Welcome to the latest edition ...

In this issue we have some, hopefully helpful, information relating to various services and processes across the Trust. If there is anything you feel is missing, please let me know and I can ensure this is covered in a future edition.

Following our recent CQC inspection towards the end of last year, final checks are currently underway before the release of the inspection report. We hope to be able to share the outcome with you in the coming weeks.

I am keen to meet with as many GP colleagues as possible and have started visiting Locality meetings to introduce myself. I am very keen to visit as many GP Practices as I can in the coming weeks. If you would like me to visit, please get in touch.

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Switchboard: New QEII & Hertford County

It has come to our attention that many patients are calling the incorrect number for the Hertford County and New QEII sites. This is causing unhappiness among our patients and the public as their calls are not able to be answered on the old numbers.

We would be grateful for your assistance in directing patients to the Lister switchboard number as the main contact phone number for all Trust sites, including; Lister, Hertford County, New QEII, and Mount Vernon Cancer Centre.

The Lister switchboard number is 01438 314333.

If you have any queries, please email: gpliaison.enh-tr@nhs.net

Increased Capacity for Winter Months

In January the Trust opened an additional 14 winter pressure beds in anticipation of an expected increase in number of Respiratory patients that will require admission during the winter season. These beds are located on ward 7AN.

It is hoped that this additional capacity will facilitate effective management of admissions during a period of peak activity for the Respiratory specialty.

New GP Heralded Phone Number: 07500792616

A new telephone has been purchased for the Medical Heralded GP line to assist with improvements to the quality of the phone line. We appreciate the patience and understanding our GP colleagues have shown, and hope that the new telephone will provide a robust access point to the acute medicine consultant team.

Whilst the 01438 286872 will continue to function until 1st March 2016 for a period of overlap, the following number shall replace it:

07500792616

The line remains active between 8am and 5pm.

If you have any questions, or queries, please contact the GP Helpline.

Email: gpliaison.enh-tr@nhs.net

Tel: 01438 284534

GP Heralded Service Peak Demand

The GP Heralded service is seeing peak demand late on in the afternoons. This means that patients arriving at these times have long waiting times.

To help distribute attendance throughout the day, we would be grateful if you could recommend to your patients that they try to attend the hospital within 2 hours of their GP appointment to prevent delays in their being seen.

New Consultants

We welcome the following new consultants to the Trust:

- Stella Waller: Locum Consultant Ophthalmologist
- Dr Anupam Bhattacharjee: Consultant Renal Services
- Dr Bhanwa Sirohi: Consultant Radiologist
- Dr Henry Reynolds: Consultant Anaesthetist
- Dr Wha-Yong Lee: Consultant Respiratory Medicine

We say thank you and goodbye to:

- Professor Gordon Rustin: Consultant Radiologist
- Dr Roshni Patel: Consultant Radiologist
- Dr Helen Lee: Locum Consultant Plastic Surgery
- Ms Shweta Aggarwal: Consultant Radiologist

Discharge Summaries: DNACPR Field

As you may be aware there was an update to the Trust’s discharge summary letter template in December. After feedback from GP colleagues we have now amended the DNACPR field on the discharge summary so that it will now only appear when a DNACPR plan is in place for a patient. This should prevent any confusion on this issue.

Moving forward, we have agreed to share any proposed significant amendments to the discharge summary with a lead GP colleague at the CCG to sense check. This should help ensure information on the discharge summary is presented in a clear and coherent format for GPs.

GP Survey

A big thank you to those of you who participated in our GP survey. We will be releasing responses to the feedback we have received in the coming weeks.
REFERRAL PATHWAY UPDATES

Routine Upper GI Endoscopy Referrals

There has been some confusion around the information required for routine referrals for upper GI endoscopy.

To clarify, the Trust does not require a complete medical history of the patient as part of the referral.

The team are only requesting details of the patient’s current medication, their medical history that is relevant to the referral, along with details of the latest GP consultation that has led to the referral.

The latest referral form for endoscopy can be found at the webpage below.

http://www.enherts-tr.nhs.uk/gps-professionals/key-documents/

This form is for use for routine referrals for upper GI endoscopy only. Please do not amend the form to be urgent. These forms are treated as routine by the administrative team, and this could delay the care of an urgent patient.

If the patient has any red flags then the correct urgent referral form is to be completed and faxed to a consultant, along with a GP referral letter, as detailed on the Urgent Two Week Referral Suspected Upper GI Cancer form.

If there are any queries regarding the information that is required for an endoscopy referral, please contact Primary Care Liaison and the relevant advice can be sought.

Email: gpliaison.enh-tr@nhs.net
Tel: 01438 284534

Paediatric Phlebotomy Services on a Saturday

The current practice for Paediatric phlebotomy is that children can have appointments Monday to Friday between 8am and 5pm. We will also see walk ins between these times. Children, aged 10 years and under, will be fast tracked through and do not need to wait.

Saturday appointments for children are by appointment only and only in exceptional circumstances, i.e. urgent requests that cannot wait for Monday morning. It would be the GP’s discretion as to whether the request is urgent.

The GP would need to call the appropriate site number to book the appointment.

The department numbers at each site are:

Lister: 01438 284044
QEII: 01707 247544
HCH: 01992 823201

If you have any questions or queries regarding this service, please contact gpliaison.enh-tr@nhs.net, and we will do our best to assist.

2WW Referral Proforma

We have had incidences recently of 2ww referrals being sent through to the Trust on the incorrect proforma which results in delays for the patient. Our consultants have agreed our proforma and therefore we cannot accept others as they are likely to be rejected on vetting. The correct proforma are available on the Trust website at:

http://www.enherts-tr.nhs.uk/gps-professionals/key-documents/

If a referral is received on an incorrect proforma then this referral is not actioned and the GP will be asked to complete a referral on the correct proforma.

Once the GP has been informed that the original referral cannot be accepted, then no further action is currently taken by the hospital.

It is important, therefore, that you receive an acknowledgement of your referral. If you have not received this acknowledgment within 48 hours, please contact the appointments team on 01438 284853.

When referring a patient for a 2ww appointment, please inform your patient that they can expect an appointment within a maximum of 14 days and, if they have not heard within that time, that they should chase this via your Practice.

Preconception Clinic at New QEII

Women’s Services have set up a new Preconception Clinic. The service started on 12th February 2016, and runs in the afternoon on the first Friday of the month.

All referrals should be sent to Miss Padagirion’s Secretary: L116, Medical PA office, Maternity, Lister Hospital

E-Referrals for Dermatology

We are aware that some patients are experiencing difficulty in booking Dermatology outpatient appointments at the Lister site through the online E-Referrals service. Patients are receiving a response from the E-Referral system indicating that there is no capacity for appointments.

Please reassure your patients that even though there may be no appointments available at Lister, we do have capacity at Hertford County.

This is because the majority of Dermatology outpatient activity takes place at Hertford County. There are some appointments available at the Lister, but these can be booked up quickly.

Where patients have tried to book appointments at the Lister the team are trying to contact these patients and offer them appointments at Hertford County instead.

Where a patient does not wish to travel to Hertford County we are working to try and arrange something for that particular patient.

We are also aware that there may be difficulties, on occasion, referring to Skin Health, but this is a separate service and queries are directed to them specifically.

Anti-Coagulant Clinic—Danestrete, Stevenage

The Trust runs an Anti-Coagulant clinic at Danestrete clinic in Stevenage. Until very recently this was held at the Southgate but has now moved to Danestrete.

This clinic has always been an appointment only clinic for Anti Coagulant patients only. We are aware that some walk in appointments have been permitted in the past, however, this has now created issues with fire risks and health and safety at the new, much smaller site.

We would ask that the Anti-Coagulant clinic is for patients with booked appointments only.

The Phlebotomy team continue to accept walk in patients at the Lister site.

Stroke Pathway

This is a reminder that any patients who have symptoms of a stroke must be sent to the Emergency Department, ideally by blue light ambulance. These patients should not go to AMU or via the acute medics.

You can contact the stroke team on bleep 1503, 7 days per week between the hours of 8am and 8pm if you wish to discuss a patient or for advice.

We also have a dedicated email address: stroke.enh-tr@nhs.net where you can email any questions or queries.

This will be responded to by a stroke consultant.
Focus on… Paediatric Chronic Fatigue Service

The Trust offers a Chronic Fatigue Syndrome/Myalgic Encephalopathy (CFS/ME) service for young people. The services is for young people who have moderate or severe CFS/ME.

The service is provided by a multidisciplinary team that provides: assessment; therapy; treatment; education and training; and links with adult and tertiary services. The team are also able to help patients who are bedbound or housebound.

Young people who have disabling fatigue will need to have screening blood tests, in line with current NICE guidelines. They can then be referred to one of the Paediatric Consultants at the Trust. The Paediatric Consultants will then refer the young person onto the specialist service once a diagnosis has been made in accordance to with NICE guidelines.

Once they are referred to the specialist team, all patients will have a treatment plan devised in consultation with the young person and their families.

Referral criteria for the service are:

- Patient to be under 16 years old, or in full time education
- Primary complaint of unexplained disabling fatigue which affects mental or physical function
- No alternative medical or psychiatric diagnosis has been made

If there are any questions or queries, the team can be contacted by phone on 01438 284235.

There is a GP information leaflet available for this service. If you would like copies of the leaflet, please email: gpplaison.enh-tr@nhs.net.

Diabetes Telehealth Project

The Diabetes team are currently developing a telehealth project, commissioned by the CCG, which is aimed at supporting diabetic patients from certain vulnerable, high risk groups, in the management of their health and condition.

The target patient groups are:
- young people with Type 1 diabetes
- patients with Type 2 diabetes and Chronic Kidney Disease, who are not already under specialist care

The project will build on work that is already established, identifying these high risk patients at GP Practice level and devising an individual care plan to support patients in the management of their condition.

Consultants will be able to conduct remote case discussions with GPs to further support the management of these vulnerable and high risk patients.

Additionally, the young patient group will be supported by a Young Person’s Worker and Specialist Nurse who will offer guidance and care via Skype and SMS.

All participating GP Practice’s will be provided with a webcam to facilitate telehealth virtual reviews with consultants.

This project is due to go live in the next few months and will run for an initial period of 2 years. Watch this space for developments and updates!!

Lister Endoscopy Unit Accreditation

Earlier this month, a letter from the accreditation unit from the Royal College of Physicians’ Joint Advisory Group (JAG) on GI Endoscopy was received by the Trust in which it confirmed that the Lister’s endoscopy unit had received successful accreditation for 2016.

The JAG accreditation process is demanding and this successful outcome is a credit to all involved as, once again, they were able to demonstrate that they continue to meet the performance and quality standards required for accreditation.

Elaine Dockree Nursing Award, Roy Castle Foundation

Elaine Dockree, one of the Trust’s cancer nurse specialists based at the Lister has received one of the Roy Castle Foundation’s two annual nurse of the year awards. These are all the more important as the Foundation runs a campaign for patients to nominate nursing staff for an award, where their support has been valued.

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

GP Switchboard numbers: Lister 01438 759928 QEI 01707 328655

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