

# GP Newsletter



Welcome to the April edition of the GP Newsletter

## Parkinson's Disease Specialist Nurse Service

We have recently started a nurse led community service offering community clinics and home visits where necessary.

**We are now able to offer patient appointments in a clinic setting closer to home at GP practices and Community Hospitals.**

Our service offers appointments to all patients living with Parkinson's disease (with or without dementia), Progressive Supranuclear Palsy (PSP) and Multiple System Atrophy (MSA). We offer practical advice on drug and disease management, education for patient's families and the wider community as well as providing support for the patient and their family. We work in partnership with patients, consultants, GPs and the voluntary sector to provide a cohesive service to all. We also work closely with LOROS to offer support and disease management for patients with PSP, MSA and end stage PD.

We offer clinics for city based patients either at LGH or Merridale Medical Centre. Patients in the north of the county are seen at Long Lane Surgery in Coalville, Loughborough Hospital, Latham House Medical Practice in Melton Mowbray and Syston Health Centre. Those that live in the south of the county are seen at Hinckley Health Centre, Fielding Palmer Cottage Hospital in Lutterworth, Countesthorpe Health Centre, Market Harborough Cottage

Hospital and Rutland Memorial Hospital in Oakham. Oadby and Wigston patients are seen at LGH.

The service is available to all patients regardless of whether they are being seen by a consultant out of area, in the private sector or not seeing a consultant at all.

**Jodie Bale**

Operational Manager for Stroke, Neurology and Older Persons



**If you have patients who you believe would benefit from our service** please refer directly to the Parkinson's disease Nurse Specialists at Department of Neurology, Leicester General Hospital, Gwendolen Road, Leicester, LE5 4PW.

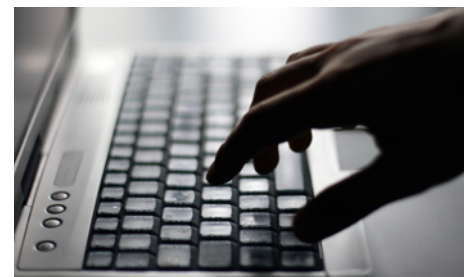
**Tel 0116 258 4795 Fax 0116 258 4094**

## Electronic Outpatient Letters **Update**

The Trust has set a deadline for all Clinical Management Groups (CMGs) within UHL that produce outpatient GP letters to have them sent electronically via ICE to GP practices **by September 2014.**

All medical correspondence is to meet the quality standards outlined by the British Medical Association and will be sent to the GP within 10 calendar days of the patient's appointment.

The UHL Project Manager for 'Transforming Transcription' (moving to electronic correspondence) is working with each of the respective CMGs to develop their individual plans to achieve these objectives within this timeline.



**Gavin Maton**

Project Manager University Hospitals of Leicester NHS Trust Improvement and Innovation Team

# Acute Frailty Services across Leicester, Leicestershire and Rutland

## Step-up care for admission avoidance

For community hospital step-up queries or access to community services including Intensive Community Support, please contact the **Single Point of Access on 0300 300 1000**.

This number can also be used for general queries to the duty geriatrician.

## Acute services

There are two key acute services for frail older people based at LRI. The **Emergency Frailty Unit** is embedded in the Emergency Department which provides ambulatory care for frail older people i.e. rapid assessment and management from a multidisciplinary team including geriatricians. Also, within the Acute Medical Unit, there is an **Acute Frailty Unit** dedicated to the care of frail older people likely to need ongoing acute care, with the option of transfer to community services at that point also.

## Referral criteria

Geriatric medicine or frailty services aim to be inclusive with our main focus on the most frail or vulnerable, namely:

- Those aged 85+ OR those with
- Delirium or dementia
- Fragility fractures
- Living in a care home

## Falls clinics

For those people who do not require acute care or rapid community support, please refer to the Falls Service via **Choose and Book**.

## Dr Simon Conroy

Head of Service, Geriatric Medicine

## Dr Emily Laithwaite

Clinical Lead for Acute Frailty Services



## Free TIA e-learning Resource

**Did you know that over half of the cases referred to UHL's TIA clinic have not had a TIA or minor stroke?**

Common non-stroke diagnoses are migraine, pre-syncope and peripheral nerve disorders. We would like to make you aware of an e-learning package to support training in Transient Ischaemic Attacks (TIA) and TIA-like presentations. The resource is aimed at trainees and trainers for continuing professional development in primary care. The learning objectives include enhancing diagnostic skills in transient neurological events, refreshing/extending knowledge of TIA mimics as well as learning more about improving TIA patient outcomes. The resource can be found by clicking here <http://www.tiaclinic.co.uk/>

## David Eveson

Consultant in Stroke Medicine

## Pre-Operative Anaemia Clinic for Orthopaedic Patients at UHL

Our pre-operative Anaemia Clinic for Orthopaedic patients awaiting major surgery at UHL has proven very successful.

**The clinic has been in operation now for almost three years and we have seen over 230 patients so far who have subsequently avoided Blood Transfusion as a result of thorough initial investigation, individualised treatment plans and ongoing support from the Primary Care Teams.**

Our robust referral and treatment pathways alongside your support and co-operation ensure the most appropriate and best possible care for our patients.

Many of our patients happily progress to surgery, within the WHO haemoglobin

parameters, by taking haematinics alone. There are however a large number of patients who require concomitant treatment with Erythropoietin injections once weekly in order to optimise their Hb. For this to be effective, it is paramount that the oral iron preparation we initiate, be it Ferrous Sulphate or Ferrous Fumarate, continues as prescribed.

Often with major surgery comes some degree of blood loss; our ultimate aim is to ensure that our patients have a short, uncomplicated recovery and avoid unnecessary transfusions. We

can accomplish this by first achieving a pre-operative Hb of at least 120g/l for women and 130g/l for men.

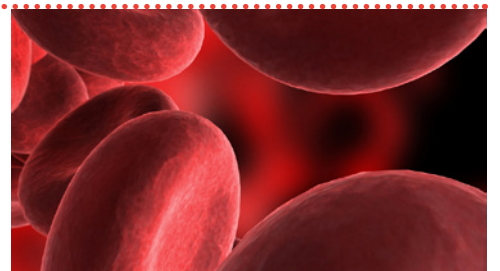
On this note we ask for your continued support to ensure patients follow the treatment plan we provide so they are fit for surgery. This includes taking iron tablets up to surgery and for a minimum of three months following their operation to minimise the well documented potential complications of allogeneic blood transfusion and to aid their recovery.

## Dr Qureshi

Consultant  
Haematologist

## Marie Browett

Lead Transfusion  
Practitioner







# Leicester's Hospitals are "safe, effective, caring, responsive and well led"

The Care Quality Commission (CQC) inspected Leicester's Hospitals between 13th - 16th January 2014.

In the report, the Chief Inspector of Hospitals, Professor Sir Mike Richards, said: "We found University Hospitals of Leicester NHS Trust was providing services that were safe, effective, responsive, caring and well-led. Staff we spoke to were positive, and patients we spoke to were positive about the care that they had received at the Trust."

The new inspection is based around five key questions; are services safe, effective, caring, responsive and well led? We have been rated as 'good' in three out of five questions and

### The final report found:

"Services at Leicester's Hospitals were safe but improvements need to be made"

"The care provided was effective"

"Overwhelmingly staff were caring"

"Trust staff at all levels are aware of the issues in responding to the needs of the community"

"Staff morale was improving and most staff felt able to raise concerns and were confident that these would be listened to"



'requires improvement' in two, equating to an overall rating of 'requires improvement'.

I think this is an absolutely fair reflection of where we are on our journey to becoming a truly outstanding Trust. The inspectors found services were safe, effective and most encouragingly that staff were 'overwhelmingly caring' and willing to 'go the extra mile' for our patients.

The inspectors noted two key issues which could, if not tackled, derail our plans to improve the quality of our services; the first was staffing where they recognised that the UK and international nurse recruitment campaign was starting to have a positive effect and the second was the continuing pressure from emergency care and the knock on effect this has on other parts of the Trust. As you know, we are working tirelessly to address these problems and as such we completely agree that they still 'require improvement' to enable us to give consistently great care.

**John Adler** Chief Executive



You can read the full report via our website [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) or on the CQC website [www.cqc.org.uk](http://www.cqc.org.uk)

## THE DOCTORS' DINING CLUB

The next Doctors Dining Club  
will take place in June 2014

The evening provides an opportunity for GPs and Consultants (local to Leicester, Leicestershire and Rutland) to get to know each other over a meal and develop informal professional relationships between and within primary and secondary care.

To find out more about the club and to get yourself on the mailing list, please contact  
**Ron Hsu** [rth4@leicester.ac.uk](mailto:rth4@leicester.ac.uk) 0116 229 7263



# Update Choose and Book Advice and Guidance Pilot

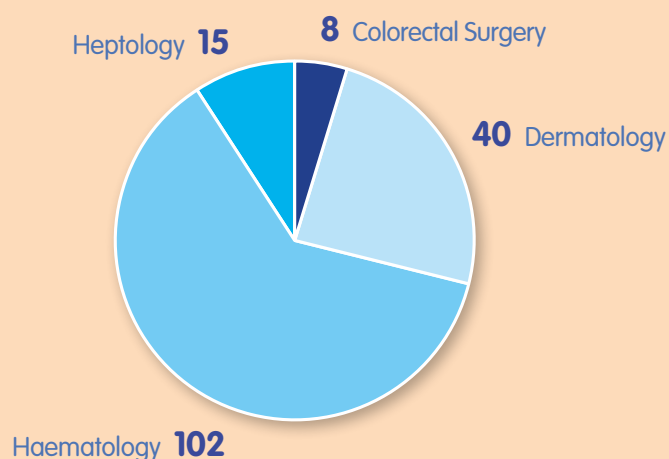
In May 2013 we launched a new pilot service on Choose and Book for GPs to request **'Advice and Guidance'** from consultants.

The pilot was requested by GPs from East Leicestershire and Rutland CCG. The purpose was to allow GPs to contact consultants through the national Choose and Book system for non urgent clinical issues where it was felt an outpatient appointment was not necessary in the first instance. A meeting with primary and secondary care clinicians and managers took place in March 2013 to set out the terms of the pilot. The pilot was available to all Practices wishing to contact haematology, dermatology, colorectal surgery or hepatology for advice about their patients.

## The pilot

From May 2013 until end February 2014 there have been 165 requests from GPs which were responded to by UHL speciality clinicians within four working days. Haematology received the most requests as shown below.

Contacts by Specialty for Advice and Guidance



In February 2014, the effectiveness of the service was evaluated by sending a survey to all GPs who had made requests. The results showed 88% of respondents indicated that the clinical advice they received via the **Advice and Guidance** service was useful. 47% of respondents felt the advice received prevented a referral to an outpatient's appointment and 82% of respondents believed patients directly benefited from the advice given.

We have started discussions with our commissioners about this service as there are clear benefits to patients, GPs and potential cost savings to the health community in reduced outpatient appointments.

**Charlie Carr** Head of Performance Improvement  
**Natasha Cassie** RTT Coordinator

choose and book

New

## Advice and Guidance Clinic: Hepatobiliary and Pancreatic

Last month we advised you of a new **'Advice and Guidance'** clinic starting in April for GPs seeking advice on all aspects of the Hepatobiliary and Pancreatic Specialist service. This includes two week wait referrals; gallstones; suspected bile duct stones; patients with obstructive jaundice (with or without gallstones); abnormal imaging and gallbladder polyps. Advice will be provided by a clinician within 48-72 hours of your request.

For any queries regarding this service, please contact  
**Deep J Malde** [deep.j.malde@uhl-tr.nhs.uk](mailto:deep.j.malde@uhl-tr.nhs.uk)  
**Giuseppe Garcea** [giuseppe.garcea@uhl-tr.nhs.uk](mailto:giuseppe.garcea@uhl-tr.nhs.uk)



**Search By:**

- \*Request Type: Appointment (selected), Appointment, Advice
- \*Priority: -- Select --



# East Midlands Congenital Heart Centre (EMCHC)



The **East Midlands Congenital Heart Centre** at Glenfield Hospital continues to provide all services, including cardiac surgery, for both adults and children with congenital heart disease from across the entire East Midlands.

**Following the collapse of the 'Safe and Sustainable Review' last year, which the people of the East Midlands fought hard to overturn, a new review is being undertaken by NHS England.**

The New Congenital Heart Disease Review is being led by John Holden, Director of Systems Policy for NHS England. The new review is working to create a set of robust clinical standards that will ensure best possible care for patients across the country now and in the future. The intention is that these clinical standards will cover the entire pathway of care for patients with congenital heart disease and will reduce occasional practice, provide care closer to home and improve patient pathways through the creation of congenital heart networks.

These clinical standards have now been drafted. The expectation is that they will be published for public consultation in July 2014 and signed off by NHS England by the end of the year. Commissioning



against these standards should then commence in 2015.

A full RAG rated analysis of EMCHC service specification versus the proposed new standards has been undertaken by the service and is being used to draw up a business plan to overcome any shortfalls. A capacity planning exercise is also under way in order to define the size and scope of facilities that will be required as the service grows.

The East Midlands Congenital Heart Service, and Leicester's Hospitals, meet many of these standards, and with the Trust's full support, work is underway to ensure the EMCHC does not fall short.

## Referrals

Paediatric and adult congenital cardiology outpatient consultations should be addressed to the EMCHC at Glenfield Hospital.

## Urgent referrals

should be faxed to 0116 250 2422 and telephone enquiries can be made via UHL switchboard on 0300 303 1573.

## More information

Click here to find out more about the East Midlands Congenital Heart Centre, or visit John Holden's blog to find out about the new review.



## Medical Illustration Services

Medical Illustration Photography at UHL undertakes a wide range of clinical photography.

**Clinical photographs are produced for patient records, teaching, research, publication and as legal evidence in court cases.**

Patients are photographed in our well equipped clinical studio within Medical Illustration by our qualified Clinical Photographers. Clinical images are stored on our image database and can be downloaded by your practice once the

image is produced. The cost is under £11 per clinical image taken.

Currently, patients referred by their GP for abdominoplasty and gynaecomastia can attend Medical Illustration with a completed 'Request for Clinical Photography assessment' form. These are available on PRISM or for practices without access to PRISM, assessment forms are available from the Cosmetic Surgery Request Officer at East Leicestershire and Rutland CCG 0116 295 5198.

**For further information** please contact Medical Illustration, Level 2, Windsor Building, Leicester Royal Infirmary  
**0116 258 6369 or [photography@uhl-tr.nhs.uk](mailto:photography@uhl-tr.nhs.uk)**



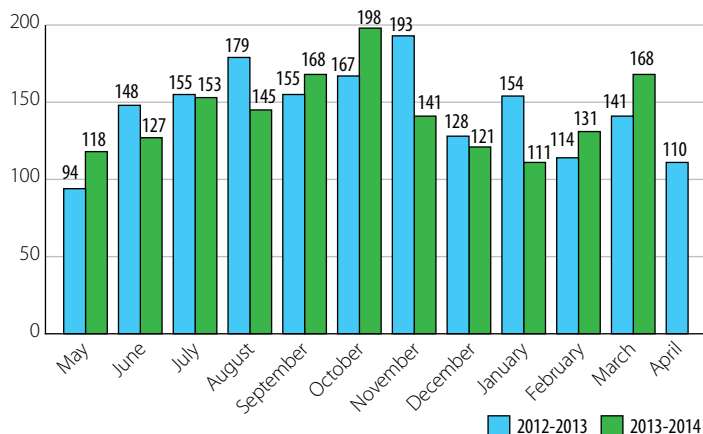


# GP hotline

## Highlight Report April 2013 to March 2014

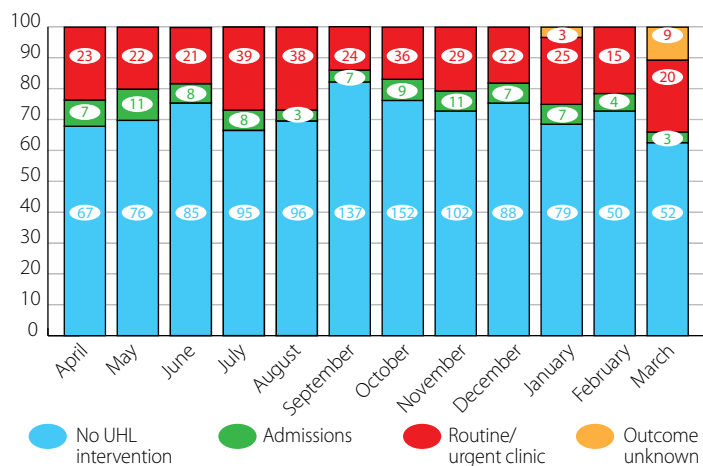
The purpose of the GP Hotline is to facilitate clinical conversations between GPs and consultants with the aim of potentially avoiding an admission and also to provide less urgent advice on patients e.g. when a GP needs further information regarding a discharge letter.

### Calls to the GP Hotline



March was a busy month for the GP Hotline as it received 168 calls compared to 141 for the same period last year.

### 'I need to speak to' outcome



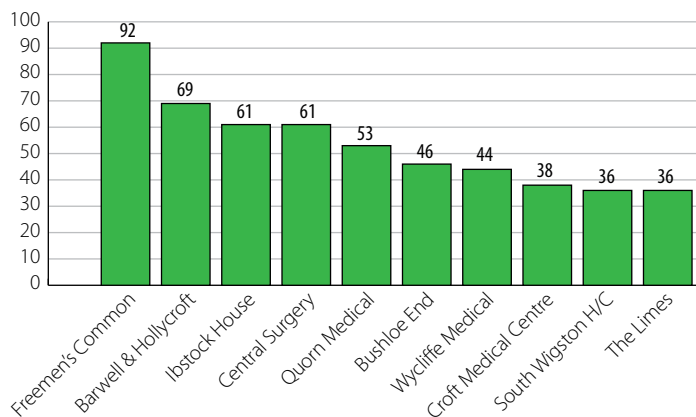
The telephone calls/email requests to the GP Hotline are categorised dependent upon the nature of the query. Most queries are from GPs who would like to speak to a consultant about a patient query. Since April 2013, following a GPs discussion with a consultant, the average percentage of patients were dealt with in the following ways: 72% received no UHL intervention; 21% were diverted to a routine or urgent clinic and 6% required an admission.

### Admission avoidance

Details of the <48 and >48 hour admission avoidance / ambulatory clinics for GPs can be found by clicking here: <http://www.leicestershospitals.nhs.uk/professionals/potential-admission-avoidance-services/>

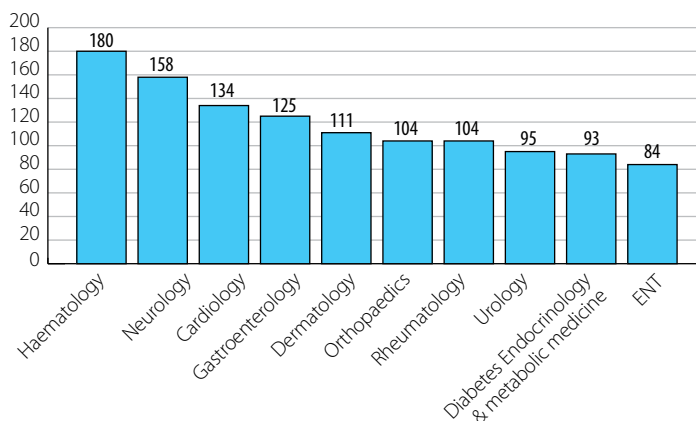


### Top 10 practices April 2013 to March 2014



The practices who utilised the service most from April 2013 to March 2014 were Victoria Park Health Centre (formerly Freeman's Common Health Centre), Barwell and Hollycroft Medical Centre followed by Ibstock House Surgery.

### Top 10 Specialities Contacted



The specialities which received the most enquires were Haematology, Neurology and Cardiology.

## GP hotline On Line

You are now able to email requests to the GP Hotline through our website.

Your request will be actioned in real time between the hours of 09.00-18.00 Monday to Friday.

The online form can be found by clicking here:

<http://www.leicestershospitals.nhs.uk/professionals/gp-hotline-online-request-for-help/>

Alternatively, you can ring the GP Hotline on 0116 258 48 58 and press option 2.

# Calendar of forthcoming GP education

GP education and evidence of our learning has never been at a more important stage. Here in Leicestershire we are working together as providers of GP education to support a good range of quality learning events. Through collaborative work we have created a new

web page that should provide you with all the information you will need for your appraisal and revalidation, plus a CPD calendar for the upcoming year.

[www.llrappraisal.co.uk](http://www.llrappraisal.co.uk)

Dr Leslie Borrill

Locality Clinical Lead, GP Beaumont Leys



## GP Education

### Forthcoming GP Education Events

#### Leicester Dermatology Forum

Wednesday 7 May 2014

Leicester Hilton Hotel

J21 Approach, Leicester, LE19 1WQ

To book a place contact Keith Bilson  
07768 082819

[keith.bilson@leo-pharma.com](mailto:keith.bilson@leo-pharma.com)

#### Joint Injection Course: What to inject, what not to inject and how to inject

Saturday 7 June 2014

Leicester General Hospital

Course fee £50

To book a place please contact

Nichola Coleman 0116 256 3016

[Nichola.coleman@uhl-tr.nhs.uk](mailto:Nichola.coleman@uhl-tr.nhs.uk)

#### Two Day Practical Paediatric

#### Allergy Course

Wednesday 2 July 2014

Thursday 3 July 2014

Glenfield General Hospital

Course fee £100 (1 day) or £150 (2 days)

#### Day 1: The Allergic Child

Course objectives: to provide practical advice about a wide range of non-food allergic conditions with a focus on diagnosis and treatment supported by practical sessions.

#### Day 2: The Child with Food Allergy

Course objectives: to provide practical advice on all aspects of

the diagnosis and management of food allergies with a focus on the clinical presentation of food allergy and the treatment which will include workshops on dietary avoidance and alternative dietary options.

To book a place please contact  
Warren Luyt  
[childrensallergy@uhl-tr.nhs.uk](mailto:childrensallergy@uhl-tr.nhs.uk)

**For further information about our GP educational events programme, please visit:**

[www.leicestershospitals.nhs.uk/professionals/gp-education/](http://www.leicestershospitals.nhs.uk/professionals/gp-education/)

## Consultant update

### Starters

Asmita Patwardhan Obstetrics

### Leavers

Salli Muller

Pathology

Claire Esler

Oncology

Michael Peake

Respiratory Service



If you would like more information about any articles in the newsletter or have suggestions for future editions, please do get in touch.

Jade Atkin or Liz Sahu

0116 258 8598 / 07432 623 350

[jade.atkin@uhl-tr.nhs.uk](mailto:jade.atkin@uhl-tr.nhs.uk)

[liz.sahu@uhl-tr.nhs.uk](mailto:liz.sahu@uhl-tr.nhs.uk)

## And finally...

**For general information** such as referring to us, GP education and previous editions of the GP newsletter, you can find it all (home or at work) by clicking here:



## Information for families

# Phlebotomy Service for Children requested by GPs



When your child needs to have a blood test which has been requested by your GP, we know this can be a nerve racking experience for adults, let alone children who are often very scared of this simple but essential procedure.

**The Children's Hospital aims to make the process of blood tests as easy and pain free as possible for children and their families by providing a dedicated service so your child does not have to be admitted to hospital.**

We have dedicated staff to take blood from children and the clinics have Play Specialists and Health Care Assistants whose aim is to distract your child and ensure pain preventing gel or sprays are available and used prior to the blood being taken. Not all children respond to this and occasionally the team may fail to gain the confidence of a child, or the child may have "difficult veins" making the procedure unsuccessful. When this occurs we do not persist in trying to take blood. We usually offer a different appointment or arrange to have the blood taken in a different clinic by one of the Medical Team.



**For more information contact the Children's Day Care on 0116 258 6922**

### Children under 8 years

#### by appointment only

Parents/guardians should call **0116 258 6922** between **4pm - 6pm Monday to Friday** to arrange an appointment.

**Where:** Child Development Centre, Windsor Building entrance, ground floor, opposite the Main Pharmacy, Leicester Royal Infirmary.

### Children 8 years old and above

#### no appointment necessary

Drop-in clinics run

**Monday to Friday 3pm - 4.30pm**

**Where:** Child Development Centre, Windsor Building entrance, ground floor, opposite the Main Pharmacy, Leicester Royal Infirmary.

### Fasting blood tests

**8.30am - 10.30am on**

**Mondays and Wednesdays only**

**Where:** Children's Assessment Unit, Level 3, Balmoral Building, Leicester Royal Infirmary.



**There is no service at weekends or on Bank Holidays**

### Please note

- **Please attend for the test as soon as possible.** Please be aware you may experience long waits if you attend during school holidays.
- You must bring the **blood form completed by your GP** or we will not be able to carry out the test.
- Your child may need a local anaesthetic cream to numb the skin which takes 30 minutes to work.
- At times there may be a queue of children waiting to be seen, please be patient if you are asked to wait.
- Your child's parent or legal guardian should attend as we need their consent for your child to have blood taken.
- Due to limited waiting space it would be helpful if only one adult attends with your child. There are facilities for refreshments within the hospital where other relatives can wait.