



## Trust service change update

Issue 1: 29 September 2011

This is the first in a series of regular updates for GPs and their staff about service changes taking place at the Trust's hospitals, especially the Lister and QEII. Based on feedback received, it aims to summarise the key information that GPs need to know in order to support their patients; actions needing to be taken by GPs is highlighted in *blue italics*. Questions, comments and feedback should be sent to [gpliaison.enh-tr@nhs.net](mailto:gpliaison.enh-tr@nhs.net). This e-mail address is monitored daily and thus can make sure that GPs get the right response to their questions and/or be put in touch directly with the appropriate team within the Trust.

### Inpatient specialist stroke service

- Monday, 22 August 2011 – Trust's acute rehabilitation ward, which was located on Bayford ward at the QEII, moved to the Lister to create specialist full stroke unit on ward 6A;
- *The referral pathway for stroke patients, including accessing the Trust's TIA service, has not been changed.*

### Inpatient specialist cardiology service

- Monday, 22 August 2011 – combined coronary care unit was created at the Lister, which is now the Trust's main site for specialist inpatient cardiology services (see below for more detail);
- *GPs wishing to arrange an emergency admission for patients with a clear cardiac cause, should arrange emergency ambulance transfer to the Lister and discuss with the on-call medical registrar at the Lister;*
- *For GP-heralded, non-emergency admissions for patients with a possible cardiac diagnosis, they can be referred to on-call medical registrar at either the Lister or QEII, where they will be seen, assessed. Those attending the QEII may be kept for further investigations and/or transferred subsequently to the Lister if intensive cardiac input or cardiac monitoring is required;*
- *Even if cardiac patients, who should have been sent to the Lister, go to the QEII, they will still be triaged and managed by a medical team and transfer may be arranged. Importantly, the emergency department and ITU teams – along with on-call general medicine doctors – continue to support all acute cardiac presentations at QEII, until suitable transfer, if required, is arranged.*

### Trust's expanded cardiology centre

- Wednesday, 2 November 2011 – Trust's new cardiology centre, which includes dedicated outpatients department and two cardiac catheterisation laboratories, opens;
- *The referral pathway for these patients remains the same as that followed currently.*

### Lister Surgicentre

- Monday, 26 September 2011 – services commenced formally at the Lister Surgicentre;
- Surgicentre now catering for majority of Trust's adult day case and short stay orthopaedic surgery;
- Plan is for all adult ophthalmology services, including outpatients and the urgent eye care centre at the QEII, will transfer across to the Surgicentre from 17 October 2011;
- *The Trust will continue to be responsible for all outpatient services (other than adult ophthalmology services from 17 October), so there is no change to the GP referral pathway for these patients;*
- *The Lister Surgicentre, which is being run by the NHS' independent sector partner, Clinicenta, can be contacted directly on 01438 735200.*

## Surgical services remaining with the Trust

As a direct consequence of services starting at the new Surgicentre, the Trust is introducing changes to those surgical services remaining at the Lister and QEII in order to reduce fragmentation, whilst at the same time providing patients with better services and improved clinical outcomes:

- Sunday, 2 October 2011 – all emergency general, gynaecology and trauma surgery brought together at the Lister;
- Sunday, 2 October 2011 – all fractured neck of femur (broken hip) surgery taking place in Princes Wing at the QEII;
- Thursday, 13 October 2011 – all day surgery remaining with the Trust will take place in Queens Wing at the QEII;
- These changes are being introduced following detailed discussion with the ambulance service, who will be following new protocols.

## Trust's new maternity, neonatal and gynaecology units at the Lister

The Trust's new maternity unit, which serves east, south and north Hertfordshire, along with parts of Bedfordshire, will be open fully from 18 October 2011. Listed below are the key dates for the changes:

- Monday, 3 October 2011 – gynaecology patients requiring an emergency ambulance will be brought directly to the Lister;
- Monday, 17 October 2011 – *all women needing to be seen in the early pregnancy unit (EPU) should be referred to the Lister where scans will be carried out in the Bancroft clinic. Please call for an appointment 08.30-12.30hrs, Monday to Friday, (01438 285954). Outside these hours, refer patients to Lister's emergency department with a GP letter;*
- Tuesday, 18 October 2011 – no further maternity inpatient admissions at the QEII from 7.30am. Midwife-led and consultant-led maternity units open at the Lister, along with triage and induction rooms and new day assessment unit;
- Tuesday, 18 October 2011 – QEII gynaecology inpatients transferred to Lister's gynaecology ward 11A
- Wednesday, 19 October 2011 – all remaining women in the QEII maternity unit will either be discharged home as planned, or transferred to the new Lister maternity unit by ambulance;
- Wednesday, 19 October 2011 – any remaining babies in the QEII special care baby unit will either be discharged home as planned, or transferred to the new Lister neonatal unit by ambulance;
- QEII's maternity, SCBU and gynaecology ward will remain fully staffed until the last woman and/or baby has either been discharged home or transferred to the Lister;
- All ante and postnatal, as well as outpatient, services at the Lister, QEII and Hertford County remain unchanged.

## Planned changes to adult and children's emergency services

- 1 September 2011 – Trust started a 90-day internal staff consultation on proposed changes to the Trust's adult and children's emergency services provided through the QEII from mid-January 2012 (subject to confirmation);
- Adult emergency services changes driven by the move of the majority of the Trust's emergency surgery to the Lister, thus leaving no resident emergency cover overnight at the QEII
- Plan is for all patients with life-threatening illnesses and conditions or who are severely ill between 8.00pm and 8.00am daily to be taken to the Lister emergency department only;
- During these times, the QEII service will retain the ability to stabilise and treat/transfer walk-in patients;
- QEII will remain able to deal with less severely ill patients, as well as treat and transfer those needing the Lister-based service;
- With the QEII's neonatal service moving to the Lister, along with severe national pressures in being able to recruit sufficient numbers of specialist paediatric doctor, the children's emergency service will move 24/7 to the Lister – currently this service is available during the day only at the QEII;
- The QEII's emergency department will continue to be able to see children, but if they need specialist paediatric care then they will be transferred to the Lister-based children's emergency department;
- As the plans for these changes are finalised, which will involve input from clinical commissioning groups, more information will be shared with GPs and their staff – including their timing and how these important changes will be communicated.