

# EDICS NHS: Epsom Downs Integrated Care Services

## Patient Information

### **What is EDICS?**

EDICS is an NHS organisation which helps to integrate healthcare for over 120,000 patients in the Banstead, Epsom, Ewell and Worcester Park areas of Surrey. It is owned by the staff in its 17 member practices and assists the GPs when they need to refer patients onto more specialised care. EDICS maintains an up-to-date database of the over 350 options available to patients in our area and can help find the most appropriate specialist service for you.

### **Bringing services closer to home**

In the past when patients needed more specialised care, they could only get this by being referred through a hospital consultant. But nowadays, there are many more specialist options in the community without the need to attend hospital. These include clinics for eyes, skin, diabetes, muscle and joint problems; minor surgery; and community specialist teams for people who have complex problems. EDICS also provides easier access to investigations like colonoscopy, 24-hour electrocardiograms and ultrasound which can also be performed in community units. So nowadays, a lot more care can be provided closer to home without the need to attend hospital.

### **How does EDICS work?**

When your GP decides that more specialised advice is appropriate, details of your case will be forwarded to the Gateway Team at EDICS. The Gateway doctors are all experienced GPs who have received training in the many available options. The EDICS database of services is updated weekly so the Gateway team not only knows what is available but also how long patients will have to wait.

**As a result, your referral can be sent to the specialist team which can provide you with the most appropriate care in the shortest possible time.**

In many cases this will still be one of our district general hospitals. But increasingly, you may receive an appointment from an EDICS community clinic.

### **Where are the EDICS community clinics?**

If your case is referred to an EDICS clinic, you will receive an appointment through the post containing details of how to get to the clinic and who to telephone if you have questions. If you feel this choice is inappropriate please contact us. All EDICS services are free NHS services. The clinical staff and their premises are accredited and inspected by the local Primary Care Trust (East Elmbridge and Mid Surrey PCT) and they all work in conjunction with local hospital specialists.

### **Maintaining confidentiality**

Respecting the confidentiality of the information we hold is very important to us at EDICS. If you wish to contact us about the progress of your referral, you will need to obtain the unique number your practice gave to your case. This is your personal password. Please quote this number to the EDICS staff so that they retrieve your documents quickly and ensure the confidentiality of your medical information.



*EDICS – Epsom Downs Integrated Care Service  
– part of your local NHS*