Welcome ... and hello

I’m delighted to have the opportunity to look after the vital relationship between the Trust and primary care colleagues until we are able to find a permanent successor to Mary. I have been with the Trust for three years as Head of Engagement and my main areas of responsibility are for our public members, volunteers and managing the way we work with councils, communities and other stakeholders e.g. Healthwatch. I have worked very closely with Mary over the last two years and know what a fantastic job she has done in developing the Trust’s engagement with GPs and primary care. I hope to be able to continue the good work and am always up for listening to understand how things can be improved.

My colleagues June O’Sullivan and Sarah Sharnoubi will continue to look after our GP Helpline designed to help you sort out those practical problems e.g. missing discharge summaries and waiting times for appointments.

David Brewer
Head of Engagement, L70 Lister Hospital, Coreys Mill Lane, Stevenage, SG1 4AB
Gpliaison.enh-tr@nhs.net

First services move into the new QEII

We saw our first patients on Sunday 17 May in the Urgent Care Centre, and over the coming days and weeks, the rest of the services will move across and be joined by other services from wider parts of the NHS. On the w/c 18 May the fracture clinic, ambulatory care, medical day treatment, endoscopy and the child zone services will move to the new hospital. On the w/c 26 May general outpatients (including x-ray and ultrasound), pre-operative assessment, ophthalmology, audiology, phlebotomy and pharmacy will move. On the w/c 8 June CT scanning will run from the new hospital. On the w/c 15 June the breast clinic, mammography and MRI scanning will be the final service to move to the new hospital.

ADHD service—contact email

East and North Hertfordshire NHS Trust’s ADHD service have set up an email which can be used by GPs and practices for queries regarding the ADHD pathway, assessment eligibility criteria for the ADHD Service and general queries regarding ADHD support/information and education.

The email address is: adhdserviceliasion.enh-tr@nhs.net

The aim of this email address is to:
1. Improve communication between GPs and the East and North Hertfordshire Child Development Centre ADHD Service
2. Reduce the ADHD patient care pathway by speedily responding to GP queries via email instead of the usual paper mail/telephone messages about ADHD pathway and referrals
3. GPs seeking further information/training on ADHD and other neurodevelopmental disorders can arrange this via this email

All normal Child Development Centre, including ADHD, referrals and queries regarding specific patients should still be sent via the usual route.

Following resolution of queries from GPs, a simple evaluation form will be emailed to the GP for feedback.

We would also like to remind GPs about our ADHD website (www.addmore.org.uk) which contains quality information about ADHD resources/links and also contact details of ADHD specialists.

The team would also be happy to attend practice meetings to update you on the service and to conduct child neurodevelopment training with GPs (this last for a small fee which will go into the team’s charitable account).

Rapid access referrals for heart failure

NT pro BNP is a rule out blood test for patients with suspected heart failure. Since the recent rationalisation of pathology services NT pro BNP is now the test available - Normal range <400 pg/ml.

NT pro BNP levels increase markedly in left ventricular dysfunction and the level in heart failure correlates with symptom severity. BNP and NT pro BNP can therefore be an important clinical marker for the diagnosis of heart failure in patients with unexplained dyspnoea. The release of NT pro BNP appears to be in direct proportion to ventricular volume expansion and pressure overload. BNP increases with right or left systolic or diastolic heart failure. It is an independent predictor of high left ventricular end-diastolic pressure. BNP levels decrease after effective treatment of heart failure.

P and NT pro BNP Thresholds for referral:
1) History of MI and suspected heart failure - 2 week appointment - BNP not necessary, but please include if available
2) No history of MI and NT pro BNP >2,000pg/ml - 2 week appointment
3) No history of MI and NT pro BNP 400-2,000pg/ml - 6 week appointment

The new rapid access referral form can be found here. From Monday 1 June 2015 the new fax number will be 01438 288357 and the new number to contact the cardiac nurses at QEII will be 01438 288358.

Skin health pathways

Please ensure that you check with your CCG for the up-to-date Skin Health pathway for your practice. This will ensure that patient treatment is not being delayed due to inappropriate direct referral into the Trust.

AGM

A date for your diary! Our AGM is planned for Tuesday 14th July, at Weston Auditorium, University of Hertfordshire, Hatfield AL10 9EU. There will be an opportunity to talk to clinicians, partners, network and enjoy some refreshments from 5pm. Last year we had over 400 attendees, drawn from patients, GPs, community groups, staff and the CCG. All welcome— to book your place call June on 01438 284613 or email her at ftnmembership.enh-tr@nhs.net

New consultants

We welcome the following new consultants to the Trust:
Dr Munish Kumar Locum Paediatrician
Dr Asalipillai Asokanathan Stroke Physician
Dr Praveen Jeevaratnam Nephrologist
Dr Owen Keyes-Evans Occupational Health
Update from the urology team

After a long and distinguished career, Tom McNicholas is retiring from the NHS after 24 years. Greg Boustead is on a three-year sabatical teaching assistant role in Johannesburg and Cape Town, South Africa ... and we hope he comes back to us. Nik Vasdev was appointed last Summer and is specialising in major pelvic surgery and robotics and Miss Shabnam Undre has recently started in March 2015, specialising in paediatric urology. 

Nik and Shabnam join Damilian Hanby (renal and lap), Jim Adshead (pelvic and renal robotics), Tim Lane (pelvic and renal robotics) 

John Bycroft (stones) and Charlotte Foley (urogynae and reconstruction) in a 7-consultant department. We have also just appointed our first GPwSI - Chuba Chigbo from Enfield to boost our diagnostics and Men’s Health portfolio.

After the success of the NephroUrology Study Day in 2013 we are planning a repeat event on Wednesday 11th November at the University of Hertfordshire so come and hear all 7 urologists in action! We also contribute to the Grand Round Programme so keep an eye out for these talks as well.

Second Hertfordshire diabetes conference

Following on from the success of our first conference, a second Hertfordshire Diabetes Conference is confirmed for Thursday 1st October again in the Fielder Centre in Hatfield, Interest in this partnership event continues to grow and so we will be providing a stimulating, leading edge participative conference for all clinicians and partners including local and national diabetes charities and stakeholder groups. Watch out for booking arrangements to be announced shortly.

General medicine referrals

Please be advised that there is no such thing as general medicine as a referral point for outpatients in our hospitals. Referrals need to specifically state the specialty required. For example, concerns regarding anaemia should be referred to haematology or gastroenterology rather than general medicine.

Endoscopy direct access

To help improve patient safety, we have reviewed our procedures and decided that all referrals for routine open access upper GI endoscopy MUST be accompanied by the patients’ medical summary of recent GP consultations and medication history – contact Sister Kim Shaw on 01438 286430 for more and find the referral form here http://www.enherts-tr.nhs.uk/gps-professionals/key-documents/

GP survey

The GP Survey was distributed in December 2014, via a number of routes including direct to GPs and practice managers, via the Local Medical Committee (LMC), and CCGs, with reminders via email and the GP Update newsletter.

Key findings from the survey included:

- Reputation / personal knowledge of the consultant is reported to be the most significant factor influencing decisions to refer;
- Patient’s preferred choice and good clinical outcomes are also key factors affecting referral patterns;
- The quality and timeliness of clinical correspondence (discharge summaries and clinic letters) remains a key issue, with little perceived progress reported since the 2013 survey;
- Easy to use services include the GP heralded medical referral phone line and the Primary Care Customer Relations Service;
- The two things that the Trust should focus on next year are improved communication and better organisation of patient appointments.

Surgical and Medical Termination of Pregnancy Service (TOP)

The Trust now offers both surgical and medical termination of pregnancy (TOP) services, led by our Consultant, Miss Mona Modi. The counselling clinic is held in the Treatment Centre, on the Lister site every Thursday morning. We aim to see all referrals within a week in the counselling clinic. For medical management it will be possible to commence treatment when seen in the clinic, so there is no delay; for surgical TOP the wait can range from 4-9 working days. For medical TOP we can accept patients up to 17 weeks gestation. For referral to the counselling service, please call the dedicated phone line 01438 286031 and then fax the referral form (http://www.enherts-tr.nhs.uk/gps-professionals/key-documents) to 01438 284198.

Please note that we will now be contacting patients directly to advise them of their appointment and its location, as we have had a couple of women presenting in the wrong clinic, causing unnecessary stress. Please could you check with patients that they have provided the correct telephone (preferably mobile) number? A copy of the HSA1 form is available here (http://www.enherts-tr.nhs.uk/gps-professionals/key-documents) for GPs to sign and attach to the referral form if they are willing to do so.

Miss Modi is also keen to visit GP practices to discuss the service, perhaps at a practice meeting, or through a locality event. Please get in touch via the GP Liaison email and we will happily arrange.

Epilepsy service for children

Following a highly detailed audit carried out over the summer by the Royal College of Paediatrics and Child Health, the Trust’s epilepsy service for children and young people was rated as the best performing in the East of England. Those involved in this annual review - called Epilepsy 12 - look at the whole service, from the support given to young patients in the community through to the care provided by their specialist hospital-based colleagues. Jill Conium, one of the Trust’s specialist epilepsy nurses who has helped develop the service over the last few years, said: “We are one of the few teams that spans both community and hospital-based care, which has been a great advantage for everyone - from the patient to our clinical teams. Another innovation is how we review all attendances at our children’s emergency department. When we find someone who has come in with a suspected seizure, we follow them up directly to see how they are. We also find that families also contact us early when they have concerns about their child, which sometimes can prevent a trip to A&E.”

For more on how to access the service call Natasha on 07785 280163 on a Monday.

Questions, comments, content suggestions, unsubscribe?
Email us at gp liaison.enh-tr@nhs.net or call 01438 284534

GP Switchboard numbers: Lister 01438 759928 QUEL 01707 328655

www.enherts-tr.nhs.uk East and North Hertfordshire NHS @enherts