**ACCESS TO GENERAL CLINICAL MICROBIOLOGY ADVICE - WORCESTERSHIRE**

The Clinical Microbiology service is currently receiving an extremely high volume of calls for clinical and laboratory advice at all times of day and night from both Worcestershire and Herefordshire.

In response to this and in order to maintain a safe and sustainable service going forward, the following changes to the clinical service will apply from 16th March 2020.

**In the first instance please refer to available antibiotic prescribing guidance.**

**For COVID-19 related queries please refer to the Public Health England Website for the latest updates:** [**https://www.gov.uk/government/collections/wuhan-novel-coronavirus#guidance**](https://www.gov.uk/government/collections/wuhan-novel-coronavirus#guidance) **and continue to liaise with Public Health England Health Protection team on 03442253560 option 2**

**CLINICAL MICROBIOLOGY ADVICE DURING OFFICE HOURS (Monday to Friday 9-5pm)**

**By telephone (either number):**

**1st on Duty:** Direct 01905 760233

**2nd on Duty:** Direct 01905 733325

Clinical calls will be taken from GPs between **11am-12.30pm** and **3pm-4.30pm.**

We regret we will be unable to take calls from practice staff other than GPs and Midwives.

Outside of this time incoming calls will be diverted to our departmental secretary and only **urgent** clinical calls will be put through to the duty consultant.

Definition of Urgent calls = where there is no guidance available and waiting for the next time slot would compromise patient management.

**By email (Monday-Friday only):**

Non urgent queries may be emailed by medical and nursing staff to the generic microbiology email address:

[wah-tr.microbiologyadvice@nhs.net](mailto:wah-tr.microbiologyadvice@nhs.net) using the following template.

We aim to respond within one working day (Monday – Friday only).



**CLINICAL MICROBIOLOGY ADVICE OUT OF OFFICE HOURS (Monday to Friday 5pm-9am & Weekends)**

The on call Consultant Medical Microbiologist covering both counties is available via switchboard. The consultant on call may not be a Worcestershire consultant therefore will not necessarily have access to patient results. Call only if urgent clinical discussion required. This service is not for routine queries.

We regret we will be unable to take calls from practice staff other than GPs and Midwives.

Thank you for your support in maintaining a safe and viable microbiology advice service.

The Consultant Microbiology team,

Worcestershire Acute Hospitals NHS Trust

March 2020.