

## Weston Clinical Microbiology Service

### An update on how to contact us \*\*\* effective from 1st December 2023 \*\*\*

Weston clinical microbiology advice and microbiology laboratory services are provided by North Bristol NHS Trust (NBT).

### **We are making some changes to improve how you can contact our clinical advice service.**

To streamline our service provision and ensure enquiries can be managed in a timely way, we first ask that all practitioners consult their local antimicrobial guidance (MicroGuide / Primary Care guideline) before calling for microbiology clinical advice. Much of the routine local guidance can be found within these guides:

MicroGuide: <https://viewer.microguide.global/UHBRISTOL/>

Primary Care Guidelines: <https://remedy.bnssg.icb.nhs.uk/>

#### **Within working hours (Mon-Fri 9am to 5pm) clinical advice can be sought via:**

- Telephone: 01934 881304. Please note, the service is staffed by a single Consultant Microbiologist, and calls cannot be answered immediately at all times, due to our busy clinical schedule. We request that non-urgent enquiries are made through the methods highlighted below (CareFlow referral for inpatients and email referral for primary care patients). Otherwise, we will endeavour to protect time to answer calls between 12:00 - 13:00 and 15:30 - 16:30. If your call is not immediately answered or the line is engaged, you may need to call back after 15-30 mins.
- If your query is non-urgent, inpatient enquires can be submitted via CareFlow to Microbiology Clinical Advice\*. Queries will be answered within the same working day, if received before 4pm. Enquires received after 4pm will be dealt with in the next working day. CareFlow MUST NOT be used for out of hours or urgent enquiries.
- Primary care non-urgent enquires can be emailed through to our Clinical Advice email address\*: [WGHClinicalMicrobiology@uhbw.nhs.uk](mailto:WGHClinicalMicrobiology@uhbw.nhs.uk)  
Please note, queries will be answered within the same working day, if received before 4pm. Enquires received after 4pm will be dealt with in the next working day. Emails MUST NOT be used for out-of-hours or urgent enquiries.
- If your enquiry is urgent and there is no response from 01934 881304, please go through to the NBT Bacteriology Clinical Advice telephone line on 0117 414 6222. **Please note, this is for urgent enquiries only, that require an immediate response.**

#### **The Microbiology bleep (243) will no longer be in use.**

All out-of-hours calls (5pm to 9am, weekends and bank holidays) must go through switchboard to the on-call Microbiologist at NBT, who covers both NBT and Weston General out of hours. This service is for urgent out-of-hours enquires only, which are required to optimise patient care out of hours. **Non-urgent enquiries should be discussed in working hours.** Inappropriate use of the out-of-hours service will be escalated to senior leaders for review.

**\*For both CareFlow referrals and primary care email referrals, we require the below minimum information (if enquiries are received with insufficient detail, they will be rejected, asking for more information):**

- Name / Grade (job title) of referrer
- Responsible Consultant / Specialty (if applicable)
- Contact details (bleep and/or direct extension and/or mobile number) for the referrer (or the correct person to contact for the next working day, if applicable)
- Patient details (not applicable for CareFlow, as referral to be made through the patient record) – Name / NHS No. / DoB / Location
- Brief clinical summary
- As much detail as possible around past and present antimicrobials and drug allergies
- The question to Medical Microbiology.

If you have any queries or concerns regarding this change, please contact me to discuss.

Julia Colston,

Consultant in infection

