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Referral Guide



Queen Victoria Hospital
NHS Foundation Trust



How to refer to QVH

GP referrals to Consultant-led services must be made via the Electronic Referral System (eRS). As a specialist centre we receive many referrals from other hospitals (tertiary referrals) these are not affected by this scheme. Likewise if the service is a nurse-led clinic, therapy session, GDP referral or a prisoner referral, eRS does not apply.

The latest version of this guide is available from our website www.qvh.nhs.uk

Updated January 2024



Referral Guide

About us

Specialist expertise: QVH is a leading specialist centre for reconstructive surgery and rehabilitation, helping people who have been damaged or disfigured through accidents or illness.

Our world-leading clinical teams provide specialist surgery and non-surgical treatment for people across the south east and beyond. We have an international reputation for pioneering advanced techniques and treatments.

A wide range of services: QVH is a convenient and expert choice for cataracts and glaucoma, corneal and oculoplastic conditions, hand surgery, skin lesions and suspected cancer, maxillofacial fractures, diagnostics and therapies. We also run a minor injuries unit, a care of the elderly and general medicine clinic, and rheumatology, paediatrics and cardiology outpatient clinics.

Clinics across the region: Our consultant teams hold clinics at a wide network of sites across the region. See individual specialty pages for details.

Clinical excellence: We continuously monitor our clinical effectiveness, using internationally accepted markers where possible, to quality assure our work. See our [quality report](#) for details.

Best for patients: QVH is consistently judged by patients as one of the best hospitals in the country in the annual national inpatient surveys.

How to refer a patient to QVH:

- Use the [NHS e-Referral Service](#)

Please indicate in your referral letter if your patient lacks capacity to make decisions i.e. has difficulty understanding or retaining information, weighing up choices or communicating.

If possible please also indicate who would accompany them to appointments to help support decision making. Making decisions for these patients is complex, but far easier if we are aware in advance.

Please note we no longer accept paper referrals.

How to contact QVH:

- To contact a specific consultant, please find their number on the following pages.
- Call our switchboard on **01342 414000**.

More information about QVH:

- QVH website: www.qvh.nhs.uk
- QVH service directory: [Our services](#)
- QVH patients feedback: [Care Opinion](#)
- QVH Care Quality Commission rating: [Latest ratings](#)

Clinics are also held at:

Conquest Hospital (Hastings)
Darent Valley (Dartford)
Horsham Hospital (Horsham)
Kent and Canterbury Hospital (Canterbury)
Maidstone Hospital (Maidstone)
Medway Maritime Hospital (Gillingham)
Sevenoaks Hospital (Sevenoaks).



Plastic surgery and burns

The QVH plastic surgery clinical team is one of the largest in the country and generates a significant part of the surgical activity within the Trust. Our team of specialist consultants are supported by a wider network of junior surgeons, specialist nurses, occupational therapists, physiotherapists, speech and language therapists and psychological therapists.



Referral Guide

Breast surgery

QVH is the major regional centre for complex, microvascular breast reconstruction following, or simultaneously with, resection for cancer.

Our integrated team of consultants and specialist breast care nurses provide a wide range of reconstructive options and flexibility.

Consultant	Clinics held at	Tel (01342)...
Mr Adam Blackburn	QVH and Guildford	414751
Miss Anita Hazari	QVH, Kent and Canterbury	414751
Mr Martin Jones	QVH and Sevenoaks	414465
Mr Simon Mackey	QVH, Maidstone	414422
Mr Andrew Mellington	QVH and Park Centre, Brighton	414229
Miss Alexandra Molina	QVH, William Harvey Hospital	414465
Mr Sam Orkar	QVH and Medway	414232
Miss Katia Sindali	QVH only	414422

Clinical Nurse Specialists	Tel (01342)...
Pamela Golton	414302
Rebecca Spencer	414302
Elsa Powell	414163

 [More information, including consultant biographies can be found on the QVH website](#)

Burns

The QVH Burns Unit is a key member of the South East Burns Network which covers Kent, Surrey, Sussex and parts of South London. It provides care for adults and children, depending on severity.

In addition, we provide an outpatient clinic, physiotherapy, occupational therapy and psychological support, rehabilitation for patients recovering from major burns injuries and reconstruction clinics to review healed burns.

The QVH Outreach Burns Service provides specialist care for those patients within the region that cannot be transferred to the Burns Unit, or for those with smaller burns who can be managed as outpatients nearer to their homes. In addition we have established burns clinics in Brighton and plan to establish more in other parts of the region.

The burns team prefer healthcare professionals to contact them directly by telephone (01342 414440 for adults and 01342 414469 for children) for advice and to speed up the referral of any acute or chronic burn injury for review.

Patients with burn scars that impair function or are symptomatic can be referred into the adult or paediatric burn reconstruction clinic by referral letter or using [NHS e-Referrals](#).

Consultant	Clinics held at	Tel (01342)...
Miss Tania Cubison	QVH only	414124
Mr Baljit Dheansa	QVH and Brighton	414236
Mr Paul Drake	QVH and Brighton	414236
Miss Rachael Harrison	QVH only	414124
Mr Omar Dawood	QVH only	414236



Referral Guide

Facial palsy

QVH has the UK's first and largest expert multidisciplinary facial palsy service, treating palsy patients from across the country. This multi-disciplinary team is led by two consultant plastic surgeons and includes a consultant maxillofacial surgeon, consultant oculo-plastic surgeon, psychological therapists and specialist physiotherapist and speech and language therapists. Together they use new techniques and expertise to re-animate the face which are more effective than traditional methods.

Consultant	Clinics held at	Tel (01342)...
Mr Ruben Kannan	QVH only	414749
Mr Charles Nduka	QVH only	414749
Catriona Neville, Extended Scope Practitioner in Facial Therapist	QVH only	414749
Karen Young and Tamsin Gwynn, Facial Palsy Physiotherapists	QVH only	414749
Crystal Selley-West, Specialist Facial Palsy	QVH only	414749
Beth Jordan, Senior Psychological Therapist	QVH only	414749



[More information, including consultant biographies can be found on the QVH website](#)

Hand surgery

The hand surgery service provided by QVH is recognised, both regionally and nationally, for its excellent high quality service covering a range of elective conditions as well as trauma. It includes consultants with specific interests in congenital hand anomalies:

- rheumatoid and osteoarthritis
- wrist surgery for arthritis
- instability
- compression neuropathies
- post-trauma reconstruction.

We offer, where appropriate, non-operative and minimally invasive treatment alternatives such as:

- wrist arthroscopy
- needle aponeurotomy (fasciotomy)
- Xiapex service for Dupuytren's contracture and endoscopic carpal tunnel release.

We are continuously available to manage soft tissue and bony trauma and to provide advice on other urgent problems including tendon ruptures, infections, extravasation injuries and pain syndromes.

Consultant	Clinics held at	Tel (01342)...
Mr Asit Khandwala	QVH, Darent Valley	414437
Mr Rikki Mistry	QVH, Medway	414268
Mr Robert Pearl	QVH, Medway	414268
Mr Mark Pickford	QVH and Conquest	414158
Mr T C Teo	QVH only	414537
Mr Tomas Tickunas	QVH, Brighton	414158



Referral Guide

Lower limb and general plastics

Our large team treat the full range of leg and general trauma conditions requiring plastic surgery, including scarring and acute and secondary reconstruction in upper and lower limbs.

As part of the lower limb service we also specialise in the management of amputation and the secondary surgery of amputation stumps/residual limbs to aid in comfortable prosthetic use. Our patients are both military and civilian and we have close links with civilian regional limb fitting services.

Supporting the service, our Trauma Outreach Team provides integrated and individualised care to vulnerable patients who are referred by other hospitals around the region for specialist plastic surgery.

A community based nurse practitioner specialising in tissue viability and wound healing assesses patients in their own home to arrange the specialist treatment they need, and supports local community nurses in their continuing care.

Using the hospital's telemedicine system, each patient is reviewed carefully by consultant plastic surgeons and admission arranged if surgery is the best course of action.

Consultant	Clinics held at	Tel (01342)...
Miss Tania Cubison	QVH only	414124
Mr Baljit Dheansa	QVH only	414236
Miss Anita Hazari	QVH, Kent and Canterbury	414751
Ms Anne-Marie Kennedy	QVH and Brighton	414236
Mr Asit Khandwala	QVH only	414537
Mr Ian King	QVH and Brighton	414236
Mr Christopher MacDonald	QVH and Brighton	414236
Mr Andrew Mellington	QVH and Brighton	414229
Miss Alex Molina	QVH and William Harvey	414465
Mr Sam Orkar	QVH and Medway	414232
Mr Mark Pickford	QVH and Conquest	414158
Mr T C Teo	QVH only	414537
Mr Tomas Tickunas	QVH and Brighton	414158





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Skin Cancer

We are the largest provider of skin surgery services in the south east, caring for patients with lumps and bumps, moles, sun damage and skin cancers. Our team has a high level of experience and expertise, treating over 3,000 patients every year.

Our Melanoma and Skin Cancer Unit is the only one in the region providing the complete range of specialist skin cancer services including medical treatments with immunotherapy, cryotherapy, curettage, sentinel node biopsy, simple excisions, skin grafting, local flaps, CO2 laser treatment, Mohs and PDT service and the complex management of metastatic disease. It is the designated tertiary referral centre for all skin cancers across the region and is recognised by the Kent, Sussex and Surrey Cancer Networks.

QVH offers a regional Mohs Micrographic Service for removing high risk basal cell carcinomas (BCC) from the head and neck. This procedure involves a local anaesthetic to remove the BCC, which is then frozen and analysed during the procedure by Dr Bav Shergill (Mohs practitioner). Once the BCC has been cleared a member of the QVH surgeons will undertake the reconstruction within a few days. Patients will be seen and discussed at the specialist skin cancer multidisciplinary meeting hosted in Brighton. Once the case has been assessed, the service will make all the necessary arrangements for patients to be treated at our hospital if appropriate.

We offer a teledermatology service for patients that have been referred on a 2ww pathway to have their lesions imaged by a medical photographer. From there a consultant plastic surgeon/dermatologist will review and create a treatment plan. We are working to expand this service to our routine and urgent pathways for skin-related concerns.



[More information, including consultant biographies can be found on the QVH website](#)

The consultants listed here are those with skin cancer as their main area of expertise. Other QVH plastic surgeons also treat skin cancer patients where appropriate. We also have a team of supporting professionals including Macmillan skin cancer nurse specialists, pathologists, psychological therapists, multi-disciplinary team coordinators and secretaries.

Consultant	Clinics held at	Tel (01342)...
Mr Phillip Gilbert	QVH only	414190
Miss Anne-Marie Kennedy	QVH and Brighton	414236
Mr Ruben Kannan	QVH only	414237
Mr Asit Khandwala	QVH and Darent Valley	414537
Mr Ian King	QVH and Brighton	414236
Mr Siva Kumar	QVH only	414027
Mr Christopher Macdonald	QVH and Brighton	414236
Miss Jennifer O'Neill	QVH only	414027
Mr Sam Orkar	QVH and Medway	414232
Mr Mark Pickford	QVH and Conquest	414158
Mr Benjamin Way	QVH and Brighton	414749

MoH's practitioner/ dermatologist	Clinics held at	Tel (01342)...
Dr Bav Shergill	QVH and Worthing	414383
Dr Rhonda Meys	QVH only	414383
Mr Deniz Hassan	QVH only	414232

Note: we do not provide a full dermatology service, only Mohs and PDT



Head, neck, eyes, dental

QVH head and neck services are recognised, regionally and nationally, for the specialist expertise offered by our large consultant body. In particular, QVH is the Kent and Sussex surgical centre for head and neck cancer and is recognised by the Royal College of Surgeons as a training centre for head and neck surgical fellows.

QVH also has the largest maxillofacial and head & neck prosthetics laboratory in the NHS which provides a wide range of support to orthodontists and to maxillofacial, ophthalmic, neuro and plastic surgeons.

The QVH corneoplastics unit and eye bank is a high-profile and technologically advanced specialist and tertiary referral centre for complex corneal problems and oculo-plastics.



Referral Guide

Corneoplastics and ophthalmology

The QVH corneoplastic unit and eye bank is a high-profile and technologically advanced specialist and tertiary referral centre for complex corneal problems and oculoplastics. The Corneoplastic Unit & Eye Bank at QVH has expanded services over the last few years and provide:

Cataract surgery - modern small incision cataract surgery with availability for advanced toric correction of astigmatism with added value toric lenses. The unit takes referrals for expert opinion from all over the UK for complex cataract surgery and anterior segment reconstruction.

Glaucoma - QVH offers a fully comprehensive Glaucoma service run by Mr Gokulan Ratnarajan. The service has 3 new lasers that offer glaucoma patients safe alternatives to eye drops. QVH is a centre of excellence and innovation for glaucoma surgery including the most recent MIGS (Minimally Invasive Glaucoma Surgery), Trabeculectomy and Glaucoma Drainage Devices.

Cornea transplantation - QVH has been at the forefront of advances in Cornea transplantation over the last 60 years. Services include Lamellar transplantation (DALK, DSAEK, DMEK), Laser assisted transplantation, stem cell transplants, Dry eye treatments including plasma eye drops production (National referral centre), reconstruction after burns and trauma.

Also, advanced treatments for keratoconus such as Collagen cross linking (National referral centre), Intracorneal ring segments with femtosecond laser (Intacs, Kerarings), Phakic toric intraocular Lenses. This is supported by the Queen Victoria Hospital Eye Bank.

Oculoplastic surgery - specialist techniques in oculoplastic surgery including Mohs micrographic excision for eyelid tumour management; facial palsy rehabilitation; endoscopic DCR and modern orbital decompression techniques for thyroid eye disease.

Dry eye service - QVH has also developed a dry eye service for local people. Our specialist nurse-led clinic is for people with severe dry eye conditions including Sjorgrens syndrome and Blepharitis. Referrals are welcomed from GPs or eye specialists.

General ophthalmology - excluding retinal conditions.

Consultant	Clinics also held at	Tel (01342)...
Mr Mohamed Elalfy (clinical lead)	QVH only	414560
Mr Samer Hamada	QVH only	414560
Mr Andre Litwin	QVH only	414187
Mr Raman Malhotra	QVH only	414187
Miss Artemis Matsou	QVH only	414560
Mr Gok Ratnarajan	QVH only	414549
Mr Dhamill Doshi	QVH only	414560





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Head and neck oncology

We are a regional centre for head and neck surgery. Our services include primary assessment and diagnosis, specialist review, surgery and follow up. The team includes maxillofacial and ENT surgeons, all with sub-specialty experience in tumours of the mouth, throat, neck and head.

Both routine and advanced surgery is carried out, including laser surgery, sentinel lymph node biopsy, advanced reconstructive techniques and electro chemotherapy. This includes routine tongue cancer ablation and simple free tissue transfer to complex facial or laryngopharyngeal ablation requiring advanced complex free tissue transfer.

The multidisciplinary team meet weekly with other local ENT surgeons, oncologists, speech and language therapists, dietitians and specialist nurses to offer coordinated state-of-the-art care to both inpatients and outpatients.

Consultant	Clinics also held at	Tel (01342)..
Mr Brian Bisase (lead)	QVH; Horsham; Maidstone	414394 / 414305
Prof Jag Dhanda	QVH only	414398
Mr Adam Gaunt (ENT)	QVH only	414681
Mr Ash Gulati	QVH & Medway	414305
Mr Laurence Newman	QVH, Medway & Darent Valley	414305
Mr Paul Norris	QVH & Darent Valley	414393
Mr Prakash Patel	QVH, Horsham & Maidstone	414393
Mr Zaid Sadiq	QVH & Medway	414305



[More information, including consultant biographies can be found on the QVH website](#)

Consultant	Clinics also held at	Tel (01342)..
Mr John Tighe	QVH only	414058
Mr Nav Upile(ENT)	QVH & Medway	414681

	Tel (01342)..
Macmillan Head and Neck Specialist Clinical Nurse	414076

Maxillofacial surgery

One of the busiest in the UK, the QVH maxillofacial surgery department has 16 consultant surgeons supported by surgical staff, specialist nurses, dietitians, physiotherapists, psychological therapists and speech and language therapists.

Our consultant surgeons have a number of interests in the sub-specialisms of their services including head and neck cancer, orthognathic surgery, trauma, salivary glands and surgical dermatology. The service is also provided across a widely distributed network hosted in acute trusts and community hospitals.

Consultant	Clinics held at	Tel (01342)..
Mr Keith Altman	QVH only	414682
Miss Ginny Kingsmill	QVH only	414142
Mr Michael Shelley	QVH & Darent Valley	414682
Mr Ken Sneddon (Clinical Director)	QVH & Maidstone	414303 / 414171
Mr Stefano Stea	QVH, Darent Valley & Medway	414682
Mr John Tighe	QVH only	414058
Mr Nikhill Maini	QVH & University Hospital Southampton	414301
Mr Mayank Shashtri	QVH & East Sussex Healthcare	414301



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Orthodontics

Our orthodontic service is the biggest in the UK outside of the NHS teaching hospitals. Our specialist orthodontic team advises and treats children and adults with complex orthodontic problems such as facial deformity and anomaly, hypodontia, malalignment of the jaws and positional problems of the teeth.

The team works closely with maxillofacial, plastic surgery and dental practice colleagues to provide a multi-disciplinary team approach to solving clinical problems and treating complex conditions including cleft lip and palate, oral surgery and hypodontia.

Consultant	Clinics held at	Tel (01342)...
Dr Alex Cash (clinical lead)	QVH, Guy's and St Thomas' (London)	414142
Dr Sofia Ahmad	QVH only	414304
Dr Lauren Hardwick	QVH only	414161
Dr Lindsay Winchester	QVH only	414419
Dr Lisa Rennie	QVH only	414419

Cleft lip and palate

QVH hosts four clinics a month, usually on Thursdays, on behalf of the Evelina London Cleft Service, Alex Cash leads these clinics here at QVH. This is a specialist networked service for children and adults born with this condition. Treatment and care is provided by a multi-disciplinary team including cleft surgeons, cleft specialist nurses, orthodontists and dentists with specialist nurses, psychologists and speech and language therapists.

Consultant	Clinics held at	Tel (01342)...
Dr Alex Cash (clinical lead)	QVH, Guy's and St Thomas' (London)	414142

Cleft Team Member at QVH	Tel
Katie Lou, Specialist Speech and Language Therapist	0207 1881321 / 0754 6760855 (Wed - Thurs)
Jackie Matthews, Cleft Nurse Specialist for new cleft baby referrals	0754 8152738



[More information, including consultant biographies can be found on the QVH website](#)



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Sleep Disorder Centre

Our centre provides a comprehensive service in sleep medicine for the south east of England.



Referral Guide

Sleep Disorder Centre

The QVH Sleep Disorder Centre was founded in 1992. The centre employs 33 staff and sees over 7,000 patients each year.

Referrals are accepted from a wide area including the whole of the South East England.

Its core work comprises adults with sleep disordered breathing at night, with 14,000 patients successfully treated with CPAP and non-invasive ventilation. It also treats movement disorders in sleep including:

- restless leg syndrome,
- movement disorders in sleep
- REM behaviour disorders
- narcolepsy
- circadian rhythm disorder.

Insomnia clinics are also available working closely with the Psychological Therapy team to offer CBT and other specialist therapies.

Consultant	Tel (01342)...
Dr Mark Jackson, Consultant Respiratory Physician	305421
Dr Oliver Bernath, Consultant Neurologist and Sleep Disorders Specialist	305421
Dr Praveen Molanguri, Consultant Respiratory Physician	305421
Dr Susanna Ng, Consultant Respiratory Physician	305421



[More information, can be found on the QVH website](#)



Referral Guide



Therapies

The QVH therapies department provides specialist services in support of our surgeons and general therapy services to the local community. QVH particularly attracts therapists who specialise in the areas of hand therapy, burns and head and neck cancer.

The team consists of physiotherapists, occupational therapists, speech and language therapists, psychological therapists, dietitians and rehabilitation assistants who work as part of a multidisciplinary team to meet individual patient needs.



Referral Guide



Burns and plastics therapy

The QVH burns, plastics and head and neck team consist of ten experienced and specialist staff including four Chartered Physiotherapists, three occupational therapists, three rehabilitation assistants/garment technicians. We offer a comprehensive inpatient service to adults and paediatric patients within QVH following burns, plastics and head and neck surgeries.

These include:

- Respiratory physiotherapy
- Function and mobility and assessments
- Activity of daily living assessments
- Musculoskeletal assessment
- Paediatric therapy
- Specialist rehabilitation post surgery
- Specialist burns and major loss rehabilitation.

We also provide outpatients services to adults and paediatric burns patients, includes:

- Specialist weekly scar management clinics for paediatrics and adults
- Joint clinics with burns consultant including steroid injections
- Onsite pressure garment service
- Intensive burns and major tissue loss rehabilitation
- Splinting/oedema management/desensitization.

Clinical lead	Clinics held at	Tel (01342)...
Jess Bell	QVH only	414255
Louise Rodgers	QVH only	414255

[More information](#)

Dietetics

QVH's dietitians promote nutritional well-being, treat disease and prevent nutrition related problems, serving both QVH inpatients and the local community. The team holds outpatient clinics at QVH.

Self-referrals are accepted for weight management in line with NICE guidelines and dietary advice can be offered for a comprehensive range of medical conditions. Referrals are accepted for domiciliary visits, residential and nursing homes.

Clinical lead	Clinics held at	Tel (01342)...
Elizabeth Moore	QVH	414445

[More information](#)

Hand therapy

The hand therapy team consists of physiotherapists and occupational therapists specialising in the management of hand conditions. This includes paediatrics, wrist conditions, rheumatological conditions, fractures, soft tissue injuries and post elective and trauma surgery.

We provide comprehensive assessment and treatment, including exercise programmes, oedema and scar management and splinting. We also provide outreach clinics at Darent Valley Hospital.

Clinical lead	Clinics held at	Tel (01342)...
Kathryn Pank	QVH, Darent Valley	414072

[More information](#)



Referral Guide

Musculoskeletal physiotherapy

The QVH musculoskeletal outpatient team consists of ten experienced chartered physiotherapists who specialise in the detailed assessment and management of musculoskeletal problems, including:

- Spinal problems
- Upper and lower limb problems
- Trauma and elective surgery
- Fractures
- Sports injuries
- Cervical headaches
- Dizziness
- Rheumatological conditions
- Women's Health conditions
- Pelvic health conditions

Treatment plans are based on comprehensive ongoing assessment and may include one or more of the following: manual therapy; exercise therapy; electrotherapy; taping; clinical Pilates; comprehensive education as well as adjuncts to treatment such as acupuncture. In addition to one-to-one treatment sessions, we run a lower limb rehabilitation exercise class a Back In Control (BIC) programme (for chronic back and neck pain) an OA hip and knee class and a shoulder class.

We have a pelvic and women's health physiotherapist with membership to the clinical special interest group of Pelvic, Obstetric, Gynaecology Physiotherapists (POGP). They specialise in the detailed assessment and treatment of pregnancy related musculoskeletal and continence problems as well as adult bladder and bowel problems. Treatment may include manual therapy,

exercise therapy including pelvic floor and sphincter exercises, functional re-education and bowel re-education. We have a pelvic ultrasound machine and real time ultrasound scanner to assist with pelvic floor muscle strengthening and feedback.

Clinical lead	Clinics held at	Tel (01342)...
Ms Alex Horsley	QVH	414004

 [More information](#)

Psychological therapy

The Department of Psychological Therapies offers a range of evidence-based psychological treatments to patients at QVH. The department is made up of seven Clinical Psychologists and Psychotherapists and a specialist Paediatric Clinical Psychologist. We offer support to patients with burns injuries, facial palsy and facial anomalies, chronic illness, Cancer, accidents and injuries requiring surgery. Treatments include Cognitive Behavioural Therapy (CBT), Eye Movement Desensitisation Reprocessing (EMDR), Mindfulness and Brief Solution-Focused Therapy (BSFT). We offer several therapy groups including the Mindfulness group and CBT for insomnia.

The service specialises in supporting people with body image difficulties following illness of injury, post-traumatic stress, injury/illness-related depression and anxiety, insomnia and other sleep disorders such as nightmares. Inpatients can be seen by therapists before and after procedures to help with preparing them for surgery and for adjusting following surgery.

Clinical lead	Clinics held at	Tel (01342)...
Dr Elizabeth Scott-Gliba	QVH only	414478

 [More information](#)



Referral Guide

Speech and language therapy

The QVH speech and language therapy service provides highly specialist assessment, diagnosis and treatment of a wide range of communication and swallowing disorders to inpatients and outpatients with medical conditions such as neurological illness, head and neck cancer, burns and ear nose and throat disorders. A videofluoroscopy service is available weekly, using dynamic x-ray films to assess and manage problems arising with eating and drinking. The team also offers a comprehensive community service for neurological conditions.

A strong emphasis is placed upon providing close liaison and support to the family and carers of patients.

Advanced SLT	Clinics held at	Tel (01342)...
Reena Burchell	QVH only	414471

 [More information](#)

Community Rehabilitation

We provide physiotherapy and occupational therapy service to adults in our local community and receive a variety of referrals for orthopaedic, neurological and deteriorating conditions and falls. Assessments can be carried out at home or in the rehabilitation unit by an occupational therapist, physiotherapist or both as appropriate. Following assessments and alongside discussion with patients, treatment plans are set and are under constant review as needs change.

Treatment can be individual, group or both, dependent on assessment.

We run a balance and bones group which is based according to patient's needs and ability.

Working within the same building as dieticians, speech and language therapists, a Parkinson's disease nurse specialist and orthotics allows for easy referral of our patients to other professionals. For those with chronic conditions they are able to self refer to the team and the same therapist, which allows for seamless personal care.

Clinical lead	Clinics held at	Tel (01342)...
Jo Sachon (Physiotherapy)	QVH only	414343
Sonya Shrimpton (OT)	QVH only	414343

 [More information](#)



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Respiratory physiotherapy

We offer a weekly outpatient clinic in QVH to provide patients in the local community an opportunity to see an experienced respiratory physiotherapist. This service provides holistic 1:1 assessments and treatment with an emphasis on symptom management for patients with respiratory conditions. This includes:

- Hyperventilation syndrome
- Asthma and Bronchiectasis
- Secretion management and degenerative conditions
- Lung function tests (with Consultant Mark Jackson).

Clinical lead	Clinics held at	Tel (01342)...
Poppy Cole	QVH only	414343

 [More information](#)

Facial palsy therapy

QVH has the UK's first and largest expert multidisciplinary facial palsy service treating patients from across the country. The award-winning, multi-disciplinary team includes our specialist facial therapy service which provides assessment, diagnosis and treatment of patients suffering from facial paralysis due to many causes including Bell's palsy, Ramsay Hunt syndrome, tumours, trauma and congenital conditions.

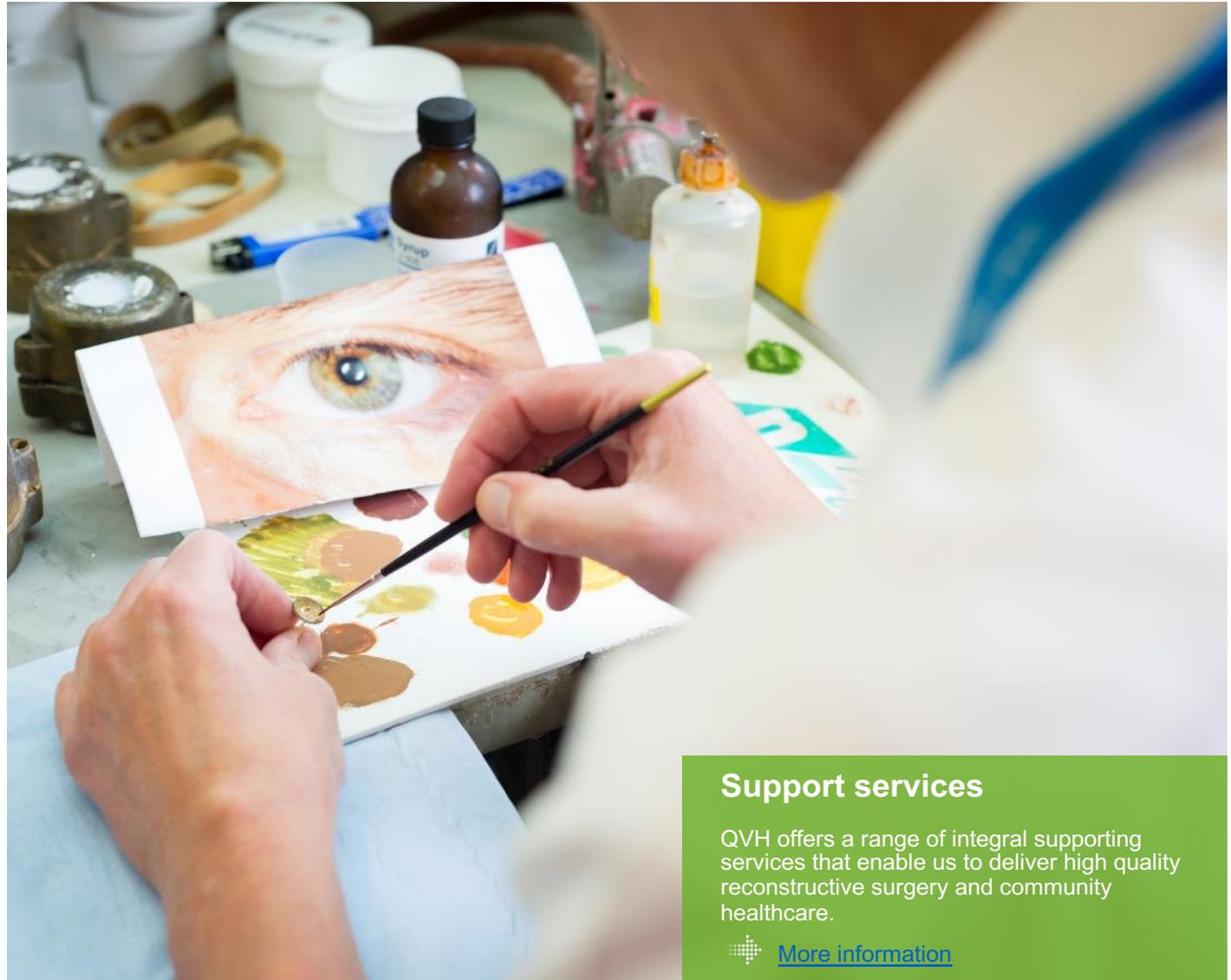
Our service is provided by clinicians specialising in both physiotherapy and speech therapy techniques.

Clinical lead	Clinics held at	Tel (01342)...
Catriona Neville	QVH only	414004

 [More information](#)



Referral Guide



Support services

QVH offers a range of integral supporting services that enable us to deliver high quality reconstructive surgery and community healthcare.

 [More information](#)



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Anaesthetics

The anaesthetic department at QVH includes 23 consultant anaesthetists, 5 associate and trust grade specialists and 8 senior anaesthetic trainees with responsibilities to patients before, during and after surgery.

The team provides preoperative assessment, anaesthesia, pain and critical care services for all our specialist services.

We specialise in the difficult airway, regional anaesthesia, and total intravenous anaesthesia. We promote green anaesthesia and are the first to cease using the most environmentally harmful anaesthetics in the country. Our patient recovery profiles are amongst the best nationally and this helps our surgical patients to be the most satisfied in the NHS annual surveys.

Our anaesthetic training for junior doctors is acknowledged to be first class in all recent GMC surveys and is a reflection of the all-around good care we give to our patients.

Clinical Director	Tel (01342)...
Dr Tim Vorster	414536

 [More information](#)



Referral Guide

Surgical appliances (orthotics)

QVH provides an orthotic outpatient clinic where people are assessed by specialist staff for the provision of orthoses (appliances).

We provide a comprehensive service to aid movement, correct deformity and relieve discomfort. An orthoses is externally and directly fitted to the body to support, align, prevent, correct, compensate or accommodate for physical deformity/weakness, skeletal, muscular or neuromuscular abnormalities and improve movement in parts of the body. They are designed to remedy or relieve a medical condition or disability and it may prevent the development of more disabling conditions. Treatments provided include:

- CAD CAM custom-made insoles and stock insoles
- Orthopaedic footwear, stock, modular and made to measure
- Footwear adaptations
- Ankle foot orthoses (AFOs) stock and made to measure
- Knee bracing stock and made to measure
- Knee ankle foot Orthoses (KAFOs)
- Stance control KAFOs
- Spinal orthoses
- Neck orthoses
- Head protection
- Post-operative bracing.

We also supply a range of breast prosthesis. Patients are referred directly to the service by their hospital consultant, specialist team, treating clinician, allied health professional or GP.

Referrals: qvh.orthotics@nhs.net

Surgical appliances officer	Tel (01342)...
Louise Sheeran	414509



Referral Guide

Diagnostic imaging

QVH provides a comprehensive range of diagnostic imaging services for general practitioners and dentists, as well as support to the hospital's services.

Services include general/dental radiology, ultrasound, CT scanning, Cone Beam CT and MRI. Other specialist services include: salivary stone removal and joint injections done under ultrasound.

GPs and dentists can refer patients directly to QVH for imaging tests.

QVH is a designated Community Diagnostic Centre and this means that GPs are able to refer to the trust for CT/MRI/US and x-ray imaging. We use Electronic requesting from most GP practices but those who are paper based may send referrals by email to qvh.xray@nhs.net.

Operating hours: Monday-Friday, 8.30am-5pm, with on call cover for emergencies.

Imaging Manager		Tel (01342)...
Sarah Solanki	sarah.solanki@nhs.net	414429

Consultant Radiologist			
Dr Mohamed El-Belihy	m.el-belihy@nhs.net	414432/4249	Maxillofacial
Dr Elly Pilavachi	elly.pilavachi@nhs.net	414432/4249	Head & Neck
Dr Simon Harvey	Simon.harvey1@nhs.net	414432/4249	Maxillofacial
Dr Amanda Jewison	Amanda.jewison1@nhs.net	414432/4249	Head & Neck
Dr Guven Kaya	Guven.kaya@nhs.net	414432/4249	Head & Neck
Dr Bruce Smith	Bruce.smith1@nhs.net	414432/4249	General/Neuro/ MSK



Referral Guide

Paediatrics

QVH provides a 24/7 paediatric surgical and burns service for children from birth to 16 years. We have a nine-bed [children's ward](#) known as Peanut Ward. We admit children as day cases or in-patients (from 6 months old) for a wide range of operations, both planned and urgent.

Typical operations carried out under general anaesthetic are repairs to finger, hand and face injuries, eye surgery, corrections of congenital problems and treatment of burns. The team of nurses, surgeons, paediatricians, anaesthetists and other healthcare staff work closely together and are all specifically trained in the care of children.

The service is supported by general paediatric consultants from The Royal Alexandra Children's Hospital in Brighton with which QVH has a formal partnership. The consultant paediatricians providing support to the QVH site are led by Dr Geetha Fonseca and Dr Oli Rahman who also hold regular [outpatient clinics](#) at QVH for general medical paediatric referrals. Both hospitals work closely together and often share the care of patients.

For children needing surgery not offered at QVH, we host a fortnightly clinic for the general paediatric surgeons from Brighton.

Speciality	Tel (01342)...
Burns, general plastic, maxillofacial, corneoplastics and oculo-plastics	414193
General medical	414185

 [More information](#)

Histopathology

QVH Histopathology's department provides services to the Trust and local GPs. The service has specialist expertise in dermatopathology, head and neck pathology and breast pathology, and provides support for intra-operative assessment including frozen sections and Mohs surgery. The consultant histopathologists attend skin, head and neck and breast multidisciplinary meetings as part of the clinical pathways in Kent, Surrey and Sussex.

The histopathology services have been granted accreditation by the United Kingdom Accreditation Service (UKAS) against the ISO 15189 standards for medical laboratories. The laboratory was the first histopathology laboratory in the UK to achieve this accreditation and remains at the forefront of continual quality committed to annual re-inspection to ensure we are providing the best possible service to our patients.

The department provides clinical advice and tissue diagnosis. GPs can refer samples directly to QVH for histopathology including skin and oral biopsies. We maintain the highest standards of diagnostic quality and turnaround times with performance well within the 10 day turnaround standard laid out by the Royal College of Pathologists.

Operating hours: Monday-Friday, 9am to 5pm.

Laboratory Manager	Tel (01342)...
Mrs Fiona Lawson	306634

Consultant	Tel (01342)...
Dr Rachael Liebmann (clinical lead)	414270

 [More information](#)



Referral Guide

Telemedicine

As the regional specialist centre for reconstructive surgery following trauma, we have developed and now have a well-established telemedicine referral system known as Telemedicine Referral Image Portal System (TRIPS). This allows photographs of injuries to be reviewed by qualified and experienced clinicians at any time of day or night, regardless of where in the region the patient is located.

In 2023 the [TRIPS website](#) received over 32,000 referrals. Images are received from more than 220 fixed locations in Accident & Emergency departments, Urgent Care Centres, Walk-In Centres, and Minor Injury Units to five hubs across the area covered by the London and South of England Burns Network. In addition, Paramedic Practitioner teams from the South East Coast Ambulance Service are able to send images and receive clinical advice from the scene of an incident. Primary care staff can also refer directly from the consulting room.

TRIPS provides a multi-centre referral system for burns, necrotising fasciitis, hand trauma, maxillofacial injuries, and lower leg trauma with five hubs across the South East of England.

The five hubs located in Broomfield Hospital, Chelmsford, Chelsea and Westminster Hospital, London, St Georges Hospital, Tooting, Stoke Mandeville Hospital in Aylesbury and Queen Victoria Hospital in East Grinstead, are all able to accept referral images from any PC connected to the NHS private network via the [TRIPS website](#).

How to access this service

Clinicians wishing to make a referral will need access to a computer linked to the NHS private network (HSCN) and the ability to upload the images from a digital camera or memory card. In order to comply with information governance and GDPR rules and regulations, images should never be taken on a mobile phone or other mobile device unless it is owned by the NHS and encrypted. Images can be uploaded to the secure TRIPS website at <https://www.trips.nhs.uk/>

Instructions on how to use the site can be found on the [TRIPS website](#) by following the 'Help and Information' link located at the bottom right of each page.

Once the images have been uploaded referrals should be discussed with the appropriate hub. All contact numbers are available on the [TRIPS website](#) just click the Hub Contacts hyperlink found at the bottom of each page.

For more information contact the TRIPS helpdesk by email gvh.tripshelpdesk@nhs.net



Referral Guide

Prosthetics: Head, neck, eyes and dental

The prosthetics department at QVH is the largest of its kind in the UK. The team of maxillofacial prosthetists see and treat patients that require facial prostheses, artificial eyes, oral-maxillofacial devices (obturators) and body prostheses such as fingers and hands.

They also provide specialist head and neck splint devices, such as those required by patients with burn injuries.

Patients attend the Prosthetics Clinic for initial device planning, fabrication and fitting while continuing support and care is provided to all prosthetic patients that require it.

Consultant Maxillofacial Prosthetist	Clinics held at	Tel (01342)...
Mark Cutler Email Carol Munt c.munt@nhs.net	QVH Only	414310

Medical photography

The QVH medical photography department sees more than 15,000 patients a year from both the hospital and community referrals.

Clinical photographs are taken to help doctors and other health professionals monitor various clinical conditions. They are also used as part of the planning process alongside other tests such as x-rays, scans and blood tests, or for educational purposes and publication if the right consent is received. Images can also be used for legal purposes to provide supporting evidence to a case.

Our services include:

- Clinical photography and videography of patients
- Mole mapping
- Medico-Legal photography
- Videography, AV and graphic design and printing.

The department is open Monday-Friday 8.30am-5pm (closed between 1-1.30pm)

Team lead photographer	Tel (01342)...
Kate Murrell k.murrell@nhs.net	414285



Referral Guide



Other outpatient clinics

In addition to outpatient clinics for our core specialties, we also run a range of other specialist clinics for local people.

 [More information](#)



Referral Guide

Care of the elderly and general medicine

QVH offers general medical outpatient care and care for the older person. We provide a falls service with a multidisciplinary team approach as well as an established service for patients with Parkinson's disease.

We are skilled in managing long-term conditions with good links for ongoing community care. We have access to a wide range of imaging modalities and link closely with neighbouring trusts for more specialised investigations.

This service is accessible to all GPs and other community providers for all general elderly care referrals.

Consultant	Tel (01342)...
Dr Tejal Richardson	414151 / 414343

Parkinson's disease nurse specialist

A Parkinson's Disease Nurse Specialist (PDNS) is based in the onsite Rehabilitation Unit and provides a comprehensive service for people with Parkinson's and related conditions (such as multiple system atrophy or progressive supranuclear palsy) who live in East Grinstead or Crawley.

The PDNS works closely with local neurologists and care of the elderly physicians. Nurse-led clinics are held at QVH and home visits are available to those who require it.

A joint Parkinson's clinic is held in the Rehabilitation Unit with the Care of the Elderly Physician and PDNS.

Patients need to be registered with an East Grinstead or Crawley GP. Referrals can be made directly to the PDNS by GPs and Consultants providing the person has a confirmed diagnosis of Parkinson's or a related condition.

Persons with a suspected diagnosis of Parkinson's should be referred quickly and untreated to a specialist with expertise in the differential diagnosis of this condition (NICE Guidelines for Management of Parkinson's disease 2006).

Telephone the PDNS directly on 01342 414323 or email qvh.parkinsons@nhs.net for further information. **(Referrals are not accepted on ERS).**

Parkinson's Nurse Specialist	Tel (01342)...
Leanne Picco	414323



Referral Guide

Rheumatology

An outpatient rheumatology clinic is held every Tuesday which manages inflammatory arthritis, connective tissue diseases, metabolic and inflammatory muscle diseases, osteoporosis and metabolic bone diseases, crystal arthropathy and soft tissue rheumatism.

The clinic is supported by the physiotherapy and occupational therapy departments and shares patients with the ophthalmologist and hand and orthopaedic surgeons.

The service is accessible to GPs for all general rheumatology referrals.

Consultant	Tel (01342)...
Dr Raad Makadsi	414482

Cardiology

An outpatient cardiology clinic is held on Wednesday afternoons by a visiting consultant from Sussex University Hospital Trust. Same day diagnostic tests such as echocardiograms and ECG tests are available as well as 24 hour monitoring.

Patients requiring interventional investigations or cardiac MRI are offered services at Brighton or other local providers. This service is accessible to GPs for all general cardiology referrals.

Consultant	Tel (01342)...
Dr Stanislav Hadjivassiley	414482



Referral Guide

Paediatrics

QVH has a formal partnership with The Royal Alexandra Children's (RACH) Hospital in Brighton. Both hospitals often share the care of younger patients.

The consultant paediatricians providing support to QVH also hold regular outpatient clinics at QVH on Mondays, Wednesdays and Fridays each week. These can be accessed by GPs – often at short notice – for any general paediatric advice and referrals.

We also have a paediatric surgeon from RACH who holds outpatient clinics fortnightly on Fridays at the QVH. Surgery, if needed, is performed at RACH.

Consultant	Tel (01342)...
Dr Catherine Bevan	414185
Dr Geetha Fonseka	414185
Dr Michaela Lazner	414185
Dr Kamal Patel	414185
Dr Susie Pawley	414185
Dr Leonie Perera	414185
Dr Oli Rahman	414185



Referral Guide

Respiratory community outpatient service

QVH runs a consultant-led community respiratory service to give easy access and a comprehensive treatment. It encompasses:

Investigation of respiratory symptoms;

- cough
- wheeze
- breathlessness
- non-cardiac chest pain.

Investigation and management of common respiratory conditions:

- Asthma
- Bronchiectasis
- COPD
- Pulmonary Fibrosis
- Respiratory Infections
- Sarcoidosis.

The assessment of chest x-ray abnormalities *where cancer is not suspected*, and the assessment of abnormal GP spirometry results.

We also have access to a range of diagnostics such as CT/MRI, Spirometry, Lung function test as well as a guidance service for GP's via the NHS e-Referral Service (e-RS).

The clinical lead for the service is Dr Mark Jackson MB ChB, FRCP, Consultant in Respiratory Medicine with an interest in General (Internal) Medicine.

Consultant	Tel (01342)...
Dr Mark Jackson (via secretary)	414387



Referral Guide

Community Diagnostic Centre

The QVH Community Diagnostic Centre (CDC) offers a breathlessness pathway, physiological tests and imaging services to give easy access to primary care partners and local patients closer to their home.

We offer access to a range of diagnostics including; CT/MRI, spirometry, FeNO, phlebotomy and electrocardiography.

Vital tests such as this ensure patients receive assessments and diagnosis of their symptoms at the earliest opportunity to diagnose conditions and provide treatment plans for patients through easier, faster, and more direct access.

We are also developing additional pathways such as non-specific symptom (NSS).

In Sussex, there are currently five CDC's that offer vital tests, checks and scans, helping to speed up access to diagnostic services for all patients:

- Bexhill CDC
- Bognor Regis War Memorial Hospital CDC
- Brighton Diagnostic and Treatment Centre CDC
- Queen Victoria Hospital CDC
- Southlands Hospital CDC.

The clinical leads for the service are Matt Lees and Emma Glasgow, both Consultant Anaesthetists.

Consultant	Tel (01342)...
Mr Matt Lees (Clinical lead)	414000
Dr Emma Glasgow (Clinical lead)	414000
Dr Mohamed El-Belihy (Radiology)	414000
Dr Mark Jackson (Respiratory)	414000
Dr Stan Hadjivassilev (Cardiology)	414000



Referral Guide



For more information please contact:

Queen Victoria Hospital NHS Foundation Trust
Holtye Road, East Grinstead, West Sussex RH19 3DZ

www.qvh.nhs.uk