individuals
- Safer sex education and support/counselling
- Follow-up care for HIV+ individuals
- Emergency walk-in appointments
- Advice and referral for termination of pregnancy
- Psychosexual clinic (requires referral)
- Specialist sexual health services
- Clinic for men who have sex with men
- Clinic for women who have sex with women
- Service for people with learning disabilities
- Clinic for those working in the adult entertainment industry
- Clinic for people with viral hepatitis
- Rapid HIV testing service for black and ethnic minority groups
- Chronic clinics including herpes
- Telephone/text results service

**HIV services**
- Dedicated inpatient ward
- Day care unit
- Emergency clinic for HIV related problems
- Free walk-in rapid HIV test (result in under five minutes)
- Post Exposure Prophylaxis (PEP)
Key staff

Consultants
- **Dr Simon Barton** (Clinical Director)
- **Dr Alan McOwan** (Service Director for Sexual Health)
- **Dr Anton Pozniak** (Service Director for HIV Services)

Clinic Lead Clinicians
- **Dr David Asboe** (Kobler Clinic)
- **Michelle Jenkins** (John Hunter Clinic)
- **Dr Alan McOwan** (56 Dean Street)
- **Dr Rachael Jones** (WLCSH)

Clinical Nurse Leads
- **Jane Bruton** (HIV)
- **Chris McGlynn** (Sexual Health)

Primary Care Liaison
- **Dr Nick Theobald**

Access

GP referrals
See table on the next page

For patients
- Sexual health appointments call 020 3315 6699 from 8:30am–5:30pm (Wed 11am–5pm and Fri 8:30am–5pm) or visit sexualhealthappointments.chelwest.nhs.uk 24/7
- HIV appointments call 020 3315 6699 to book, cancel, or change appointments—patients wishing to register need to book a sexual health appointment (no GP referral required)

Referral criteria

Cont@ct2
- Walk-in clinics for those aged 19 and under available at West London Centre for Sexual Health, 56 Dean Street and John Hunter Clinic

Kobler Clinic
- SPLASH (Safe Positive Living And Sexual Health)
- Rite Clinic for HIV+ people aged 16–25 (first Wednesday each month from 5–7pm)

Service contact details

Sexual Health Adviser team
**T:** 020 3315 1579

Kobler Clinic results line
**T:** 020 3315 6699 option 2
### HIV & Sexual Health:
#### HIV & Sexual Health Services Clinics, continued

#### Clinics and referrals

<table>
<thead>
<tr>
<th>Service</th>
<th>56 Dean Street</th>
<th>John Hunter Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Genitourinary advice</strong></td>
<td>• Call 020 3315 9561 (sexual health doctor) or&lt;br&gt;• Call nurse on 020 3315 9591 or the call centre on 020 3315 6699 option 3+3+1&lt;br&gt;• Call Health Adviser on 020 3315 9591 or the call centre on 020 3315 6699 option 3+3+2</td>
<td>• Call nurse triage 020 3315 6172 (reception) or 020 3315 6175 (lab)</td>
</tr>
<tr>
<td><strong>Urgent genitourinary referrals</strong> (please ask patient to bring your referral letter)</td>
<td>• GP to call 020 3315 9561 or speak to a nurse or Health Adviser—see genitourinary advice above&lt;br&gt;• If clinic is closed ask patient to attend clinic during opening hours</td>
<td>• Preferably GP to book by calling 020 3315 6699 or 020 3315 6130 (triage) or&lt;br&gt;• Ask patient to attend the clinic directly</td>
</tr>
<tr>
<td><strong>Non-urgent genitourinary referrals</strong> (please ask patient to bring your referral letter)</td>
<td>• Ask patient to call 020 3315 6699 or&lt;br&gt;• Book online or&lt;br&gt;• Fax 020 3315 9595 (appointment will be sent in the post)</td>
<td>• Ask patient to call 020 3315 6699 or&lt;br&gt;• Book online</td>
</tr>
<tr>
<td><strong>HIV advice</strong></td>
<td>• Call 020 3315 6699 option 1 and ask for VC or choose option 3+3+1 or 2 for VC clinic</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>HIV new referrals</strong> (please ask patient to bring your referral letter)</td>
<td><strong>Urgent referrals</strong>&lt;br&gt;• GP to call 020 3315 6699 or&lt;br&gt;• Call Health Adviser 020 3315 6699 option 3+3+2 or&lt;br&gt;• GP to fax 020 3315 9595 (appointment sent by post)</td>
<td><strong>Urgent referrals</strong>&lt;br&gt;• Patient/GP to call 020 3315 6699 option 1 or 020 3315 6130 (triage) or&lt;br&gt;• Patient to attend directly (may have to wait) or&lt;br&gt;• GP to fax referral to 020 3315 6198 (appointment sent by post)</td>
</tr>
<tr>
<td><strong>Patients wanting telephone or online sexual health and HIV advice</strong></td>
<td>• Email <a href="mailto:56deanstreet@chelwest.nhs.uk">56deanstreet@chelwest.nhs.uk</a> or&lt;br&gt;• Call 020 3315 6699 option 1 and ask for 56 Dean Street or choose option 3+3+1 or 2</td>
<td>• Call 020 3315 6699 option 3+1+1</td>
</tr>
</tbody>
</table>
Women’s Health
Women’s Health: Assisted Conception Unit (ACU)

Introduction
Extensively refurbished in 2009, the Assisted Conception Unit (ACU) based in the Westminster Wing provides a modern, high quality environment for couples seeking fertility treatment. ACU provides a wide range of infertility investigations and treatment with a special interest and expertise in the management of fertility problems in older women. We are the only national referral centre for the management of couples with HIV or Hepatitis who seek fertility treatment and a centre of excellence in the management of male factor infertility.

What we offer

Investigations
• Pelvic Ultrasound Scanning
• Hormone profile and viral screening
• Semen analysis

Fertility treatment
• Ovulation induction
• Intrauterine insemination (IUI)
• In vitro fertilisation (IVF)
• Intracytoplasmic sperm injection (ICSI)
• Assisted hatching
• Blastocyst culture
• Surgical sperm retrieval
• Egg freezing
• Embryo freezing

Quality markers
Regulated by the Human Fertilisation and Embryo Authority (HFEA). Our success rates for IUI and IVF can be found at www.hfea.gov.uk.

Key staff
• Dr Carole Gilling-Smith (Consultant)
• Mr Dimitrios Nikolaou (Consultant)
• Mr Julian Norman-Taylor (Consultant)
• Maria Vourliotis (Senior Embryologist)
• Rebecca Goulding (Senior Sister)

Access
Patients may be eligible for criteria-dependent NHS-funded treatment. We are also able to offer self-funded treatment at NHS prices.

Referral criteria
Via Choose and Book for an infertility outpatient appointment (within Gynaecology). If appropriate, the patient will be referred to the Assisted Conception Unit.

Service contact details
T: 020 3315 8585
F: 020 3315 8921
E: acu@chelwest.nhs.uk
W: www.chelwest.nhs.uk/acu
Additional information: Human Fertilisation and Embryology Authority (HFEA) statistics for licensed IVF clinics have consistently put the unit at Chelsea and Westminster in the top quartile for pregnancy success rates in NHS units. ACU is the base for one of the UK’s most successful medical training programmes in reproductive medicine and surgery, as well as being a recognised British Fertility Society training centre for specialist skills in fertility, assisted conception, gynaecological ultrasound and reproductive surgery.
Women’s Health: Gynaecology

Introduction
The Gynaecology department offers a comprehensive range of services including an Assisted Conception Unit. Our senior consultants, many of whom are women, specialise in the diagnosis and treatment of a wide range of gynaecological problems. We also provide community services to patients in the Westminster and Richmond localities.

Assisted Conception/Infertility Clinic
We offer twice weekly infertility assessment clinics. These are led by three consultants with a specialist interest in infertility. For more information please see ACU on p66.

Key staff
- Dr Carole Gilling-Smith (Consultant)
- Mr Dimitrios Nikolaou (Consultant)
- Mr Julian Norman-Taylor (Consultant)
- Rebecca Goulding (Senior Sister)

Colposcopy Service
Three consultants, one specialist registrar and two nurse colposcopists offer around 11 clinics a week (including a nurse-led smear clinic). The department sees approximately 1,200 new referrals a year, most being abnormal cytology.

Key staff
- Mr Nick Wales (Consultant Obstetrician & Gynaecologist/Clinical Lead)
- Sue Ogden (Nurse Lead)

Early Pregnancy Assessment Unit (EPAU)
Offering a range of rooms for scanning and clinical investigation, the unit is committed to providing a one-stop service for women with early pregnancy complications. A sonographer and lead nurse specialist provide scanning services. In addition the facility is used to provide an outpatient hysteroscopy service for women with post-menopausal bleeding and other menstrual irregularities.

Key staff
- Ms Cecilia Bottomley (Consultant Obstetrician & Gynaecologist/Clinical Lead)
- Tina Hutchings (Clinical Nurse Specialist)

Gynaecology Rapid Access Service (GRAS)
We offer a specialist service for women with post-menopausal bleeding which can be a symptom of endometrial cancer. Women with symptoms should be seen within two weeks of referral for early diagnosis. To refer to the Gynaecology Rapid Access Service, fill in the New Urgent Cancer Appointment (NUCA) form (on our website) and send it to the Appointments Office (see referral criteria on p70). An ultrasound will be done at the first appointment so a request is not required.

Key staff
- Mr Robert Richardson (Consultant Gynaecologist/Clinical Lead)
- Annadine Atkinson (Clinical Nurse Specialist)
Gynae-Oncology Clinic

The hospital acts as a cancer unit within the South West Thames Network, referring cases to the Royal Marsden Hospital. A joint consultant appointment exists between the two hospitals. A high quality colposcopy service is provided by three consultants and two colposcopy nurse specialists. A weekly multidisciplinary team meeting receives input from clinical oncologists, histopathologists and radiologists. A specialist vulval service, run jointly with dermatology, attracts local and tertiary referrals.

Key staff

- Miss Jane Bridges (Consultant Gynaecologist/Clinical Lead)
- Emma Mathurine (Clinical Nurse Specialist)

Menopause & Pre-Menstrual Syndrome (PMS) and Premature Ovarian Failure (POF) Clinic

We accept referrals for women needing specialist advice, having difficulty finding the best regimen for their symptoms, or suffering side effects from treatment. Supported by a menopause nurse specialist, special interest registrars and a research fellow, the clinic’s holistic approach to menopause management includes Hormone Replacement Therapy (HRT), alternative and complimentary therapies, and management of long-term health, such as osteoporosis.

Individual treatment and advice takes into account personal health risks and benefits. We will advise high-risk women with a history of breast cancer, familial breast cancer or cardiovascular disease. Urgent referrals for post-menopausal bleeding should be made to the Gynaecology Rapid Access Service (GRAS) via a New Urgent Cancer Appointment (NUCA) form.

Key staff

- Mr Nick Panay (Consultant Gynaecologist/Clinical Lead)
- Claire Bellone (Clinical Nurse Specialist)

For further advice or information contact c.bellone@nhs.net or call 020 3315 8590.

Termination of pregnancy service (TOP)

Surgical and medical management of unwanted pregnancy are offered including mid-trimester abortion management. Outpatient clinics are held twice-weekly at South Westminster Centre for Health which holds ultrasound scanning, genitourinary screening and a counselling service. Two-day surgery lists take place every week at the hospital’s Treatment Centre. Medical termination of pregnancy facilities is provided on the gynaecology ward at weekends.

Key staff

- Mr Mike Stafford (Consultant Gynaecologist/Clinical Lead)
- Ms Claudine Domoney (Consultant Gynaecologist/Clinical Lead)
Urogynaecology clinic

Two consultants and two specialist nurses provide outpatient and radiological investigation facilities and nurse-led clinics provide support for urodynamic assessment. Weekly telephone follow-up clinics take place and a monthly urogynaecology MDT meeting is held. Advanced surgical techniques are also offered.

Key staff
• Mr Mike Stafford (Consultant Gynaecologist/Clinical Lead)
• Ms Claudine Domoney (Consultant Gynaecologist/Clinical Lead)
• Sacha Bairner (Clinical Nurse Specialist)
• Sharon Marsh (Clinical Nurse Specialist)

Access

Post menopausal bleeding
Urgent referrals should be made to the Gynaecology Rapid Access Service (GRAS) on a New Urgent Cancer Appointment (NUCA) form.

Routine referrals
W: Choose and Book
E: chelwest.gpreferrals@nhs.net

Referral criteria

For resources visit www.chelwest.nhs.uk:

• NUCA form
• EMIS/vision form
• Patient information leaflets to be given to referrals

Service contact details

Gynaecology Reception
T: 020 3315 8882/5913

Gynaecology Nurses’ Office
T: 020 3315 5469
Women’s Health: Gynaecology (Community)

Community Gynaecology Service—Richmond

We provide a community gynaecology service for Richmond residents, allowing them to benefit from the hospital’s specialist expertise closer to home. The weekly clinic is held at Teddington Memorial Hospital.

The service treats patients with a broad range of conditions including pelvic pain, menstrual disorders, menopause concerns and infertility. The team provide assessment, ultrasound scanning and treatment in a single appointment combined with the opportunity to receive asymptomatic sexual health screening. Patients can expect an appointment within two weeks of referral via NHS Richmond Clinical Assessment Service (CAS). Due to short waiting times, the referral form should be attached to the booking within 48 hours.

Key staff
• Mr Mike Stafford (Lead Consultant)
• Kathryn Mangold (Lead Nurse)

Community Gynaecology Service—Westminster

We provide a community gynaecology service for Westminster residents, allowing them to benefit from the hospital’s specialist expertise closer to home. The service is provided by a hospital consultant and specialist nurse. Patients can choose from clinics held at the following locations:

• South Westminster Centre for Health
• Westbourne Green Surgery at Health @ the Stowe
• Marylebone Health Centre

The service treats patients with a broad range of conditions including pelvic pain, menstrual disorders, menopause concerns and infertility. The team provide assessment, ultrasound scanning and treatment in a single appointment combined with the opportunity to receive asymptomatic sexual health screening. Patients can expect an appointment within two weeks of referral via Choose & Book.

Key staff
• Ms Claudine Domoney (Lead Consultant)
• Kathryn Mangold (Lead Nurse)
Women’s Health: Maternity

Introduction

The Maternity service is a recognised teaching facility providing care for approximately 5,000 women per year. The service provides consultant-led care for high-risk women and midwifery-led care for low-risk women.

The service is supported by 24-hour dedicated obstetric anaesthetic cover, with a fully equipped and staffed five-bed obstetric high dependency unit, and a 36-bed Neonatal Intensive Care Unit with Level 3 medical and surgical beds. The service currently has two lactation/feeding specialists and is committed to achieving UNICEF Baby Friendly status.

The service is a tertiary referral centre for women with cardiac disease, working closely with the Royal Brompton Hospital. Other specialist services including multidisciplinary input from ultrasound (including fetal echo and other specialist scans), cardiac, HIV, diabetes, fetal medicine, perinatal, and pelvic floor (perineal) services within the Trust. We also have specialist mental health services and a fetal medicine unit.

What we offer

Facilities

All areas are supported by dedicated, resident obstetric anaesthetic and neonatal medical staff 24 hours a day. In addition, consultants are present on the Labour Ward 98 hours each week ensuring consultant-provided care. We are supported by on-call midwifery supervisors, specialist high dependency nurses and a dedicated obstetric theatre team.

- Antenatal Clinic co-located with the Maternity Ultrasound service and Fetal Medicine Unit
- Maternity Day Assessment Unit (MDAU) for women with antenatal problems that can be managed on an outpatient basis, open Mon–Fri, 8am–8pm
- Triage area for women requiring assessment for admission or in labour
- Labour Ward with nine birthing rooms
- Simpson Unit—a five-bed high dependency unit/recovery unit
- Midwifery-led three-room birthing unit
- Two birthing pools
- Two obstetric theatres on Labour Ward
- Antenatal ward (15 beds)
- Postnatal ward (27 beds)
- Community-based postnatal care in designated area

Clinics at Chelsea and Westminster

Full routine antenatal clinics run six days a week (Mon–Sat) covering all aspects of antenatal care (booking history; screening tests including routine and specialised blood tests; screening for Down’s Syndrome) and a dating and anomaly scan; antenatal examinations as required and according to risk factors.

Specialist clinics

Appointments for specialist clinics are usually via midwifery teams or obstetricians.

- Vaginal Birth After Caesarean Clinic
- Tocophobia Clinic
- Female Genital Mutilation (FGM) Clinic
- HIV Clinic
- Fetal Medicine
- Diabetes
- Cardiac
- Anaesthetic
- Neonatal
- Breastfeeding support*

* Breastfeeding support classes run on Tuesday evenings from 5–7pm. To book a place email giuseppe.labriola@chelwest.nhs.uk or call 020 3315 3017. Breastfeeding drop-in sessions are held at Chelsea and Westminster Hospital every Friday from 1–3pm—no need to book in advance.
Community clinics

- **South Westminster Centre**
  82 Vincent Square SW1P 2PF
- **Violet Melchett Clinic**
  30 Flood Walk SW3 5RR
- **Abingdon Medical Centre**
  88–98 Earls Court Road W8 6EG
- **World’s End Health Centre**
  529 Kings Road SW10 0UD
- **Parsons Green Health Centre**
  5–7 Parsons Green SW6 4UL

Satellite clinics

- **South Westminster Centre**
  82 Vincent Square SW1P 2PF
- **Hammersmith Bridge Road Surgery**
  1 Hammersmith Bridge Road W6 9DU
- **Brocklebank Health Centre**
  249 Garratt Lane Wandsworth SW18 4DU

Quality markers

- The service adheres to the principles of clinical governance and standards as set by the Clinical Negligence Scheme for Trusts (CNST) and is currently accredited at Level 2 and is working towards Level 3 in 2011
- The service has the UNICEF Baby Friendly certificate of commitment and will undergo assessment for full accreditation in 2012

Key staff

Consultants

- **Mr Keith Duncan** (Service Director for Obstetrics/Fetal Medicine Specialist)
- **Ms Gubby Ayida** (Clinical Director—Women & Neonatal Services)
- **Ms Cecilia Bottomley** (Consultant in Obstetrics & Gynaecology/Early Pregnancy Service Lead)
- **Mr Shane Duffy** (Labour Lead Consultant and Training Lead)
- **Mr Hazem El-Refaey** (Early Pregnancy & Misprostol Use In Obstetrics)
- **Professor Mark Johnson** (Cardiac & Maternal Medicine)
- **Mr Martin Lupton** (Diabetes & Maternal Medicine)
- **Ms Roshni Patel** (Maternal Medicine Specialist)
- **Ms Isobel Pigem** (Consultant in Obstetrics & Gynaecology)
- **Ms Zoë Penn** (Consultant Obstetrician)
- **Ms Marinka Savvidou** (Fetal Medicine Specialist)
- **Mr Guy Thorpe-Beeston** (Fetal Medicine Specialist)
- **Mr Nick Wales** (Consultant Obstetrician/Gynaecologist Specialist—Cervical Sutures)
Women’s Health: Maternity, continued

Specialist Midwives

- **Wendy Allen**—Child Protection Midwife ensuring safeguarding of children
- **Emma Bartlett**—Screening Midwife in full compliance with National Screening Committee’s recommendations
- **Kate Cornwall**—Fetal Medicine Midwife working closely with the fetal medicine consultants
- **Sarah Dermont**—Mental Health Liaison Midwife, working with specialist teams and the maternity service for women with mental health problems
- **Giuseppe Labriola**—Infant Feeding Adviser working towards UNICEF Baby Friendly accreditation in 2012
- **Mary Stewart**—Consultant Midwife, focusing on normalising childbirth

Other key staff

- **Lorraine Pearce**—Child Bereavement Facilitator to support families when a child dies
- **Marjaana Vanska**—Active Birth Teacher

Access

For GPs

W: Choose and Book (from early 2011)
E: chelwest.gpreferrals@nhs.net

For women

- Self-referral in person at the hospital or online at www.chelwest.nhs.uk/maternity
- For queries, contact our e-Midwife at lola.e-midwife@chelwest.nhs.uk

Service contact details

**Antenatal Clinic**
T: 020 3315 7916/7915/7790

**Labour Ward**
T: 020 3315 7841

**Maternity Day Assessment Unit (MDAU)**
T: 020 3315 5850
F: 020 3315 7910

**Triage**
T: 020 3315 7841

The service is committed to providing one-to-one care in labour and is required to report its performance monthly. The annual figure is 100% achieved.

We aim to book all women for full medical and social assessment by 12 weeks and six days. The annual figure is currently 90% achieved.

We offer a Women’s Physiotherapy service—see p147
Children’s Services

Medicine
Surgery
Community Services
Anaesthesia
Therapy Services
Mental Health
Wards & Other Services
About Children’s Services

Chelsea and Westminster Hospital and its antecedent, the Westminster Children’s Hospital, have a proud record of more than 100 years of providing specialist care for children.

Our aim is to provide family and child-centred care, and we are proud of the care we provide for children and young people, which is proving increasingly popular with parents and GPs who refer their patients into our services.

We cared for 86,922 children in 2009/10—compared with 83,921 in 2008/09 and 82,478 in 2007/08—as inpatients, outpatients, day case patients or in our dedicated 24-hour Children’s Emergency Department (A&E).

We are a major provider of children’s services and the comprehensive range of acute, elective and community services that we provide means that children and young people treated at Chelsea and Westminster benefit from a fully integrated package of care from birth through to their late teens and into adulthood.

Chelsea and Westminster has also been designated as the lead centre for specialist paediatric and neonatal surgery in North West London which means that we carry out the most complex surgery on babies and children.

Now a major redevelopment of the hospital is underway to help us achieve our vision of providing world class children’s services. We are building a two-storey extension to the first and second floors of the hospital including:

- Four new state-of-the-art children’s operating theatres
- Improved children’s wards including a streamlined children’s day care unit
- 12-bed children’s High Dependency Unit (HDU) including two high dependency isolation bedrooms with ensuite facilities
- New premises for the Chelsea Community Hospital School

Most of the new facilities are due to be completed and ready to welcome their first patients in early 2012 but the Hospital School has already been relocated.
Children’s Services:
Children’s Emergency Department (A&E)

Introduction

Our dedicated Children’s Emergency Department (A&E) is open 24 hours a day, seven days a week. It is one of the largest and most long-established units of its kind in the capital, and is staffed by a team of 18 nurses, two nurse practitioners and 15 doctors including two paediatric emergency care consultants.

What we offer

- Emergency care services for children up to age 16, ranging from minor injuries to major medical problems and trauma
- Rapid assessment of cases referred from primary care; these are prioritised over non-urgent walk-in cases
- The back-up of fully integrated specialist children’s services at Chelsea and Westminster Hospital, without the need to refer out, for the most part

Quality markers

- The emphasis is very much on keeping children out of hospital and providing them with the appropriate support to manage their condition at home—only around one in 10 children is admitted to hospital
- The team has produced extensive and widely used guidance for the diagnosis and treatment of different childhood conditions and diseases seen in emergency care
- The unit is fully compliant with the national guidelines on the emergency care of children (Royal College of Paediatrics and Child Health, and Department of Health)
- Departmental training posts are highly sought after

Key staff

- Dr Ed Abrahamson (Lead Consultant)
- Dr Jo Hacking (Consultant)
- Kerry Heyes (Lead Nurse)
- Natasha Ramsey (Lead Nurse)

Access

GPs can ask for advice or refer a child by simply calling the department and asking to speak to the duty consultant or specialist registrar.

Service contact details

T: 020 3315 8600/1 or 020 8746 8000 bleep 0219
**Children’s Services: Neonatal Intensive Care Unit (NICU)**

**Introduction**

The Neonatal Intensive Care Unit (NICU) is a Level 3 (regional) unit that provides specialist medical and surgical care for premature babies and those with other problems after birth. As well as caring for babies born at Chelsea and Westminster, the unit admits babies from the six other hospitals within the North West London region and from all over South East England. It is the designated NICU in north west London for neonatal surgery.

**What we offer**

- A Paediatric Intensive Care/Neonatal Intensive Care (PICNIC) unit that provides special surgical support/extended recovery for small babies, up to the age of six months, who need postoperative intensive care
- 44 cots (intensive care, high dependency and special care) including four beds for mothers to stay with their babies who require special care
- Seven Star developmental follow-up clinic for babies born under 31 weeks of gestation or with other risk factors
- Weekly neonatal follow-up clinic

**Quality markers**

- Close working with the maternity unit to provide a complete perinatal service for pregnant women and their babies
- Multidisciplinary expertise on site means that newborns rarely need to be transferred out of the hospital
- The unit is actively involved in benchmarking standards, and undergraduate and postgraduate medical training

**Key staff**

**Consultant Neonatologists**
- Dr Shu-ling Chuang
- Dr Gary Hartnoll
- Prof Neena Modi (Professor of Neonatal Medicine)
- Dr Enitan Ogundipe
- Dr Mark Thomas
- Dr Sabita Uthaya

**Community Liaison Nurses**
- Rose Biddulph
- Jesse Platt

**Senior Nurses**
- Lyn Ronnie (Clinical Nurse Lead)
- Alex Mancini (Matron)
Access

• Medical referrals should be made by telephone to the duty neonatal registrar and surgical referrals to the duty paediatric surgical registrar

• Obstetricians from within the North West London Perinatal Network can refer patients to the joint fetal medicine, neonatal and surgical clinic via the antenatal clinic

• GPs, midwives and health visitors can refer babies up to one month of age to the prolonged jaundice clinic (by telephone to the neonatal secretary)

• Obstetricians at the hospital can refer patients to the neonatal antenatal counselling clinic in writing, to any neonatal consultants

Service contact details

NICU Reception
T: 020 3315 7883

Neonatal Medical Registrar
T: 020 3315 8145 or bleep 8685

Paediatric Surgical Registrar
T: 020 8746 8000 bleep 4448

Neonatal Secretary
T: 020 3315 7881/7928/3326

Antenatal Clinic
T: 020 3315 7916/7915/7790
**Children’s Services/Medicine: Allergy Service**

**Introduction**

This popular consultant-led allergy clinic at Chelsea and Westminster has been running for many years, and is one of the few such facilities serving North West London. Referrals have roughly doubled over the past five years.

**What we offer**

- The diagnosis and treatment of food allergies and atopy in children from ages 0–16
- Dietetics/nutrition support
- Telephone support for GPs
- Three consultant-led clinics a week

**Quality markers**

Input from dermatology and gastroenterology teams at the hospital.

**Key staff**

- Dr Michael Markiewicz
- Dr Wathik Alsaud

**Access**

**Referrals**

**E:** chelwest.gprefererrals@nhs.net

- Contact the secretary for routine advice
- Contact the Children’s Emergency Department on 020 3315 8600/1 for urgent advice

**Service contact details**

**Secretary**

**T:** 020 3315 8660
Children’s Services/Medicine:  
Cardiology Service

Introduction

Babies and children benefit from world-class expertise at both the Chelsea and Westminster and Royal Brompton hospitals in a highly effective and seamless service, which starts before birth.

What we offer

- Supraregional service for babies with heart problems detected antenatally
- Screening and referral for delivery and neonatal intensive care at Chelsea and Westminster, with prompt transfer to the Royal Brompton Hospital for surgery
- Consultant-led, 24-hour cover from the Royal Brompton
- Prenatal and postnatal diagnosis, and surgical correction of congenital heart problems including in premature babies
- Weekly outpatient clinic for children aged 0–16 with congenital heart disease

Quality markers

Compliant with British Congenital Cardiac Association guidance on referral to treatment times.

Key staff

Consultants
- Dr Piers Daubeney
- Dr Zdenek Slavik

Access

Referrals
E: chelwest.gpreferals@nhs.net

- Contact the secretary for routine advice
- Contact the Children’s Emergency Department on 020 3315 8600/1 for urgent advice

Referral criteria

Murmurs, chest pain, suspected congenital problems, dizziness and syncope, arrhythmias, acquired cardiovascular disease in childhood.

Service contact details

Secretary
T: 020 3315 7193
Children’s Services/Medicine: Dermatology Service

Introduction
This is such a popular service that staff capacity has doubled over the past three years to accommodate rising demand, making it one of the biggest units in the country.

What we offer

- Diagnosis and treatment of skin disease for children up to the age of 18
- Consultant-led service (three senior doctors) and 24/7 cover
- Phototherapy treatment for children over 10 years, provided as day care procedure for severe eczema, psoriasis (twice a week for six weeks) and vitiligo
- Ability to transfer to adult service for older patients
- Four consultant-led and two nurse-led weekly outpatient clinics; three inpatient beds
- Multidisciplinary team input including plastic surgery, gastroenterology, dietetics, psychology

Quality markers

- Seamless service between dermatology and paediatric surgery
- Paediatric dermatology nurse specialist support
- Tailor made creams and ointments, and intensive management plans
- Accredited specialist training centre

Key staff

Consultants
- Dr Karen Agnew
- Dr Bisi Laguda
- Dr Nilesh Morar
- Dr Nerys Roberts

Paediatric Dermatology Nurse Specialist
- Rosemary Turnbull

Access

Referrals
E: chelwest.gprefererrals@nhs.net
- Contact the secretary for routine advice
- Contact the Children’s Emergency Department on 020 3315 8600/1 for urgent advice

Referral criteria
Severe eczema and psoriasis, impetigo, alopecia, ringworm, warts, ‘lumps/bumps’/infestations, haemangiomas (strawberry marks), acne. No laser treatment provided.

Service contact details

Secretary
T: 020 3315 8657
Children’s Services/Medicine: Endocrinology & Diabetes Service

Introduction

This service offers tertiary expertise in growth and endocrine problems, and provides specialist opinion and patient review for other children’s services in West London.

What we offer

- Diagnosis and treatment of children and adolescents with growth and endocrine problems or diabetes
- Specialist opinion and patient review for other paediatric services in West London including St Mary’s, the Royal Brompton and Hammersmith hospitals

Diabetes
- Support for insulin pump therapy
- Special clinics for cystic fibrosis-related diabetes (CFRD) and transition clinics for 16–19-year-olds
- Dedicated afternoon clinics for adolescents

Endocrinology
- Expertise in disorders of growth and puberty
- Expertise in growth issues associated with chronic disease, such as inflammatory bowel disease, cystic fibrosis, asthma and blood disorders
- Special clinics for obese children, families with lipid problems, children with Prader Willi syndrome, blood disorders and follow up after bone marrow transplant

Quality markers

- Continuous care into adulthood as a result of good links with adult endocrine services at Chelsea and Westminster
- Accredited centre for medical and nurse training
- Urgent assessments available
- Compliance with NICE guidance on growth hormone treatment and insulin pump therapy
- Telephone advisory service for families of children with diabetes (diabetes nurse specialist or consultants)

Key staff

Consultants
- Dr Saji Alexander (Endocrinology & Diabetes)
- Dr Kingi Aminu (Diabetes)
- Dr Nicola Bridges (Endocrinology & Diabetes)

Diabetes Specialist Nurse
- Karen Spowart

Paediatric Dietitian
- Laura Berry
**Access**

**Outreach**
- Monthly general endocrine clinics at St Mary’s Hospital
- Regular joint clinics with the haematology service at St Mary’s Hospital
- Monthly cystic fibrosis diabetes clinics at the Royal Brompton Hospital

**Paediatric Outpatients**
- Three-weekly endocrine clinics
- Once-weekly diabetes clinic
- Monthly adolescent clinic for 12–16-year-olds
- Multidisciplinary Prader-Willi syndrome clinic every three months

**Joint clinics**
- Monthly transition clinic (with Dr Kevin Shotliff, Consultant Endocrinologist)

**Referrals**
**W:** Choose and Book  
**E:** chelwest.gpreferalls@nhs.net
- Contact the secretary for routine advice
- Contact the Children’s Emergency Department on 020 3315 8600/1 for urgent advice

**Referral criteria**

**Diabetes Clinic**
Consideration of insulin pump therapy. Cases of newly diagnosed diabetes should be referred as a paediatric emergency.

**Endocrine Clinic**
Growth issues, suspected endocrine disease, early development of secondary sexual characteristics/precocious puberty, pubertal delays.

**Service contact details**

**Secretary**
**T:** 020 3315 8695
Children’s Services/Medicine: Gastroenterology & Nutrition Service

Introduction

Chelsea and Westminster Hospital provides one of the few paediatric gastroenterology centres in London. This regional service also co-ordinates the activities of the nutrition team.

What we offer

- Multidisciplinary assessment, investigation, and treatment of children aged 0–16 with acute and long-term gastrointestinal disorders
- Expertise in the management of gastrointestinal problems in very low birth weight neonates, intestinal failure, motility disorders and chronic inflammatory bowel disease
- Weekly general gastroenterology clinics
- Weekly feeding clinic, which includes children with cerebral palsy, developmental delay and complex feeding disorders (see Speech & Language Therapy on p124)
- Weekly inflammatory bowel clinics
- Monthly motility clinic
- Endoscopic/laparoscopic procedures including endoscopy and colonoscopy, capsule endoscopy, oesophageal dilatation, oesophageal stent insertion, gastrostomy and antegrade colonic enema (ACE)
- Motility investigations including oesophageal pH monitoring, impedance, oesophageal and anorectal manometry, and scintigraphy
- Breath tests
- Transition clinic for adolescent to adult services

Quality markers

- Tertiary advice service for the South East of England
- Shared care arrangements (bi-monthly clinics) with several hospitals in North West London
- Continuity of care within the hospital
- Accredited training centre

Key staff

- Dr Jenny Epstein (Consultant)
- Dr John Fell (Consultant)
- Eunice Goto (Clinical Nurse Specialist)
- Grant Mallon (Gastrostomy Nurse Specialist)
- Jackie Falconer (Dietitian)

Access

Referrals
W: Choose and Book
E: chelwest.gpreferrals@nhs.net

- For routine advice contact the secretary
- For urgent advice bleep the on-call Paediatric Gastroenterology SpR, or if unavailable, the Paediatric Medical SpR via the switchboard on 020 8746 8000
Referral criteria
Gastro-oesophageal reflux and constipation refractory to first-line medical treatment, food allergy and intolerances, feeding difficulties, failure to thrive, suspected inflammatory bowel disease, chronic diarrhoea, recurrent abdominal pain, rectal bleeding, chronic vomiting—no referrals taken for uncomplicated poor appetite/intake/diet and overweight.

Service contact details
Secretary
T: 020 3315 8628
F: 020 3315 8770
Children’s Services/Medicine:
General Medicine Service

Introduction
This service is provided by a team of consultants with expertise in general paediatrics as well as a variety of specialist interests. They are supported by a team of junior doctors and highly skilled and motivated allied health professionals. This not only ensures that children receive multidisciplinary care, but it also minimises the inpatient stay.

What we offer

• An acute general paediatric service for children aged 0–16
• Eight-bed High Dependency Unit able to offer non-invasive ventilation and postoperative invasive ventilation
• Paediatric Ambulatory Care Clinic for intravenous antibiotics, dressing changes, and vaccinations for children with allergies
• Dedicated paediatric outpatient clinics where children with any medical problems are seen
• Dedicated adolescent ward (Jupiter Ward—see p132)
• The support of a range of key sub-specialties, providing fully integrated and seamless care

Quality markers

• Every new admission is seen by a consultant within 24 hours
• Dedicated consultant cover until 9pm, Monday to Friday, onsite weekend consultant ward rounds plus off-site 24-hour emergency cover
• Low rate of complaints from patients
• Strong nursing team led by two modern matrons
• Focus on managing children out of hospital and maintaining normal family life
• Centre for undergraduate and postgraduate medical training

Key staff

Consultants
• Dr Saji Alexander
• Dr Wathik Alsaud
• Dr Kingi Aminu
• Dr Paul Hargreaves
• Dr Ilya Kovar
• Dr Michael Markiewicz
• Dr Sachin Patil

Outpatient Co-ordinator
• Debbie Weight

Clinical Nurse Lead
• Lyn Ronnie

Modern Matrons
• Gareth Teakle (Inpatients)
• Melanie Guinan (Outpatients)

Access

Referrals
W: Choose and Book
E: chelwest.gpreferalls@nhs.net

• For urgent advice call the switchboard on 020 8746 8000 and bleep the on-call Paediatric Medical SpR

Service contact details

Secretary
T: 020 3315 8695

• GPs can contact consultants for routine advice Mon–Fri, 12–2pm on bleep 8250
Children’s Services/Medicine: Infectious Diseases Service

Introduction
This family-centred service cares for children with HIV and other blood-borne virus infections, such as Hepatitis B and C. Many of these children and their families have complex social, psychological and emotional needs, which involve a range of external agencies. The service also provides a high standard of care for adolescents living with HIV and supports them through the transition to adult services.

What we offer

- Intensive supportive care of children and families affected by HIV
- Antibody testing and follow up for children born at Chelsea and Westminster to HIV+ mothers
- The service is run by two highly experienced clinical nurse specialists, supported by senior members of the HIV medical team from St Mary’s Hospital at two clinics a month

Quality markers

- Seamless care with adult HIV, GUM, and maternity services at Chelsea and Westminster
- Input from psychologist and dedicated pharmacist
- Children are often referred because their parents are already being treated at the hospital
- Flexible, prompt service

Key staff

- Dr Hermione Lyall (Lead Infectious Disease Consultant)
- Djamel Hamadache (Clinical Nurse Specialist)
- Paula Seery (Clinical Nurse Specialist)

Access

Referrals direct to clinical nurse specialists—for advice contact clinical nurse specialists.

Service contact details

Clinical Nurse Specialists
T: 020 3315 8655
Children’s Services/Medicine: Neurology Service

Introduction

This is a tertiary paediatric neurology service supported by excellent neurophysiology and neuro-imaging departments.

What we offer

- Ketogenic treatment of epilepsy
- Outreach clinic at Ealing Hospital
- Patients are referred to Great Ormond Street Hospital for neurosurgical reviews/procedures
- Diagnosis and treatment of neurological, brain-related and neurodegenerative disorders in children between aged 0–18

Quality markers

- Rapid access service for urgent cases
- Consultant-led service, with every patient seen by a senior doctor
- Compliant with NICE and SIGN guidance on the management of childhood epilepsy

Key staff

- Dr Maria Kinali (Lead Consultant)

Access

Referrals

W: Choose and Book
E: chelwest.gpreferrals@nhs.net

Contact the Children’s Emergency Department on 020 3315 8600/1 for urgent advice

Referral criteria

Epilepsy, ‘funny turns’, fitting, faints, severe repeated headaches, movement disorders, developmental delay, degenerative brain disorders, neuromuscular problems, neurodisabilities, CNS infection, congenital abnormalities—for routine advice contact the secretary.

Service contact details

Secretary
T: 020 3315 5671/8031
Children’s Services/Medicine: Oncology Service

Introduction

Children’s cancer services are run on a shared care basis. This means that much of the care after diagnosis is provided locally by us, with the emphasis on normalising life as much as possible and minimising the impact of the disease. Some children will be treated over the course of several years.

What we offer

- A holistic supportive care service shared with Primary Treatment Centres, for children up to the age of 18 if in full-time education (up to 19 for children with disabilities)
- 24/7 open access to wards when a child is unwell
- Day care treatment for blood products, transfusions and chemotherapy
- Monthly multidisciplinary meetings
- Excellent communication with the Primary Treatment Centre
- Follow-up in outpatients when the child has finished treatment
- Referrals back to Primary Treatment Centre if relapse is suspected

Quality markers

- A Macmillan paediatric oncology nurse specialist to support children and their families throughout the course of the child’s disease, and ensure they can access the relevant community services and palliative home care, where appropriate
- 24/7 support available for patients and families
- Fully compliant with West London Cancer Network protocols

Key staff

- Dr Wathik Alsaud (Consultant)
- Dr Madiha Elsawi (Consultant)
- Kate Hopwood (Macmillan Clinical Nurse Specialist)

Access

Urgent cancer referrals
E: cancer.referrals@chelwest.nhs.uk
F: 020 3315 8814

- Contact the Children’s Emergency Department on 020 3315 8600/1 for urgent advice
- Routine family or GP queries via individual pager through the hospital switchboard (24 hours) on 020 8746 8000
- GP requests for blood counts via children’s outpatients or children’s emergency care

Service contact details

Secretary
T: 020 3315 1635
Additional information: Initial and further investigations at Chelsea and Westminster are usually agreed with the relevant Primary Treatment Centre and depend on the type of cancer the child has and the treatment we can provide.

All new cancer patients are immediately referred to the relevant Primary Treatment Centre for a detailed diagnosis and treatment plan. Children will usually be referred to their nearest or most relevant centre.
Children’s Services/Medicine: Respiratory Medicine Service

Introduction
This is a predominantly outpatient tertiary service, led by Dr Ian Balfour-Lynn who is one of the country’s leading experts in paediatric respiratory disease and President of the British Paediatric Respiratory Society.

What we offer
- Diagnosis and treatment of respiratory disease for children aged 0–16
- Weekly clinic at Chelsea and Westminster
- Investigations at the Royal Brompton Hospital (bronchoscopy and other invasive diagnostics)

Quality markers
- Fully compliant with British Thoracic Society guidelines on asthma, community acquired pneumonia, and pleural infection
- Fully compliant with NICE guidelines on the treatment of asthma and TB
- Fully compliant with British Paediatric Respiratory Society recommendations on the supply of children’s home oxygen therapy
- Accredited centre for general paediatric training

Key staff
- Dr Ian Balfour-Lynn (Lead Consultant)

Referral criteria
Difficult asthma; chronic undiagnosed respiratory symptoms such as cough, wheeze, poor exercise tolerance, chest pain, breathlessness; recurrent chest infections; obstructive sleep apnoea syndrome; any serious respiratory disorder. Simple respiratory cases, such as mild asthma, occasional infant wheeze and recurrent colds, should be referred to general paediatrics in the first instance.

Service contact details
Secretary
T: 020 3315 7193
Children’s Services/Surgery: Burns Service

Introduction

We are the only hospital service in London recognised by the South East of England Burns Network for the treatment of clinically significant burns in children. Most of the children treated within the service are aged two years or younger.

What we offer

- A separate dedicated four-bed children’s facility within the main Burns Unit, with an additional three siderooms suitable for children
- All beds are staffed by specialist burns nurses or doubly qualified burns/paediatric nurses
- Input from social workers and a child psychotherapist
- A walk-in burns clinic, open Mon–Fri
- Two specialist burns dressing clinics
- Telephone advice service on burns
- Consultant-led outpatient follow-up/new patient review for burn scars
- Children with massive complex burns or requiring ventilation are transferred elsewhere

Quality markers

All admissions are seen by a burns specialist as well as relevant members of the paediatric team. Close liaison with community paediatrics and safeguarding teams for the assessment of suspected non-accidental injury. Home visits by a senior burns sister for those unable to attend the walk-in/dressing clinics.

Key staff

- Mr Greg Williams (Lead Consultant)
- Debbie Steer (Senior Nurse Outreach/Sister)

Access

Referrals
E: chelwest.gprefererrals@nhs.net
F: 020 3315 8814

- Completion of a quick and simple telephone questionnaire is required to establish the nature of the burn
- Acute referrals are taken from walk-in centres, GPs, NHS Direct, Children’s Emergency Department, and as transfers from other hospitals

Location of services

- The burns dressing clinic at Chelsea and Westminster Hospital is open Mon–Fri, 8:30am–3:30pm
- We have a clinic at Queen Mary’s Hospital, Roehampton, open Mon–Fri, 8am–2pm

Service contact details

Telephone Advice/Acute Referrals
T: 020 3315 2500
F: 020 3315 2510
**Children’s Services/Surgery:**

**Craniofacial Service**

**Introduction**

The Craniofacial Service performs complex surgery on adults and children, ensuring a seamless transition for children to adult services. It includes seven specialists who have wide-ranging expertise in craniofacial plastic surgery, maxillofacial, neurosurgery, orbitopalabral and oculoplastic surgery. This rare combination of skills attracts referrals from all over the UK and the world.

**What we offer**

- The correction of a wide range of congenital deformities of the head and neck and facial disfigurement caused by disease in children from the aged 0–16
- Management of adult and children’s craniofacial trauma

**Quality markers**

- The unit deploys a paediatric craniofacial nurse specialist to liaise between the family and the various members of the team, and help them access appropriate support and community services
- Excellent links with other specialists in the paediatric medical and surgical teams at Chelsea and Westminster and Imperial College Healthcare NHS Trust
- Compliance with West London Cancer Network guidance on skin, head and neck cancers
- Accredited centre for specialist surgical training and an accredited post Certificate of Completion of Surgical Training (CCST) craniofacial fellowship
- The team are core members of the Tumour Working Group (TWG) for dermatology, and head and neck cancers
- Supported by the British Association of Plastic, Reconstructive and Aesthetic Surgeons

**Key staff**

- **Mr Niall Kirkpatrick** (Lead Consultant)
- **Mr Simon Eccles** (Craniofacial Consultant)
- **Mr Naresh Joshi** (Oculoplastic Surgeon)
- **Mel Guinan** (Modern Matron)

**Access**

**Referrals**

E: chelwest.gprefererrals@nhs.net

- Referrals accepted from across the UK
- Contact the Children’s Emergency Department on 020 3315 8600/1 for urgent advice
- For routine advice contact the secretary

**Service contact details**

**Secretary**

T: 020 3315 8358
**Children’s Services/Surgery: Dentistry Service**

**Introduction**

The Dentistry Services serves North West London and provides a tertiary referral service for medically compromised and special needs patients living further afield. It is the largest provider of children’s dental care in North West London. Children requiring surgery under general anaesthesia are mainly treated as day cases, allowing them to return home promptly, and ensuring that the waiting times from referral to treatment are short.

**What we offer**

- A diagnostic and treatment service for congenital and acquired oral, dental and gum problems for systemically ill or otherwise healthy children aged 0–16 years, and up to 18 for those with special needs
- Restorative management (including crowns, bridges, onlays, bleaching and micro-abrasion) of patients with trauma, dental caries, chronological hypoplastic and hypomineralisation defects and hereditary anomalies of enamel and dentine
- Periodontal treatment for patients with plaque-related disease and more complex periodontal problems that may be related to systemic illness
- Surgical management of patients requiring simple dental extraction and minor oral surgical procedures (such as impacted and unerupted teeth, and supernumerary teeth)
- Approximately 15 weekly outpatient clinics providing treatment under local anaesthesia with or without sedation, and new patient assessment clinics
- A walk-in service is available for urgent cases by prior arrangement with the patient’s dentist/doctor or via the Children’s Emergency Department
- Joint orthodontic/paediatric dental clinics

**Quality markers**

- Full preoperative assessment carried out by specialist children’s nurse, with play therapist in attendance to allay anxieties and minimise delays
- All procedures requiring general anaesthesia carried out by paediatric consultant anaesthetist, and different surgical interventions carried out at the same time for sick children
- Holistic approach to the treatment of the whole mouth, with all inpatient referrals seen by a specialist
- Fully compliant with the Royal College of Surgeons, NICE, and British Society of Paediatric Dentistry guidance
- Accredited centre for specialist paediatric dentistry training up to post-CCST level

**Key staff**

- **Ms Kate Barnard** (Senior Consultant Dentist)
- **Ms Ghaida Al Jaddir** (Consultant Dentist)
- **Ms Sarah Shah** (Consultant Dentist)
- **Victoria Wilson** (Lead Nurse)
Access

Referrals
E: chelwest.gpreferreals@nhs.net

- For urgent cases, contact the walk-in service on 020 3315 5232
- For routine advice contact the secretary

Service contact details

Reception
T: 020 3315 8636
Introduction
The service is staffed by four ENT consultants, with particular expertise in paediatric ENT. It has strong links with Charing Cross and the Royal Brompton hospitals.

What we offer
- Specialist expertise in complex airway problems, rhinology and otology for children up to the age of 16
- Three outpatient clinics including one rhinology clinic and three surgical lists
- A service for ear, nose and throat disorders including surgical management of glue ear, tonsillectomy and adenoidectomy

Quality markers
- The partnership with the Royal Brompton Hospital allows for the treatment of children with primary ciliary dyskinesia or PCD (defective respiratory tract cell functioning) and cystic fibrosis
- Strong links with the craniofacial and audiology teams at Chelsea and Westminster Hospital
- Centre for postgraduate training

Key staff
- Mr Elliot Benjamin (Consultant)
- Mr William Grant (Consultant, Rhinology)
- Mr Jonny Harcourt (Consultant, Airway Problems & Otology)
- Mr Guri Sandhu (Consultant, Airway Problems)

Access
Referrals
W: Choose and Book
E: chelwest.gpreferalls@nhs.net
- For urgent advice bleep the on-call ENT SpR via the switchboard on 020 8746 8000
- For routine advice contact the secretary

Service contact details
Secretary
T: 020 3315 8645
Children’s Services/Surgery:
General Surgery Service

Introduction
The General Surgery Service is nationally and internationally renowned for minimally-invasive/ laparoscopic surgery, especially in neonates, which it helped pioneer. It attracts referrals from all over the UK. The surgical team includes expertise in neonatal, gastrointestinal and urological procedures.

What we offer
- Designated centre for specialist paediatric and neonatal surgery in North West London
- Focus on day case surgery, where possible
- 24/7 paediatric surgery cover for emergency care
- Our surgeons provide surgical clinics and day case operating lists at a number of partner hospitals including West Middlesex and Hillingdon hospitals
- Consultant-led secondary and tertiary care services in acute and elective procedures for all children aged 0–16 years (18 years if in full-time education)
- A wide range of support for parents and families before and after surgery
- General paediatric and neonatal surgery including thoracic and abdominal minimally-invasive procedures

Quality markers
- Specialist nursing support for children with a wide range of surgical conditions including preparation and aftercare for colostomy, ileostomy, vesicostomy, Hirschsprung’s disease, imperforate anus, and those requiring ACE/DACE procedures and rectal washouts at home
- Two dedicated children’s theatre suites
- The department is a fully accredited centre for surgical training, using simulation techniques including minimally-invasive procedures and resuscitation

Key staff
- Mr Munther Haddad (Service Director, General/Neonatal/Gastrointestinal Consultant, and President of the British Association of Paediatric Endoscopic Surgeons)
- Mr Simon Clarke (Gastrointestinal/Laparoscopic/Neonatal Consultant)
- Ms Diane De Caluwe (General/Neonatal/Urology Consultant)
- Mr Nicholas Madden (Urology Consultant, Paediatric Surgeon, and President of the British Association of Paediatric Urologists)
- Mr Shamshad Syed (Consultant)
- Niamh Geoghegan (Stoma Nurse Specialist)
- Grant Mallon (Gastrostomy Nurse Specialist)

Access
Referrals
W: Choose and Book
E: chelwest.gpreferrals@nhs.net
- For urgent advice contact the on-call paediatric surgical SpR
- For routine advice contact the secretary (phone numbers right)

Service contact details
Secretary (Mr Clarke, Mr Madden & Mr Syed) T: 020 3315 8696
Secretary (Ms De Caluwe & Mr Haddad) T: 020 3315 8885
**Children’s Services/Surgery: Neurosurgery Service**

**Introduction**

The Neurosurgery Service provides support for the Craniofacial Service in the assessment and treatment of congenital and acquired craniofacial conditions in children and adults.

**What we offer**

Monthly outpatient clinic to support the craniofacial team.

**Quality markers**

Treatment complies with guidance set out by the National Specialist Commissioning Advisory Group for craniofacial surgery.

**Key staff**

- **Mr David Peterson** (Lead Consultant)

**Access**

**Referrals**

**E:** chelwest.gpreferrals@nhs.net

- Referrals for children’s neurosurgery only should be directed to Great Ormond Street, King’s College or St George’s hospitals

**E:** chelwest.gpreferrals@nhs.net

- Contact the Children’s Emergency Department on 020 3315 8600/1 for urgent advice
- For routine advice contact the secretary (phone number below)

**Service contact details**

**T:** 020 3315 8636
Children’s Services/Surgery: 
Ophthalmology Service

Introduction
This consultant-led service includes screening for retinopathy of prematurity as well as a large outpatient service, and is supported by orthoptists, who specialise in the assessment of young children’s eyesight, and an optometrist. The treatment of squint is a particular area of expertise.

What we offer
• The assessment and management of eye disease and disorders of visual development in children aged 0–16 (up to 18 for those with developmental delay or learning difficulties)  
• Screening for retinopathy of prematurity  
• Out-of-hours emergencies managed at the Western Eye Hospital

Quality markers
An accredited centre for undergraduate and postgraduate medical training

Key staff
• Mr Jasvir Grewal (Lead Consultant)  
• Bhavini Gohil (Senior Orthoptist)  
• Hamida Taki-Karim (Optometrist)

Access
Referrals
W: Choose and Book  
E: chelwest.gpreferalls@nhs.net
• Referrals are accepted from health visitors (orthoptic fast-track)

Referral criteria
• Children with congenital eye and vision problems, squint, refractive errors, minor eyelid conditions, amblyopia, uveitis, allergic eye disease, diabetic eye disease, congenital cataracts (co-managed with a cataract surgeon at the Western Eye Hospital)
• The service does not treat congenital glaucoma, retinal detachment or retinoblastoma
• Children who fail the school eye test should go to the optician unless vision is unequal (amblyopia), or squint or droopy eyelid are suspected, in which case a hospital assessment is required

Service contact details
Secretary  
T: 020 3315 8645

Orthopist  
T: 020 3315 8886
Children’s Services/Surgery: Orthodontics Service

Introduction
This outpatient service is closely aligned with maxillofacial surgery, paediatric dentistry, and craniofacial surgery to provide a seamless service for the correction of severe malocclusions and dentofacial deformity in adults and children.

What we offer
- Diagnosis and management of facial growth and dental development for adults and children aged six months upwards
- Treatment of severe occlusal dysfunction in adults and children including unerupted impacted teeth, malformed teeth, numerous congenital absent teeth, and in those with complex medical conditions, such as congenital heart defects
- Monthly joint orthodontic/orthognathic surgery clinics
- Monthly joint orthodontic/paediatric dental clinics
- Monthly multidisciplinary craniofacial planning meetings
- Treatment in conjunction with the paediatric dentist for children with special needs, growth-related problems and disease, who also have malocclusions
- Treatment planning and advisory support for specialist orthodontic practitioners and general dental practitioners carrying out orthodontics in primary care

Quality markers
- Fully compliant with standards on the timing and delivery of appropriate treatment set out by the British Orthodontic Society and the Royal College of Surgeons
- Combined orthodontic and surgical approaches for dentofacial anomalies affecting normal growth and facial appearance

Key staff
- Miss Mary Lo (Consultant Orthodontist)
- Victoria Wilson (Lead Nurse)

Access
Referrals
E: chelwest.gpreferences@nhs.net
- Referrals accepted from across the country as part of multidisciplinary craniofacial services
- Contact the Children’s Emergency Department on 020 3315 8600/1 for urgent advice
- For routine advice contact the secretary

Service contact details
Secretary
T: 020 3315 8636
Children’s Services/Surgery: Orthopaedics Service

Introduction

We are an orthopaedic regional centre for North West London with two orthopaedic consultants and three extended scope orthopaedic physiotherapist practitioners. The service is renowned for its minimally-invasive approach to the correction of club foot, providing the second largest service of its kind in the country and attracting national and international referrals.

What we offer

- General outpatient and surgical service for musculoskeletal disorders, with the exception of spinal surgery and serious head/skull problems, for children up to the age of 16
- Weekly Ponseti club foot clinic
- Twice-weekly fracture clinics
- Gait clinic
- Neurological clinic for advice/monitoring of orthopaedic problems in children with cerebral palsy and spina bifida
- Screening for neonatal hip dislocation (one of the largest services in the country)

Quality markers

- Orthopaedic physiotherapist practitioners ensure this high volume service is efficient— their expertise ensures that children are assessed promptly, cutting down waiting times for consultant appointments
- Excellent links with community physiotherapists
- Accredited centre for postgraduate training

Key staff

- Mr Stuart Evans (Consultant)
- Ms Alison Hulme (Consultant)
- Deryn Watts (Acting Paediatric Therapy Lead)

Access

Referrals

W: Choose and Book
E: chelwest.gprefererrals@nhs.net

- GPs can refer to Ponseti, gait, musculoskeletal and neonatal screening clinics; health visitors can also refer to the neonatal screening clinic
- Access to Ponseti clinic via departmental secretary
- For urgent advice bleep on-call orthopaedic SpR via switchboard on 020 8746 8000
- For routine advice contact the secretary (phone number below)

Service contact details

Secretary
T: 020 3315 8350
F: 020 3315 8808
Children’s Services/Surgery: Plastic Surgery Service

Introduction

The service encompasses congenital hand and general paediatric plastic surgery including dermatology, burns and craniofacial surgery (see separate entries). Chelsea and Westminster is the only hospital in London to offer this range of expertise in paediatric plastic surgery.

What we offer

- Multidisciplinary (combined plastic and orthopaedic) outpatient clinics for congenital hand surgery
- Full ancillary back-up of physiotherapy, occupational therapy and play therapy services
- A wide range of general plastic surgical procedures
- Home visits by a specialist plastic surgery nurse for patients coming from outside Central London for tissue expansion, dressing changes, removal of stitches

Quality markers

Consultant-led service, with every patient seen by a senior doctor.

Key staff

- **Mr Giles Bantick** (Hand Surgery)
- **Ms Alice Bremner-Smith** (Hand Surgery)
- **Mr Kaushik Chakrabarty** (General & Burns Surgery)
- **Ms Effie Katsarma** (General & Hand Surgery)
- **Mr David Martin** (Hand Surgery)

Access

**Referrals**

E: chelwest.gpreferrals@nhs.net

For urgent advice bleep on-call plastic surgery clinician via switchboard on 020 8746 8000 bleep 0278

**Referral criteria**

All paediatric plastic surgery problems, except cleft lip and palate, simple polydactyly, obstetric brachial palsies and hypospadias (for hypospadias see children’s urology on p110).

Service contact details

**Paediatric Hand and General Plastic Surgery queries**

T: 020 3315 2777
Children’s Services/Surgery:
Urology Service

Introduction

Children with urological problems account for approximately 50% of children’s general surgical cases at Chelsea and Westminster Hospital. These range from congenitally detected anomalies of the kidney and bladder, to genital problems such as hypospadias and children with incontinence. We are a regional service for North West London.

What we offer

- A specialist service for children aged 0–16 years (18 if in full-time education) for acute and elective procedures. These include major renal and bladder operations as well as surgery for vesicoureteric reflux, undescended testes and continence problems
- Linked to community enuresis clinics
- A continence/stoma specialist nursing service for bladder and bowel problems providing comprehensive bladder assessment
- Weekly clinics at Chelsea and Westminster with a concurrent nurse-led continence clinic
- Multidisciplinary specialist input from medical and surgical teams at Chelsea and Westminster including support from psychologists
- Weekly clinic at St Mary’s Hospital, associated with a paediatric nephrologist
- Clinics at Queen Mary’s Hospital, Roehampton, and West Middlesex Hospital

Quality markers

- Intensive clinical nurse specialist home support for children with continence problems
- Accredited centre for specialist surgical training

Key staff

- Ms Diane De Caluwe (Consultant)
- Mr Nicholas Madden (Consultant)
- Niamh Geoghegan (Continence/Stoma Specialist Nurse)

Access

Referrals
W: Choose and Book
E: chelwest.gprefer@nhs.net
- For urgent advice bleep on-call paediatric surgical SpR via switchboard (24 hour) on 020 8746 8000
- For routine advice contact the secretary

Referral criteria

Antenatally detected urinary tract anomalies, hydronephrosis, vesicoureteric reflux, persistent bedwetting, recurrent urinary tract infections, penile abnormality, spina bifida, neuropathic bladders, posterior urethral valves, clean intermittent catheterisation, artificial urinary sphincters, Mitrofanoff. Simple bedwetting problems with no daytime symptoms don’t require referral.

Service contact details

Secretary
T: 020 3315 8696
Children’s Services/Community: Audiology Service

Introduction

Audiology is a community-based service that is led by experienced community paediatricians and a specialist nurse. The location of the clinics allows children to be seen near to their homes. This, in addition to the focus on keeping parents informed throughout the process, makes this a family-friendly service.

What we offer

- Diagnosis and treatment of hearing problems in children up to the age of 18 if in full-time education
- Direct listing on the ENT waiting list for grommet insertion when necessary, cutting out the need for an outpatient ENT appointment before surgery
- Children aged five years and under are usually seen by a doctor and older children are seen in nurse-led clinics
- Hearing assessments at eight months for babies who have not completed a neonatal screen and eight-month follow-up

Quality markers

- The service complies with national screening, treatment and follow-up guidelines (SIGN, NICE, MRC)
- Training is provided for school nurses, health visitors and other support workers

Key staff

- Dr Bouran Kubba (Associate Specialist)
- Angela Marsden (Audiology Nurse Specialist)
- Charmaine Wijay (Paediatric Community Co-ordinator)

Access

Referrals
E: chelwest.gprefererrals@nhs.net

- Alternatively, contact the local clinics directly
- For routine advice contact the secretary

Location of services

Parsons Green Health Centre
T: 020 3315 6830 (Fulham)

Milson Road Health Centre
T: 020 7602 2723 (Hammersmith)

South Westminster Centre
T: 020 7963 2444 (Westminster)
Referral criteria

• Any child living in the catchment areas of Hammersmith and Fulham, Kensington and Chelsea, and South Westminster, for whom there is concern about their hearing

• Babies who have missed their newborn hearing screen are automatically referred for an eight-month follow-up appointment via the national database, so GPs don’t need to make a referral

• Any pre-school child referred to speech and language therapy who has not had a recent hearing screen (within the past year) and children of school age should have a hearing screen at school

• For routine enquiries please contact the secretary

Service contact details

Secretary
T: 020 3315 1280
Children’s Services/Community: Cheyne Child Development Service

Introduction
The Cheyne Child Development Service has been running for many years and has well-established pathways for diagnosis and treatment. It works closely with local authority agencies to provide the appropriate level of support for children with special educational needs and their families.

What we offer

- A consultant-led assessment and treatment service for children up to the age of 19 with a wide range of developmental difficulties
- The team includes a clinical nurse specialist, social worker, a full range of therapists, and the hospital’s paediatric specialists, as needed
- School health in partnership with three PCTs’ school nursing services, and medical advice for special education assessments
- Telephone advice for patients and GPs from the clinical nurse specialist.

Quality markers

- The service meets the National Initiative for Autism Screening and Assessment recommended waiting time from referral to diagnosis
- It is one of only a few services in the UK to offer music therapy
- Multidisciplinary assessment and review, providing a ‘one-stop shop’ and a co-ordinated treatment plan
- It is an accredited training centre for community paediatrics

Key staff

Consultants
- Dr Skandhini Carthigesan (Lead Consultant)
- Dr Morenike Adebusuyi
- Dr Madiha Elsawi
- Dr Paul Hargreaves
- Dr Peggy O’Driscoll

Co-ordinator
- Leigh Marsh

Clinical Nurse Specialist
- Sian Wilkinson

Access

- Direct referrals can be made to the clinical nurse specialist who is available for home visits
- Referrals are made on a referral form available from the co-ordinators
- Referral is acknowledged to the parents and referring agent
- Where appropriate, the clinical nurse specialist will contact the family directly
Location of services

St Dunstan's Clinic  
**T:** 020 3315 1320 (Hammersmith and Fulham)

Doughty House

Chelsea and Westminster Hospital  
**T:** 020 3315 6488 (Kensington and Chelsea)

South Westminster Centre for Health  
**T:** 020 3315 5757 (Westminster)

Outreach Clinics
Wood Lane, Queens Manor, Jack Tizard, Cambridge, Gibbs Green, Queensmill, Miles Coverdale, and Normand Croft Special Schools

Referral criteria

- Children in whom there are significant concerns about development in association with significant social concerns
- Children who have, or are likely to have, moderate to severe delay in one or more areas of development

Service contact details

Secretary  
**T:** 020 3315 1286

Co-ordinator  
**T:** 020 3315 1606/6488

Clinical Nurse Specialist  
**T:** 020 3315 6470
Children’s Services/Community: 
Safeguarding & Protecting Vulnerable Children

Introduction

There are specially designed facilities for the assessment of children who may have been subject to sexual or physical assault, and well-defined care pathways for monitoring the health and wellbeing of looked after children. All staff involved in the care of children at the hospital are trained in safeguarding issues.

What we offer

- Assessments of children subject to physical/sexual assault up to the age of 16
- Statutory and subsequent health and developmental assessments for looked after children up to the age of 16
- Monthly nurse-led immunisation/sexual health education advice clinic
- Advice and support offered to local GPs and other professionals on safeguarding issues

Quality markers

- All senior doctors are forensically trained to carry out child sexual assault health and developmental assessments
- Strong links with key people in each statutory agency

Key staff

- **Dr Paul Hargreaves** (Designated Doctor for Safeguarding)
- **Dr Morenike Adebusuyi** (Designated Doctor for Looked After Children)
- **Dr Kingi Aminu** (Named Doctor for Child Protection)
- **Monica King** (Named Nurse for Safeguarding)
- **Wendy Allen** (Named Midwife for Safeguarding)

Access

- Social workers make referrals for medical assessments to the social paediatric co-ordinator during normal working hours and two separate rotas operate during the week for these—one for Child Sexual Abuse (CSA) and one for Non-Accidental Injury (NAIs)
- Medical assessments for looked after children take place in a weekly clinic
- A copy of the medical assessment is sent to the GP
- Paediatric outpatients at Chelsea and Westminster or special schools for statutory four-week health and development assessment
- Haven Centres at St Mary’s, Paddington, The Royal London Hospital, Whitechapel, and King’s College, Camberwell, for those within 72 hours
- Paediatric outpatients for alleged CSAs incidents outside 72 hours
- Subsequent check-ups at outpatients, school clinics, home visits or GP surgery, depending on age
- Paediatric outpatients for alleged NAlS and severe neglect looked-after children
Referral criteria

- Children in whom there are significant concerns about development in association with significant social concerns
- Children who have, or are likely to have, moderate to severe delay in one or more areas of development

Service contact details

Secretary
T: 020 3315 1286

Co-ordinator
T: 020 3315 1606/6488

Specialist Health Visitor
T: 020 3315 6470
**Children's Services/Community: Other Special Services**

**Bedwetting Clinic**

A weekly enuresis clinic for children aged 5–16 with nighttime or daytime wetting.

**Marie Thomas** (Clinical Nurse Specialist)
**T:** 020 3315 6291/8

Send referrals in writing to:

Marie Thomas  
Falkland House NHS Centre  
Mornington Avenue  
W14 8J2

Alternatively, fax referrals to 020 3315 6295.

**Child Health Surveillance**

This includes:
- Health and development assessment cover for children not registered with a GP  
- Advisory service for PCTs  
- Training for primary care health professionals

**Dr Skandhini Carthigesan**
**T:** 020 3315 2562
**Children's Services/Anestone: Anaesthetic Service**

**Introduction**

Anaesthesia cover is provided 24 hours a day, seven days a week, in two dedicated children’s operating theatres. The service is consultant-led, with eight consultants in the team, each of whom is a children’s specialist. The service is based on the latest evidence and good practice.

**What we offer**

- A specialist anaesthesia and pain management service for children aged 0–16
- The service covers all investigative procedures requiring anaesthesia, as well as paediatric surgical specialties including burns and plastic surgery
- A pre-anaesthetic assessment service for planned admissions, which reduces the need for separate hospital visits and cuts down on cancellations and delayed discharge
- Anaesthetists talk to every child before surgery to make sure they understand what is going to happen and to allay any anxieties
- Pain service, led by a paediatric anaesthetist, which covers children 24/7
- The pain service provides practical support, with twice daily ward visits by the pain sisters, and pain management training for all staff

**Quality markers**

- Complies with Association of Paediatric Anaesthetists (APA) guidance on the management of postoperative and procedural pain
- The service has helped pilot an internal and external peer review audit scheme with the APA, which will be used as a quality standard across the country

**Key staff**

- Dr Mike Weston (Lead Consultant Anaesthetist)
- Lyn Brocklebank (Theatre Lead)
- Elizabeth Colton (Pre-anaesthetic Assessment Nurse)
- Wendy Carnegie (Senior Theatre Lead)
- Sheila Rudrum (Theatre Lead)

**Access**

Via Children’s Emergency Department and paediatric team.

**Service contact details**

T: 020 3315 8026
Children’s Services/Therapy: Music Therapy Service

Introduction
Chelsea and Westminster Hospital was one of the first NHS hospitals to offer music therapy to children. Music therapy can help boost the communication skills of children including those with autistic spectrum disorders. The service is highly valued by parents and healthcare professionals alike.

What we offer
- Music therapy for babies, children and young people with a wide variety of communication, social, developmental and emotional needs
- Courses of individual or group music therapy
- Parent and child music therapy sessions for children under five years of age
- Consultation and training for other professionals including voluntary sector

Quality markers
- The service meets standard eight of the National Service Framework for Children, Young People, and Maternity Services (2003)
- The service is part of a co-ordinated multi-agency approach to child development at Chelsea and Westminster Hospital
- The service receives clinical placement trainees
- Music therapists are registered with the Health Professions Council

Key staff
- Stephen Sandford (Head of Music Therapy)
- Deryn Watts (Acting Paediatric Therapy Lead)

Access
Referrals
E: chelwest.gprefererrals@nhs.net

- For routine advice contact the head of music therapy
- Referrals strictly according to catchment area only (Hammersmith and Fulham, South Kensington and Chelsea, and South Westminster)

Referral criteria
Children with severe delay in one area of development, life-threatening or life-limiting conditions, or significant delay in more than one area of development.

Service contact details
Head of Music Therapy
T: 020 3315 6472
F: 020 3315 6480
Children’s Services/Therapy: Physiotherapy Service

Introduction

The provision of children’s physiotherapy at Chelsea and Westminster offers community and acute services including orthopaedic physiotherapy practitioners. This streamlined, fully integrated service is part of the holistic care offered at Chelsea and Westminster Hospital.

What we offer

- The assessment and treatment of children and young people with neuro-developmental delay, musculoskeletal problems, neurological impairment, neuromuscular, orthopaedic and cardiovascular respiratory problems up to the age of 16 (19 for those with developmental problems)
- Developmental assessments of at-risk premature babies born in the hospital or admitted to neonatal intensive care
- Outpatient clinics for children with musculoskeletal problems
- Weekly core stability class
- Weekly drop-in clinic attached to Paediatric Emergency Care
- Immediate access to physiotherapy attached to twice weekly fracture clinic for prompt initial advice, with follow-up arranged locally
- A weekly leg class for knee and ankle injuries, and a back education class for adolescents every six weeks
- Weekly parent group on positioning and development in neonatal intensive care
- Weekly orthotic clinics
- Toe walking clinic

Quality markers

- Excellent links with other children’s specialties including input into the Seven Star clinic
- Emphasis on self-management and full participation in care and treatment
- Tailored and family-centred treatment plans
- Immediate access to physiotherapy in twice-weekly fracture clinics, providing prompt initial advice and local follow-up
- A range of facilities including a children’s physiotherapy treatment room, hydrotherapy pool, and access to the adult gym

Key staff

- Deryn Watts (Acting Paediatric Therapy Lead)

Access

- External physiotherapy referrals through the Referral Management Centre (Kensington and Chelsea) or direct to the service
- Referrals strictly according to catchment area only (Hammersmith and Fulham, South Kensington and Chelsea, and South Westminster)
- Internal physiotherapy referrals via fax on 020 3315 1607
- Orthopaedic physiotherapy practitioner referrals can be made by faxing the central Appointments Office on 020 3315 8814
Location of services

Community services provided at home and in community clinics at St Dunstan’s Clinic and South Westminster Centre for Health, nursery, mainstream and special schools.

Service contact details

T: 020 3315 8667
Children’s Services/Therapy: Speech & Language Therapy

Introduction

The provision of speech and language therapy at the hospital includes an acute service for inpatients with communication and feeding difficulties. The fully integrated service is part of the holistic package of care for children offered at Chelsea and Westminster Hospital.

What we offer

- Assessment and management of feeding difficulties including input into the multidisciplinary outpatient feeding clinic
- Assessment and management of communication difficulties for inpatients only
- Videofluoroscopy swallow study for the objective assessment of feeding difficulties in infants and children

Quality markers

- Specialist assessment and management of outpatients with eating and drinking difficulties; priority referral (within two weeks)
- The feeding clinic is the only consultant-led multidisciplinary feeding clinic of its kind in West London

Key staff

- Analou Louw (Speech & Language Therapist)

Access

- External referrals for communication difficulties should be directed to local PCT
- Fax referrals to 020 3315 8770 for Feeding Clinic
- For urgent advice, bleep 5852 via the switchboard on 020 8746 8000

Referral criteria

- Feeding difficulties requiring input from a paediatric gastroenterologist/dietitian/specialist speech and language therapist
- Concerns about safety of swallow
- Failure to thrive in babies/children with feeding difficulties
- Behavioural feeding difficulties in children with underlying organic disease
- Feeding difficulties associated with complicated gastroesophageal reflux disease
- Assessment of children with feeding difficulties for enteral feeding
- Re-establishing oral feeding in children on enteral feeds

Service contact details

Speech & Language Therapist
T: 020 3315 6570
Children’s Services/Mental Health: Child & Adolescent Psychiatry Service

Introduction

This consultant-led service includes psychiatry, family psychotherapy, child psychotherapy, and a link paediatric social worker. It provides services to emergency care and the children’s wards at the hospital, as well as local schools and community social services.

What we offer

- Emergency assessments of acute cases of deliberate self-harm, suicide attempts, suicidal thoughts, eating disorders, psychosis, depression, obsessional states and intoxication, as well as paralysis, fits, headaches and abdominal pain without any apparent physiological cause
- Assessment of the patient’s mental state and their local circumstances, and, where appropriate, treatment
- For those not able to be discharged home for social reasons, we liaise with Social Services to assess them and find accommodation for them, where necessary
- Reviews and a multidisciplinary treatment plan for those not ready for discharge
- Cases of self-harm will be treated in collaboration with Children’s Social Services, irrespective of where the patient lives—those who live outside Kensington and Chelsea and who no longer require ongoing treatment at Chelsea and Westminster may be referred for follow-up locally
- Adolescents with disturbed mental states, who are not safe to be discharged home, may require transfer to an adolescent psychiatric unit; we agree the funding and organise the transfer in conjunction with medical teams

Quality markers

- Assessments comply with national and local mental health trust child centred policies
- Assessments are carried out by experienced clinicians

Key staff

- Dr Mike McClure (Consultant Child & Adolescent Psychiatrist)
- Dr Melissa Adams (Consultant Family Psychotherapist)
- Dr Marguerite Reid (Consultant Child Psychotherapist)

Access

Referrals

E: chelwest.gprefer@nhs.net

- Internal referrals by telephone or by faxing completed form on 020 3315 8870
- Referrals are accepted from members of the hospital paediatric team only
- Parents should be informed and have given their consent before a referral is made

- For routine and urgent advice within working hours, contact team co-ordinator
- For urgent advice outside working hours contact Paediatric Emergency Care on 020 3315 8600/1 Access
Referral criteria

Children not being treated at this hospital, who require psychological support, should be referred to local Child and Adolescent Mental Health Services.

Service contact details

Team Co-ordinator
T: 020 3315 8617
Children’s Services/Mental Health: Children’s Psychology Service

Introduction

This consultant-led service is available for any child who is receiving treatment at Chelsea and Westminster Hospital. It is also open to siblings, parents, carers and staff.

What we offer

- Psychological assessment and treatment of children aged 0–18 including cognitive assessment
- Consultation for any member of staff involved in a child’s care
- Group work with children/young people and their families
- Preparation of a child for invasive/distressing procedures
- Support for children finding it hard to manage their illness including emotional adjustment, adherence to treatment, and pain management
- Bereavement work
- Support after traumatic events such as road traffic accidents
- Help with feeding, sleeping and toileting difficulties

Quality markers

- Joint working with external agencies involved in the child’s care
- Placements for clinical psychology trainees within the department

Key staff

Clinical Psychologists
- Sue Bodger (Head of Department)
- Michele Amos
- Fiona Leigh
- Daniel Wood

Access

- Parents should be informed and have given their consent before a referral is made
- Referrals are accepted from members of the hospital paediatric team only

Referral criteria

Children not being treated at this hospital, who require psychological support, should be referred to local child and adolescent mental health services.

Service contact details

T: 020 3315 8972
F: 020 3315 8870
Children’s Services/Mental Health: Perinatal Service

Introduction

The Perinatal Service improves the health and developmental outcomes of infants by offering specialist psychological interventions for pregnant women, mothers and babies up to 12 months. Fathers are offered treatment if involved. This early intervention is specifically for women with complex mental health problems and/or severe trauma, with disturbed bonding or attachment and/or negative feelings about the pregnancy.

What we offer

- specialist psychiatric and psychotherapeutic assessment and advice
- Specialist psychotherapeutic interventions for disturbed relationships between mothers and infants and between pregnant women and their unborn children, for women with complex mental health problems/traumatic histories
- In Wandsworth: a small satellite outreach project has commenced in children's centres and a GP surgery
- Pre-birth planning, in close liaison with maternity, primary care, psychiatric services and early years services.

Quality markers

- Emphasis on high standards of training
- Compliance with Department of Health guidance on antenatal and postnatal mental health
- High ratings on our patient satisfaction questionnaires

Please note: We do not offer emergency assessment. Women with psychotic or suicidal risk need to be assessed and managed by Adult Mental Health Services.

Key staff

- Sarah Dermont (Lead Midwife for Mental Health)
- Dr Kathryn Hollins (Consultant Child & Family Psychiatrist and Psychotherapist)
- Siobhan Murphy (Perinatal Social Worker)
- Danny O'Shea (Child Psychotherapist)
- Dr Marguerite Reid (Consultant Child Psychotherapist & Team Co-ordinator)

Access

- Referrals accepted from healthcare professionals
- Referrers are welcome to call the service to discuss possible referrals
- All referrals direct to service—please use referral form that can be found in the Healthcare Professions section at www.chelwest.nhs.uk.

Service contact details

T: 020 3315 8646
F: 020 3315 8870
Children’s Services/Wards & Other Services: Chelsea Children’s Hospital School

Introduction

This fully-staffed school, located on the hospital premises, ensures that children unable to attend mainstream schooling as a result of acute or long-term medical or mental health problems, don’t miss out on their education. The school is a registered exam centre. The school has recently moved to a new purpose-built facility on the first floor.

What we offer

- The school caters for children and young people from the aged 4–18, and serves those who are being treated at Chelsea and Westminster, the Royal Brompton and St Mary’s hospitals, and Collingham Child and Family Centre
- Children can attend for short or longer periods, depending on the duration of their treatment
- Teachers link with students’ home schools to ensure continuity of education and a smooth return to school
- An arts and craft programme is available during school holidays
- Well-equipped classrooms with internet access and video conferencing facilities on Mercury and Neptune wards
- Staff include communication technology specialists, an artist in residence, musicians, a poet and a storyteller
- Classes are delivered at the bedside/on the wards

Quality markers

- The latest OFSTED inspection rated the school as outstanding across a broad range of criteria including the quality of its teaching, curriculum content and leadership
- The inspectors praised the school for the close working relationships between staff, parents, carers and healthcare professionals

Key staff

- **Janette Steel** (Principal)
- **Ayoola Bankola** (Chair of Governors)

Access

All children and young people in hospital automatically have a right to education—referrals not required.

Service contact details

**T:** 020 3315 8672/3  
**W:** www.cchs.org.uk
Children’s Services/Wards & Other Services: Play Service

Introduction

We have a well-established play service, for children treated at the hospital and their families. The service aims to provide an essential degree of normality, and lower stress and anxiety for children and their families, and other staff, during the hospital admission/visit.

What we offer

- A range of development toys, games and play activities in the children’s wards, outpatient clinics, Ambulatory Care Clinic and the Burns Unit
- Parental advice on how best to prepare a child for a hospital stay and recovery back at home
- Visits before admission to help children and their families familiarise themselves with the hospital and staff
- Assistance with developmental assessment as part of the multidisciplinary team
- Individual play programmes including:
  - Normalising play and age-appropriate resources
  - Therapeutic play, encouraging children to release and express their emotions
  - Distraction techniques during examinations and procedures
  - Medical play to help children understand their hospital experiences at an appropriate level

Quality markers

All members of the team have completed professional training to use play in healthcare.

Key staff

- Fiona Berry (Play Manager)

Access

Requests from the paediatric team at the hospital only by phone.

Service contact details

T: 020 8746 8000 bleep 5109/0306
Children’s Services/Wards & Other Services: Wards

Introduction
There are four children’s wards at Chelsea and Westminster as well as a High Dependency Unit and an Ambulatory Care Clinic. One of the wards is a dedicated adolescent unit that is open 24/7, making it one of the few facilities of its kind in the UK. There are also facilities for parents to stay overnight with their children while they are in hospital, and play rooms for the younger patients. The Hospital School ensures that inpatients don’t miss out on their education.

Jupiter Ward
This is a dedicated 12-bed adolescent unit for those aged 12–16. It takes elective and emergency admissions. Inpatient stays can be short- or long-term. As a transitional unit, parents don’t stay overnight and patients have their own kitchen facilities. Nursing staff don’t wear traditional hospital uniforms.

Special features: All staff are trained children’s nurses with wide range of experience in adolescent care. The unit specialises in mental health problems including depression, self-harm and eating disorders. It is open 24/7 as many young people require help at weekends or late at night. It is one of the few facilities of its kind in the UK.

Noel Palmer (Ward Manager)
T: 020 3315 8678

Neptune Ward
This ward has 10 beds and 10 cubicles. The patient caseload consists of acute and elective medical admissions with some cubicles used for neonates requiring specialised surgery.

Special features: Neptune is also a shared care centre for children with cancer.

Stephanie Thomas (Ward Manager)
T: 020 3315 8866

Mercury Ward
This ward caters for children with general medical and surgical needs, and orthopaedic, ENT and plastic surgery needs. The ward contains 16 beds of which three are cubicles.

Special features: There are many long-term patients on this ward, particularly children with gut motility problems and gastroenterology/surgical patients.

Elaine Raghavan (Ward Manager)
T: 020 3315 8686

Saturn Ward
This is a dedicated day care unit, accommodating up to 20 children/young people. The intention is to enable patients to return home to their families as quickly as possible. A play therapist is in attendance.

Special features: The facility allows for early discharge and speeds up the return to normal family life. Its activities include preoperative assessment, which can be done by phone for some types of procedures. It provides telephone advice for parents.

Gareth Teakle (Modern Matron)
T: 020 3315 5428

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**High Dependency Unit**

This unit contains seven beds and one cubicle. Any patient up to the age of 16 including those receiving postoperative invasive ventilation, can be admitted. Most patients require surgical high dependency or respiratory support.

**Special features:** The nurse-to-patient ratio is high, with one nurse for every two patients. All staff are trained children’s nurses who are qualified in advanced life support and high dependency. There are dedicated rooms in the hospital hotel for parents wishing to stay overnight.

**Gareth Teakle** (Modern Matron)
**T:** 020 3315 2750

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**Paediatric Ambulatory Care Clinic**

This is run by very experienced staff and is open Mon–Fri. Services include intravenous antibiotics, immunisations for high-risk patients, allergy tests, chemotherapy and dressing changes. Its capacity ranges from 12–17 patients a day.

**Gareth Teakle** (Modern Matron)
**T:** 020 3315 5428

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**Key staff**

- **Lyn Ronnie** (Clinical Nurse Lead)
- **Noel Palmer** (Children’s Bed Manager)
- **Simone Hunt** (Practice Educator)
- **Gareth Teakle** (Modern Matron Inpatient Services)

**T:** 020 3315 8862 or 020 8746 8000 bleep 4493

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**Admission and discharge procedures**

- The admissions and discharge process is electronic with discharge summaries sent to GPs, the school nurse and any other relevant professionals within 72 hours
- The play team go through the process on the day and can also help with procedures, such as blood tests and cannulation
- The process during admissions, the planned procedure and anaesthesia are discussed with the child and their parents at preoperative assessment
Diagnostics
Diagnostics: Endoscopy

Introduction
The Endoscopy Unit offers a comprehensive service to Chelsea and Westminster Hospital, PCTs and other referring hospitals. It is open Mon–Fri, 8am–6pm for day cases and inpatient endoscopies.

What we offer
A full range of diagnostic and therapeutic endoscopy services including diagnostic gastroscopy, bronchoscopy, endoscopic retrograde cholangio-pancreatography (ERCP), push enteroscopy, capsule endoscopy, colonoscopy and endoscopic ultrasound.

Therapeutic procedures undertaken include injection sclerotherapy, variceal banding, oesophageal and colonic balloon dilatation, oesophageal stent placement, the thermal destruction of vascular lesions, endoscopic mucosal resection, polypectomy, colonic decompression and the placement of nasogastric, nasojejunal and percutaneous endoscopic gastrostomy (PEG) tubes.

A 24-hour emergency service is provided and the unit provides training for endoscopists using the JAG framework.

Quality markers
- Joint Advisory Group (JAG) accredited unit
- Global Rating Scale (GRS) assessment
- Immediate access to specialist services for emergency cases
- Excellent training record for gastro-enterologists
- Excellent communication between specialist areas for the delivery of care

Key staff
- Dr Martin Benson (Lead Clinician for Endoscopy)
- Dr Marcus Harbord (Lead Clinician for Gastroenterology)
- Sue Greenland (Clinical Nurse Manager for Endoscopy)

Access/Referral
Requests for endoscopy are made directly to the Endoscopy Unit where staff will book a date/time for the procedure and pre-assessment, where necessary, to take place:

- Hospital inpatient requests are brought to Endoscopy via the requesting team
- Outpatient request are brought to the unit department by the patient

GPs can make direct access referrals for flexible sigmoidoscopy and gastroscopy. All external referrals from GPs or other Trusts are vetted by a senior clinician. Referrals can be made by post to the Endoscopy Unit or by fax to 020 3315 5171.

Service contact details
T: 020 3315 8193
F: 020 3315 5171
Diagnostics:
Imaging/Radiology

Introduction
The Radiology Department provides a comprehensive and extensive service to Chelsea and Westminster Hospital, PCTs and other referring hospitals. It has excellent links with all specialties in the trust and the full complement of X-ray services are offered. A walk-in service is available for general X-rays.

What we offer
- 8am–7:45pm service for GP patients who attend for general X-rays
- Ultrasound department with extended out-of-hours service and a dedicated obstetric ultrasound service
- Satellite unit at South Westminster Centre for Health for X-rays and antenatal and gynaecological ultrasound
- 24-hour emergency X-ray department with dedicated angiography suite
- 24-hour CT service and two high quality CT scanners with reduced scan times for patients (not direct access)
- Extended service for MRI patients including evening and weekend lists (not direct access)
- All inpatient and outpatient services including general X-rays, fluoroscopy, BMD scans and nuclear medicine

Key staff
- Dr Margaret Phelan (Clinical Director)
- Dr Roger Chinn (Lead Clinican)
- Mr Alan Kaye (Radiology Department Manager)

Referral criteria
The Radiology Department follows the guidelines in the Royal College of Radiologists’ publication Making the Best Use of Clinical Radiology Services. All direct access referrals must be accompanied by a completed request form. Patients for more specialised procedures such as fluoroscopic studies (barium meals, enemas etc), DEXA/BMD scans, ultrasound examinations etc, usually require an appointment.

The Radiology Department does not accept direct access referrals for MRI or CT scans. However, if you have any queries about these modalities or have any other clinical questions please contact a consultant radiologist or superintendent radiographer.

Access
Referrals for appointment X-rays can be made by faxing or posting the request form on the website to 020 3315 8588. For general X-ray requests, the patient should bring the request form to the department for examination.

Service contact details
Reception
T: 020 3315 2785/2783
Diagnostics: Phlebotomy

Introduction

The busy Phlebotomy Service provides an outpatient service for GP patients and clinics. New streamlined processes and technology have enabled the walk-in service to dramatically reduce waiting times to an average of 15 minutes with the aim of further reducing waiting times to a maximum of five minutes.

Continual improvement is driven through ongoing in-service training for staff in customer care, GNVQs and the latest phlebotomy techniques with a commitment to the highest standards.

What we offer

- Walk-in service open Mon–Fri, 8am–4:30pm
- All blood testing excluding blood grouping and TB screening culture
- Glucose tolerance testing by appointment

Key staff

Lorrayne Kilburn (Phlebotomy Manager)

Access

Walk-in service with GP request form or by telephone appointment for glucose tolerance testing.

Service contact details

Phlebotomy Manager
T: 020 3315 5597 or
020 8746 8000 bleep 4865

Blood test room
T: 020 3315 5596
Therapy Services
**Therapy Services: Dietetics**

**Introduction**
We offer a comprehensive dietetics service for both paediatric and adult inpatients and outpatients. The team provides impartial advice on nutrition and health and treats food-related problems, disease and ill health.

The service offers specialist dietetic input in HIV, paediatrics, critical care and parenteral nutrition, burns, bariatric surgery, diabetes, general surgery, care of the elderly, and private patients.

**What we offer**
Every speciality has its own designated clinic time in a specific area in the hospital. Clinics cover a range of specialities including gastroenterology, diabetes, paediatrics and Refsum’s disease. There are also a number of general clinics that advise on weight loss, healthy eating and positive steps to promote lifestyle change. Consultant-led clinics such as hypertension and lipids also receive specialist dietetic input.

**Key staff**
- Helen Stracey (Dietetic Services Manager)

**Access**
Dietetic services are accessed via secondary care consultant referral.

**Service contact details**

**T:** 020 3315 8178
Therapy Services: Musculoskeletal Physiotherapy

Introduction

The Musculoskeletal Physiotherapy service delivers high quality evidence-based care to all referred patients. Physiotherapy is offered at nine locations in Kensington and Chelsea and patients can choose the most convenient clinic.

The team consists of 26 qualified and experienced physiotherapists in assessment and management of musculoskeletal conditions. Six physiotherapists work in extended scope roles within orthopaedics, pain medicine, rheumatology and community triage clinics. They ensure that physiotherapy has seamless links with these services as well as the Radiology department.

Emphasis is put on health promotion, self-management and full participation in treatment are fundamental components of the Physiotherapy service. The department also has a well-established teaching, supervision and mentoring programme to ensure physiotherapy staff can deliver optimal clinical care for patients.

What we offer

- Personalised exercise programmes to help improve movement, flexibility and strength
- Thorough clinical assessment and individualised management plan
- A range of evidence-based rehabilitation classes in the fully-equipped gym including:
  - therapeutic modified pilates
  - shoulder rehabilitation
  - ACL rehabilitation
  - lower-limb rehabilitation
  - back-to-fitness
  - osteoarthritis hip and knee rehabilitation
- Manual therapy techniques including mobilisation, manipulation and soft-tissue techniques to reduce pain and increase movement and flexibility
- Aquatic therapy (hydrotherapy)
- Acupuncture
- Gait and mobility re-education
- Modalities (specialised electrotherapy equipment)
- Self-management advice and education
- Referral links to exercise schemes in the community

Quality markers

- Recognised by the Chartered Society of Physiotherapy for excellence in generating research and integrating research into clinical practice
- Consistently high rates of patient satisfaction and patient-reported improvement with physiotherapy
- Nationally recognised research profile
- Excellent multidisciplinary referral links with other services in the hospital
- Strong primary care links with community services including podiatry and dietetics
Key staff

- **Edel McKeever** (Musculoskeletal Therapy Lead)
- **Douline Schoeman** (Therapy Services Manager)

Access

Direct referrals from GPs in NHS Kensington and Chelsea:

- **F**: 020 3315 8402 (physiotherapy referral forms)
- **T**: 020 3315 8404 (for information)

Referral criteria

Referrals are accepted from Chelsea and Westminster Hospital consultants for patients who live or are registered with a GP in SW1, SW3, SW5, SW7, SW10, W5 and W8.

- Chelsea and Westminster Hospital
- Colville Health Centre
- Emperor’s Gate Centre for Health
- Holland Park Surgery
- Kensington Park Medical Centre
- Scarsdale Medical Centre
- Violet Melchett Health Centre
- Walmer Road Clinic
- Worlds End Health Centre

Service contact details

Reception

- **T**: 020 3315 8404
- **F**: 020 3315 8402
Therapy Services: Speech & Language Therapy

Introduction
The service provides inpatient and outpatient treatment and advice to patients with communication and swallowing difficulties:

- Assessment and management of swallowing difficulties including patients with tracheostomy tubes
- Assessment and management for those with voice difficulties
- Videofluoroscopy swallow studies for objective assessment of swallow function for inpatients and outpatients
- Specialist therapy and educational input into the Stroke Unit in both swallowing and communication
- Training in swallowing assessment
- Assessment and management of communication difficulties for those with neurological disorders
- Assessment and management for those who stammer
- Solution-focused brief therapy
- Links with assistive communication service at Parsons Green

Quality markers
- Patient Reported Outcomes Measures and Patient Reported Experience Measures ensure service is tailored to each patient
- Leading and developing solution-focused practice in clinical and managerial areas

Key staff
- Amanda Mozley (Adult Speech & Language Therapy Lead)

Access
Call 020 3315 8874 for inpatient referrals via voicemail.

Referral criteria
Referral by GP/consultant for swallowing problems is preferred, although patients may self-refer. A referral or up-to-date diagnosis from an ENT specialist is preferred for patients with voice difficulties. A written referral from a GP is essential for videofluoroscopy studies. Outpatient referrals should be within the Hammersmith and Fulham, Kensington and Chelsea or Westminster catchment areas.

Service contact details
T: 020 3315 8874
F: 020 3315 8462
Therapy Services: 
Women’s Physiotherapy

Introduction
The women’s health team is based within the physiotherapy department at Chelsea and Westminster Hospital. The team works with pregnant women, both antenatally and postnatally, assessing and treating women with muscle or joint problems as a result of pregnancy.

The team also treats women with incontinence of the bladder and bowel, working as part of the urogynaecology team alongside the urogynaecology specialist nurse and continence adviser.

Those who have undergone gynaecological surgery and require follow-up care having suffered either a third or fourth degree tear during their delivery will be treated.

A range of classes on offer include antenatal classes (no referral needed), postnatal exercise classes and pelvic stability classes.

Referral criteria
The team accepts referrals from GPs, consultants, midwives, specialist nurses or other healthcare professionals.

Service contact details

Reception
T: 020 3315 8404
F: 020 3315 8402

Women’s Health Physiotherapy Room
T: 020 3315 5256 or 020 8746 8000 bleep 0326
Support Services
Support Services:
Anaesthetics

Introduction

Our 27 consultants and 32 trainee anaesthetists provide a comprehensive and extensive service which is also available to patients from the Royal Marsden and Royal Brompton hospitals who come to Chelsea and Westminster for X-ray procedures.

The anaesthesia service is provided to patients having operations in the main operating theatres and the day surgery Treatment Centre, as well as the following departments:

- Burns
- Cardiology
- CT/MRI
- ECT
- Endoscopy
- Obstetrics
- Pain services (including an acute pain service provided by a dedicated team for postoperative patients and those with pain problems across the Trust)
- X-ray

The nine-bed Intensive Care Unit—one of the most up-to-date in the UK—is run by anaesthetists and is covered 24 hours a day by a consultant. Anaesthetists also assess patients before their operations in the pre-assessment clinic.

Quality markers

The Anaesthesia department is a centre of excellence for obstetric anaesthesia and is held in high esteem nationally and internationally. It is also a centre for training and research for obstetric anaesthesia.

Staff are experts in cell salvage, thromboelastography, video and fibreoptic laryngoscopy, remifentanil PCA analgesia, ultrasound guided vascular access and nerve blocks.

There is a separate paediatric and neonatal anaesthetic 24/7 on-call rota supporting the paediatric surgical service.
Support Services:
ICU, HDU & Burns Intensive Care

Introduction
The Intensive Care Unit provides specialist medical and nursing care for adult patients requiring critical care support. We also provide the regional burns intensive care service for London. As well as caring for patients admitted at Chelsea and Westminster, the unit supports critical care services in the North West London Critical Care Network (NWLCCN) and other hospitals throughout London and the South East of England.

What we offer
• Seven Level 3 intensive care beds
• Four Level 2 high dependency beds
• Two Level 3 burns intensive care beds
• We treat patients requiring advanced physiological support for organ dysfunction
• We offer the London regional burns intensive care service
• Twice daily consultant-led ward rounds
• Focus groups offered to patients to discuss their experience while in ICU
• Fully supported service with daily input from microbiology, pharmacy, dietetics, physiotherapy and other specialist services when needed

Quality markers
• Dedicated intensivist cover provided by seven consultants
• Continual Charter Mark holders since 1994
• All patients followed up on the ward by the critical care outreach team
• Quality indicators are reviewed by the NWLCCN on a quarterly basis
• The unit is actively involved in undergraduate and postgraduate medical and nursing training.
• Admission and discharge summaries sent to all GPs
• Nationally recognised nursing development unit

Key staff
• Dr Richard Keays (ICU & Anaesthetics Service Director)
• Jane-Marie Hamill (Clinical Nurse Lead)
• Elaine Manderson (Clinical Nurse Specialist)
• Jason Tatlock (Audit/Information Officer & Administrator)

Service contact details
Intensive Care Unit (ICU)
T: 020 3315 8516/8518

ICU Registrar
T: 020 8746 8000 bleep 0101

Burns ICU
T: 020 3315 2500
Support Services: Decontamination Unit

Introduction

The Decontamination Unit includes Sterile Services and the Endoscope Decontamination Unit. The service operates Mon–Fri, 8am–9pm and Sat, 8am–4pm, and has a 24/7 on-call service. The department provides decontamination of surgical instruments and flexible endoscopes to all theatres, wards, clinics and departments of the Trust and to outside customers.

Quality markers

- Compliant with the requirements of the Medical Devices Directive 93/42EEc and has implemented Quality Management System ISO 13485 and ISO 9001
- Successful external audit
- 100% compliance with the policy for missing instruments
- Excellent and reliable decontamination service
- Eight-hour turn-around time
- Four-hour fast-track service
- Advice on purchasing of medical devices
- Managing repair and service contract on behalf of customers
- Replacement of screw and plates

Activities/targets

- To support waiting list initiatives/extra lists
- To review stock level of instruments and discuss with theatres
- To prevent cancellations due to unavailability of instruments
- To generate income from 15,000 extra sets for external clinics

Key staff

- Olga Sleigh (Head of Services)
- Roselyn Nahum (Deputy/Quality Manager)
- Abraham Morale (Material Management)

Service contact details

T: 020 3315 8474
Support Services: Pharmacy

Introduction

The Pharmacy department provides specialist pharmaceutical care for all patients attending the hospital. A full medicines management service is available on admission and discharge, and clinical support is provided throughout an inpatient stay. Semi-automated (robotic) dispensing, pneumatic air-tube delivery and electronic prescribing systems are in place. There is 24-hour cover for urgent requests.

What we offer

• Two dispensaries: the main pharmacy for patient dispensing and the Kobler pharmacy dedicated to HIV and sexual health services
• Highly specialised technical service where cancer chemotherapy, special creams, liquid medicines for children and other products are individually prepared in a controlled environment
• Distribution of bulk stock to 37 wards and 17 clinics on- and off-site
• Reconciling patients’ medicines on admission and checking their medicines for use whilst in hospital where appropriate
• Counselling inpatients and outpatients on the use of their medicines

Quality markers

Accredited centre for the Joint Programmes Board Postgraduate Clinical Pharmacy Diploma continuously since 2006. We train junior doctors, nursing staff and all new prescribers in the safe and effective use of medicines.

Key staff

• Deirdre Linnard (Chief Pharmacist)
• Vanessa Marvin (Deputy Chief Pharmacist)

Access

• Medicines Information Service on medicine use for health professionals—contact 020 3315 8390/8398 Mon–Fri, 10am–12 noon and 2–4pm
• Medicines Use Helpline for patients and carers—call 020 3315 8366 Mon–Fri, 10am–12 noon and 2–4pm—alternatively, email med.info@chelwest.nhs.uk
• Resident pharmacists provide an out-of-hours service for inpatients and the Emergency Department, ensuring 24-hour cover for urgent requests
• For urgent requests, when the inpatient pharmacy is closed, contact the switchboard on 020 8746 8000

Service contact details

Chief Pharmacist  
T: 020 3315 2810

Deputy Chief Pharmacist  
T: 020 3315 8391

Inpatient Dispensary  
T: 020 3315 8842

Outpatient Dispensary  
T: 020 3315 8515

Kobler Pharmacy  
T: 020 3315 5604
Additional information

- Nearly 500,000 items are dispensed each year (162,000 are outpatient prescription items)
- 40 minutes average waiting time for outpatients (2009/2010)
- Around 70% of discharge medicines are ready within an hour of receipt in Pharmacy
Patient Services
Patient Services

Chelsea and Westminster Health Charity

Chelsea and Westminster Health Charity is the NHS charity for Chelsea and Westminster Hospital. The Charity raises funds to help save lives, develop treatments, purchase equipment, fund research and improve healthcare for hospital patients and within the surrounding communities. Thanks to the generous support of our donors, the Charity has been able to support the hospital by funding many projects including:

- Pharmacy robot
- Neonatal incubators
- Services for stroke victims
- Fellowships

The Charity’s Hospital Arts team curates Chelsea and Westminster Hospital’s art collection, which in 2010 was awarded museum status by the Museums Libraries and Archives Council (MLA)—the first UK hospital to be recognised in this way. The collection can be viewed by patients, staff and visitors free of charge, 24 hours a day, 365 days a year, and weekly performing arts performances arranged by the Charity are free and open to all. Our activities at the hospital are made possible by the financial support of our donors.

After quality care and a great experience at Chelsea and Westminster, if your patients ask if they can do more, please consider tell them about the Health Charity. We’d welcome the opportunity to talk to them (and to you) about how we can work together.

Contact Rick Holland at 020 3315 6614 or at rick.holland@chelwestcharity.org.uk.

T: 020 3315 6600
E: charity@chelwestcharity.org.uk
W: www.chelwestcharity.org.uk

The Friends of Chelsea and Westminster Hospital

The Friends sell gifts, toys, drinks, magazines, newspapers, cards, balloons, confectionery and toiletries. They run a trolley service which visits the wards every day of the week, with a craft trolley visiting the wards on a weekly basis. A library service for patients is also available and includes daily book trolley rounds.

T: 020 3315 8825
E: friends.office@chelwest.nhs.uk
W: www.friendsofchelseaandwestminsterhospital.org.uk

Hospital Arts

Hospital Arts creates a healing environment for patients, providing visual and performing arts to help relieve anxiety and assist in recovery. There are weekly performances of music, dance, theatre, mime, puppetry and storytelling for the benefit of patients, visitors and staff. Over 1,000 works of art have also been installed in the hospital. Hospital Arts and its activities is funded by donations alone.

T: 020 3315 6617
E: arts@chelwestcharity.org.uk
Multi-faith chaplaincy service

The hospital provides a multi-faith chaplaincy service representing the Jewish, Muslim and Christian faiths. There are two places of worship for quiet reflection, peace and calm which are open to patients, relatives and staff 24 hours a day. The chaplains visit wards weekly and welcome requests for personal visits. They also hold two services in the Chapel each Sunday (Holy Communion and Mass).

T: 020 3315 8083  
E: chaplaincy@chelwest.nhs.uk

Patients’ Hotel

The hospital provides single rooms for patients who are not able to return home immediately or need to come into hospital early. Spare beds may be available for relatives at a charge. Main reception provides information on availability.

Membership and Patient Advice & Liaison Service (M-PALS)

M-PALS offers advice and support to patients, visitors, families and carers about the hospital’s services. The team also listens to feedback and works in partnership with staff to resolve concerns. All feedback received through the M-PALS team is reported to the Trust Board and directorate managers to ensure improvements to hospital services.

T: 020 3315 6727  
E: m-pals@chelwest.nhs.uk

Radio Chelsea and Westminster

Radio Chelsea and Westminster is an independent charity radio station for patients and staff. A large team of talented volunteers broadcast original radio programmes seven days a week and visit patients on the wards each day.

E: info@radiocw.org  
W: www.radiocw.org
Teaching & Research
Teaching & Research: Collaboration for Leadership in Applied Health Research & Care (CLAHRC)

Introduction

Northwest London CLAHRC is an alliance of academic and healthcare organisations. Together they work to develop and promote a more efficient, accelerated and sustainable uptake of clinically innovative and cost-effective research interventions into patient care. This is a nationally funded programme hosted in North West London by Chelsea and Westminster Hospital.

The five-year programme is divided into three rounds of 18 months duration. There will be a minimum of 18 projects delivered during this period of time.

Service contact details

W: www.clahrc-northwestlondon.nihr.ac.uk
E: clahrc.nwl@imperial.ac.uk
T: 020 3315 5966
**Teaching & Research:**
**Health Innovation & Education Cluster (HIEC)**

**Introduction**

The North West London HIEC is the vehicle to identify changes in the teaching and training of the workforce, to deliver health gain in our local economy. It aims to secure the provision of research and education, encouraging early diffusion and adoption of proven methods of delivering healthcare and improving health outcomes.

Care for the patient and the local population will be transformed by using the London region’s wealth of service provision and excellent academic infrastructure. This will facilitate increased collaborative work across institutions, care interfaces, and professional and socio-cultural boundaries. The cluster consists of 16 provider organisations and industry partners and is hosted at Chelsea and Westminster Hospital.

**Aims**

- Focus initially on two care pathways of best practice—cancer and cardiovascular.
- Train a new and existing workforce, working in new ways and roles to transfer the skills needed to adapt and thrive. This comes as the drive to localise healthcare and centralise care forces changes to the location and means of care delivery.
- Enable service change by ensuring the workforce receives education, training and continuing professional development. It should be of the highest quality and delivered in innovative ways across service providers and higher education institutes.
- Link together along pathways, from leading scientific discoveries through team-based care delivery, to supported self-care and public health promotion.
- Map current and future local health needs and best practice. To assess current workforce numbers and competencies, identifying gaps and working with higher education institutions (HEIs) and NHS London to develop educational programmes to meet these gaps.
- Address health inequalities, building on the work of PCTs and of the Cancer and Cardiac and Stroke Networks.

**Key staff**

- **Yvonne Robertson** (Director)
- **Melanie Sheddon** (Programme Support Officer)
- **Verity Thomas** (Communications Manager)

**Service contact details**

**Director**

_T: 020 3315 6670_

**General enquiries**

_T: 020 3315 6671_
Teaching & Research: Postgraduate Medical Centre

Introduction

The Postgraduate Medical Centre is the focus for postgraduate and continuing medical education across the Trust. The Centre’s lecture theatre and seminar room are venues for regular weekly and monthly educational meetings and teaching.

Training and education is provided for all hospital doctors, with regular courses also held for GPs. The Riverside GP Specialist Training Scheme consists of three years of training with GP trainees rotating through a mixture of hospital and GP training practice posts. GP trainees attend a weekly half-day release course which includes lectures on varied and relevant topics, for three 12-week terms per year.

Key staff

- **Dr Kevin Shotliff** (Clinical Tutor)
- **Rosamunde Wood** (Manager)
- **David Tihanyi** (Deputy Manager)
- **Natalie Boateng** (Administrator)

**F2 Training**
- **Dr Patrick Roberts** (Programme Director)

**Riverside GP Specialist Training Scheme**
- **Dr Tim Rees** (Programme Director)
- **Dr Jane Harrop-Griffiths** (Programme Director)

Foundation Training
- **Danielle Hynes** (Programme Co-ordinator)

**F1 Training**
- **Dr Peter Kroker** (Programme Director)

Access

Any GPs interested in contributing to the programme should contact the Programme Directors. Information regarding Postgraduate Centre meetings and courses is available from the Postgraduate Medical Centre. If you would like to ensure that you are included on the distribution list please contact David Tihanyi.

Service contact details

T: 020 3315 5258
E: postgrad.temp@chelwest.nhs.uk
Private Patients
Private Patients

Introduction
We are fortunate enough to have sufficient space on-site to be able to provide services for both NHS and private patients. Our Private Patient Services include:

- **The Chelsea Wing**—private adult inpatient ward (15 ensuite rooms)
- **The Westminster Wing**—Assisted Conception Unit and private outpatient suite
- **The Kensington Wing**—private maternity unit (16 ensuite rooms)

Private Patient Services support those in our local community who wish to self-fund their treatment or utilise their private insurance to cover the cost of the care they would normally receive through the NHS. This initiative not only supports choice for our local residents but helps to support the NHS activity by generating an income stream for the Trust. Funds are generated from the use of facilities that are not fully utilised by the demands of NHS activity, such as evening use of operating theatres.

What we offer

**The Chelsea Wing (Inpatient Services)**
The Chelsea Wing is a leading private patient facility situated within Chelsea and Westminster Hospital. It prides itself on:

- a high level of personal care delivered by dedicated staff
- a comfortable stay with quiet private rooms
- a clean environment with stringent infection control measures
- flexible appointment dates to suit patient lifestyles
- a priority admission and discharge service
- a choice of specialist consultant

This private unit is a dedicated facility managed by the NHS and has 15 ensuite bedrooms. It has access to specialist services within the main hospital and is able to take emergency admissions. All private patients have full access to specialist theatre units, intensive care and diagnostic facilities on site. This allows a ‘best of both worlds experience’ of private healthcare in an NHS facility—the comfort of private care with the clinical backup of a large acute hospital.

All medical and surgical specialities are available including:

- Cosmetic Surgery
- Dermatology
- Endocrinology
- Endoscopy
- Gastroenterology
- General Surgery
- Gynaecology
- Laparoscopic Surgery
- Ophthalmology
- Orthopaedic Surgery
- Pain Management
- Plastic Surgery
- Urology
- Weight Loss Surgery

Additional services include physiotherapy, occupational therapy, imaging, pathology and endoscopy. As a private facility within an NHS Trust, quality and safety standards are monitored by the Care Quality Commission (CQC) and The Chelsea Wing works to improve patient safety, clinical effectiveness and patients’ experiences.
The Westminster Wing (Outpatient Services)
The Westminster Wing comprises four consulting rooms within the Private Patients Unit and several other consulting rooms located within specialist departments in the main hospital. Appointments can be made via the following contacts:

Private Practice Consultants

Anaesthetics
• Dr Daryl Dob

Assisted Conception
• Dr Caroline Gilling-Smith
• Mr Dimitrios Nikolaou
• Mr Julian Norman-Taylor

Cardiology
• Dr John Collinson
• Mr Simon Davies
• Dr Sam Kaddoura

Colorectal
• Mr Anthony Antoniou

Dermatology
• Dr Karen Agnew

Ear, Nose & Throat (ENT)
• Mr Elliot Benjamin
• Mr Johnny Harcourt

Endocrinology
• Dr Michael Feher
• Dr Kevin Shotliff
• Dr Alison Wren

Gastroenterology
• Prof Brian Gazzard
• Dr Marcus Harbord
• Dr Bobby Prasad
• Dr Owen Woghiren

Gynaecology
• Ms Claudine Domoney
• Mr Hasim El-Refaey
• Mr Mark Johnson
• Mr Roger Marwood
• Mr Dimitrios Nikolaou
• Mr Julian Norman-Taylor
• Mr Robert Richardson
• Mr Mike Stafford
• Mr Guy Thorpe-Beeston
• Mr Nick Wales

Haematology
• Dr Francis Matthey

Hepatology
• Dr Matthew Foxton

HIV/Sexual Health
• Dr David Asboe
• Dr Simon Barton
• Dr Fiona Boag
• Prof Brian Gazzard
• Dr David Hawkins
• Dr Anton Pozniak

Medicine—General & Elderly
• Dr Inaki Bovill
• Dr Peter Kroker
• Dr Michael Pelly
• Dr Richard Morgan

Medicine—Tropical
• Dr Michael Pelly
• Dr Anton Pozniak
Private Patients, continued

Neurology
• Dr John Janssen
• Dr Angus Kennedy

Oncology
• Dr Thomas Newsom-Davis

Ophthalmology
• Mr Nigel Davies

Orthopaedics
• Mr Sam Church
• Mr Stuart Evans
• Miss Alison Hulme
• Mr Jonathan Lavelle
• Mr Warwick Radford
• Mr Andrew Sankey
• Mr Andrew Williams

Paediatrics—General
• Dr Ilya Kovar

Paediatric Gastroenterology
• Dr John Fell

Paediatric Orthopaedics
• Mr Stuart Evans
• Miss Alison Hulme

Paediatric Urology/Surgery
• Mr Munther Haddad
• Mr Nick Madden

Pain Control
• Dr Glyn Towlerton

Psychiatry
• Dr Christopher Bridgett

Respiratory
• Dr Pallav Shah
• Dr Suveer Singh

Rheumatology
• Dr Alex Brand
• Prof Margaret Callan

Surgery—General
• Mr Gianluca Bonanomi
• Mr Evangelos Efthimiou

Surgery—Plastic
• Mr Giles Bantick
• Mr Simon Eccles
• Ms Effie Katsarma
• Prof Jagdeep Nanchahal
• Mr Greg Williams

Urology
• Mr Michael Dinneen
• Mr Bijan Khoubehi
• Mr Jonathan Ramsay

Vascular
• Mr Michael Jenkins

Weight Loss Surgery
• Mr Gianluca Bonanomi
• Mr Evangelos Efthimiou

Referral information

Direct Access Service
General Practitioners may refer patients directly to the following private services:

• Open Access Endoscopy (Gastroscopy and Flexible Sigmoidoscopy)
• Physiotherapy
• Hydrotherapy
• Sports Injuries Service
• Radiology including X-ray, ultrasound, mammography, MRI, CT, fluoroscopy/contrast studies, bone densitometry & dental X-rays
• Nuchal fold screen for early pregnancy (11–14 weeks)
• Pathology services including haematology, biochemistry, histology, cytology and microbiology
• Rapid Breast Diagnostic Clinic for symptomatic patients
• See and Treat Dermatology Clinic
For more information and referral forms, please contact the Customer Enquiry Co-ordinator.

**T:** 020 3315 8484

Please refer patients for outpatient consultation, diagnostic tests or emergency admission by writing to the appropriate consultant.

**F:** 020 3315 8435

**Urgent admission policy**
GPs should contact the senior nurse on duty via the switchboard. Admissions for urgent cases can be arranged by the senior nurse on duty, who will seek the appropriate consultant for the patient and will call the GP. The Chelsea Wing will arrange a private ambulance if required.

**T:** 020 3315 8444 (24 hours a day)

**Service contact details**

<table>
<thead>
<tr>
<th>The Chelsea Wing (Inpatients)</th>
<th>Admissions</th>
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<tr>
<td><strong>T:</strong> 020 3315 8484</td>
<td><strong>T:</strong> 020 3315 8484</td>
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<tr>
<td><strong>F:</strong> 020 3315 8435</td>
<td><strong>Outpatients</strong></td>
</tr>
<tr>
<td><strong>E:</strong> <a href="mailto:chelsea@chelwest.nhs.uk">chelsea@chelwest.nhs.uk</a></td>
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<tr>
<td><strong>W:</strong> <a href="http://www.chelwest.nhs.uk/chelsea">www.chelwest.nhs.uk/chelsea</a></td>
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<td><strong>T:</strong> 020 3315 8599</td>
<td><strong>T:</strong> 020 3315 8444</td>
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<tr>
<td><strong>F:</strong> 020 3315 8594</td>
<td><strong>Unit Manager/Ward Sister</strong></td>
</tr>
<tr>
<td><strong>E:</strong> <a href="mailto:chelsea@chelwest.nhs.uk">chelsea@chelwest.nhs.uk</a></td>
<td></td>
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<tr>
<td><strong>W:</strong> <a href="http://www.chelwest.nhs.uk/westminster">www.chelwest.nhs.uk/westminster</a></td>
<td><strong>T:</strong> 020 3315 8411</td>
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Private Patients/Assisted Conception: Assisted Conception Unit (ACU)

Introduction
Extensively refurbished in 2009, the Assisted Conception Unit (ACU) based on the Westminster Wing provides a modern, high quality environment for couples seeking fertility treatment. ACU provides a wide range of infertility investigations and treatment with a special interest and expertise in the management of fertility problems in older women. We are the only national referral centre for the management of couples with HIV or Hepatitis who seek fertility treatment, and a centre of excellence in the management of male factor infertility.

What we offer

Investigations
• Pelvic Ultrasound Scanning
• Hormone profile and viral screening
• Semen analysis

Fertility treatment
• Ovulation induction
• Intrauterine insemination (IUI)

• In vitro fertilisation (IVF)
• Intracytoplasmic sperm injection (ICSI)
• Assisted hatching
• Blastocyst culture
• Surgical sperm retrieval
• Egg freezing
• Embryo freezing

Quality markers
Regulated by the Human Fertilisation and Embryo Authority (HFEA). Our success rates for IUI and IVF can be found at www.hfea.gov.uk

Key staff
• Dr Carole Gilling-Smith (Consultant)
• Mr Dimitrios Nikolaou (Consultant)
• Mr Julian Norman-Taylor (Consultant)
• Maria Vourliotis (Senior Embryologist)
• Rebecca Goulding (Senior Sister)

Access
Self-funded and private patients—a price list is available upon request.

Service contact details
T: 020 3315 8585
F: 020 3315 8921
E: acu@chelwest.nhs.uk
W: www.chelwest.nhs.uk/acu
Additional information: Human Fertilisation and Embryology Authority (HFEA) statistics for licensed IVF clinics have consistently put the unit at Chelsea and Westminster in the top quartile for pregnancy success rates in NHS units. ACU is the base for one of the UK’s most successful medical training programmes in reproductive medicine and surgery, as well as being a recognised British Fertility Society training centre for specialist skills in fertility, assisted conception, gynaecological ultrasound and reproductive surgery.
Private Patients/Private Maternity:
The Kensington Wing

Introduction

The Kensington Wing is located on the third floor of the hospital and has 16 rooms with ensuite bathrooms. The Kensington Wing enables us to provide personalised private maternity care in a clean, relaxing, secure and beautiful environment. Each room has been designed with comfort in mind and comes equipped with a TV, DVD player, MP3 point and refrigerator. For those visitors who wish to stay overnight, we will endeavour to arrange accommodation. Obstetricians, midwives, anaesthetists and neonatologists work closely together to ensure the highest level of care during pregnancy, birth and postnatal periods.

What we offer

Choice of care
• Consultant-led care
• Midwifery-led care (for uncomplicated pregnancies)

Antenatal care
• Regular antenatal check-up appointments
• Nuchal Translucency Scan
• Anomaly Scan

Labour
• 16 private rooms, all ensuite
• Birth balls, beanbags, floor mats, birthing stools, and birthing pools
• 24-hour dedicated on-site consultant-led anaesthetic service
• Fetal and maternal monitoring

Postnatal care
• Neonatal checks conducted by consultant neonatologist within 72 hours
• Neonatal intensive care unit
• On-site paediatric surgical consultants
• Individual physiotherapy advice
• Midwife home visit
• Additional home care packages

Consultants

• **Ms Gubby Ayida**, MA FRCOG DM (Oxon)
The Women’s Wellness Centre
204 Fulham Road, SW10
T: 020 7751 4489 (Claire)
E: claire@womenswellnesscentre.com

• **Mr Keith Duncan**, MD MRCOG
Chelsea and Westminster Hospital
369 Fulham Road, SW10 NH
T: 020 7349 5204/07966 989 664 (Patricia)
E: keith.duncan@chelwest.nhs.uk

• **Mr Hazem El-Refaey**, MD MRCOG
Chelsea and Westminster Hospital
369 Fulham Road, SW10 9NH
T: 020 7362 5600 (Tricia)
E: herhealth@mac.com

• **Mr Mark Johnson**, PhD MRCP MRCOG
Chelsea and Westminster Hospital
369 Fulham Road, SW10
T: 020 3315 7892 (Sue)
E: mark.johnson@imperial.ac.uk

• **Mr Roger Marwood**, MSc FRCOG
96 Harley Street, W1
T: 020 7935 3485 (Maureen/Jane)
E: harleystreet96@hotmail.com

• **Ms Zoë Penn**, MD FRCOG
Chelsea and Westminster Hospital
369 Fulham Road, SW10 9NH
T: 020 7349 5204/07966 989 664 (Patricia)
E: zoe.penn@chelwest.nhs.uk
pa@chelseabirthclinic.co.uk
• **Ms Makrina Savvidou**, MD MRCOG
  Chelsea and Westminster Hospital
  369 Fulham Road, SW10 9NH
  T: 020 7183 7907/07590 928 974
  E: makrina.savvidou@chelwest.nhs.uk

• **Mr Nick Wales**, MRCOG BSc
  Chelsea and Westminster Hospital
  369 Fulham Road, SW10 NH
  T: 07748 808 806/01689 603126 (Marilyn)
  E: nick.wales@chelwest.nhs.uk

• **Mr Guy Thorpe-Beeston**, MA MD FRCOG
  148 Harley Street, W1G 7LG
  T: 020 7224 4460
  E: guy.thorpe-beeston@chelwest.nhs.uk

**Service contact details**

T: 020 3315 8616
F: 020 3315 8150
E: kensington@chelwest.nhs.uk
W: www.chelwest.nhs.uk/kensington
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