

GP Newsletter

Caring at its best



Welcome to the October edition of the GP Newsletter

From the Chief Executive

From 3 November 2015 until 31 October 2016 we, in conjunction with Lakeside Healthcare Group, will launch a new service at the front of our Emergency Department (ED), to improve the experience for our patients and reduce the pressure on ED.

We are excited about this new way of working, which will see four GPs and four senior nurses, specially trained in urgent care (as opposed to primary care), assessing all patients who walk into our ED.

We know that making sure patients are seen first by a senior clinician with the right training and skills means they will be seen and treated more quickly.

Around 200 patients each day still come to us wanting urgent treatment that could be provided elsewhere. The specialist GPs and nurses will make the decision about where the patient is best treated, and that

could be in the Urgent Care Centre (UCC) or our ED, but could also mean using alternative services, for example their GP, a pharmacist or even home to self-care.

This is not a magic bullet but we believe this change will help reduce ED attendance, reduce time for assessment, reduce ED occupancy and support a reduction in admissions. This is a positive change for the health system and is a step closer to how we will manage emergency patients through our new Emergency Floor once it is completed.

Alongside this new service, we will be taking over the management of the UCC

itself from George Eliot NHS Trust from 3 November. This is to ensure that all three elements (including ED) can work together to maximum effect. I would like to thank George Eliot for their co-operation over the last few years and in this handover.

John Adler,
Chief Executive



From the Director of Strategy

On 15 October, in partnership with Leicestershire Partnership NHS Trust (LPT), we launched the expansion and enhancement of the Intensive Community Support (ICS) service that will enable more patients to be looked after in the right place, and improve flow in our hospitals.

The ICS model of care operates across City and County, providing care for patients with complex needs, in their own homes.

Services available via the ICS service include:

- IV therapies
- End of life care
- Continuing health care assessments
- Management of exacerbations of long term conditions
- Chemotherapy.

The expansion and enhancement of this service will mean more patients can be

cared for in the community, including those with a wider range of needs it will also see an expansion of LPT's in-reach team at UHL. The in-reach team are there to work with the ward staff to make decisions about patient care and help identify patients that could be cared for in the community. This additional community capacity will also help support us through the tough winter months. And this is only the start; we will continuously evaluate the enhanced ICS service to ensure it meets the needs of our patients both now and in the future, and we will continue to work in



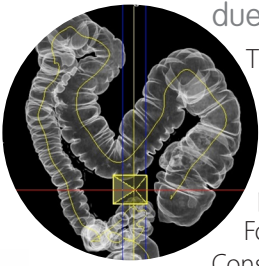
partnership with LPT to develop further improvements to ensure patients are cared for in the right setting.

Kate Shields,
Director of Strategy



Changes to 2WW Pathway for Suspected Colorectal Cancer

The 2WW pathway for Suspected Colorectal Cancer is due to change from 02 November 2015.



The PRISM referral form has been updated to coincide with the change in pathway, and will include links to the NICE guidelines.

Patients who fulfil WHO classification 3 or 4 are potentially too unfit to undergo major surgery.

For this reason, such patients will be invited to a Consultant Colorectal Surgeon outpatient

appointment in the first instance, from where investigations will be arranged if deemed appropriate. Some patients who are not fit to undergo treatment opt not to be investigated and choose to be managed symptomatically.

Patients who are fit (WHO 0, 1 or 2) will be sent straight to test by the 2WW administration team according to set pathways. The pathway (according to symptom complex) has been decided after extensive consultation between colorectal surgeons and GI radiologists. The referring GP will not be able to ask for a specific investigation but will refer the patient according to symptoms.

The Cancer Centre staff are very grateful for your interest in and understanding of these changes which we feel will improve our service for rapidly diagnosing and efficiently managing patients with colorectal cancer.

**Miss Kirsten Boyle, Consultant Colorectal Surgeon,
and Deputy Clinical Lead for the UHL Cancer Centre**

Updates

UHL Admission Avoidance Directory of Services

A reminder the directory has been updated and expanded and now includes Community Services listings which help avoid admission and support discharge. It can be found in PRISM and also on our website: www.leicestershospitals.nhs.uk/professionals/



Electronic Outpatient Correspondence Improvements

Commencing Monday 19 October, a further interface allowing outpatient clinical correspondence generated at UHL will be activated.

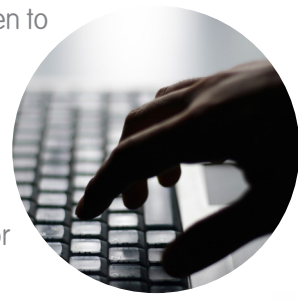
This will enable some of our outpatient correspondence to be sent electronically to General Practices through ICE. The activation of the interface will be sequential and will incorporate Sports Medicine, Breast Surgery, Elective, Gastroenterology, General Surgery, Haematology, Oncology, Plastics, Trauma, Vascular, Genetics and Urology over the subsequent 2 weeks.

All listed services should be fully operational by 04 November 2015.

**For further information or queries please contact
Martin Antrobus, Project Manager on 0116 258 8957 or
email Martin.Antrobus@uhl-tr.nhs.uk**

Changes made to ICE Primary Care Requesting

Further to improvements being undertaken to allow for ICE to be used for ordering Pathology and requesting Radiology examinations across our inpatient areas, there have been some changes which will be seen by primary care colleagues on the requesting screens for both these services.



These changes will be seen when the requester is finalising their order. The drop down list identifying the priority of the request will change. Additional options have been created to accommodate UHL requests into the ICE system and these are prefixed by 'UHL'. These options are specifically for internal UHL use only.

If the request is being generated in primary care, only the options of 'Routine' or 'GP Urgent' must be used to ensure the correct processing.

These changes will be live from Wednesday 14 October 2015.

If you have any queries about these changes, please email UHLGPServices@uhl-tr.nhs.uk

Ann Hall, MBP

Bereavement Follow Up Service for Adult Deaths

Caring for those at the end of their life should naturally involve supporting those identified as important to the deceased in their bereavement, and should not be an optional extra, but a passion for us all.



(Department of Health (DoH) 2005; 2011)

'Strengthening Bereavement Support' is one of our Quality Commitment work-streams for 2015-16 and introduction of a Bereavement Follow up Service (BFUS) was agreed as one of the local CQUINs for 15/16. This is an opportunity to make a difference to around 3000 bereaved families per year (adult deaths) and to develop a centralised new service across all 3 hospitals within UHL. The first stage of setting up the service has started with the full service expected to be operational from December 2015.

The proposed service will:

- Be made available for relatives from the time of their bereavement.
- Provide relatives with follow up contact from the BFUS team around 6 to 8 weeks after the time of their bereavement with the opportunity (if requested) to meet with the clinical staff involved in the patient's end of life care
- Provide advice on bereavement services available

**For further information please contact Kim Sanger,
Bereavement Follow-up Service Nurse on 0116 258 4380 or
email kim.sanger@uhl-tr.nhs.uk**

Role Selection

Role

Cancel

OK

New NHS.net Email Account for ASI e-Referrals

We have set up a new NHS.net email account to allow practices to email a referral if an Appointment Slot Issue (ASI) is encountered when attempting to book appointments via e-Referral System (formerly Choose and Book).

As before, either the UHL Booking Centre or specialty at UHL will attempt to book an appointment. If they are unable to find a suitable slot for your patient, they will contact you asking for the referral letter to be faxed directly to the relevant specialty or e-mailed to the Trust. If you prefer to e-mail the referral, this can now be done using the e-mail address below.

uho-tr.UHLERSSlotIssueReferrals@nhs.net

Please attach one referral letter per e-mail.

Please include the UBRN number and Department name within the subject line of the e-mail.

This new e-mail address has been set up for practices who prefer to e-mail to an nhs.net account. You may already have attached your referral letter to ERS, but unfortunately UHL is unable to view this unless a booking is made via ERS, hence the requirement to e-mail or fax the referral letter in. Using the central e-mail address should reduce the risks associated with sending faxes.

Advice and Guidance – Ophthalmology

From Monday 26 October Advice and Guidance will be available through ERS for Ophthalmology. Advice requests from the following services will be responded to by James Deane, Consultant Ophthalmologist.

- **CORNEAL SERVICE**
Ophthalmology - LRI - RWE
- **Eye Lid Service (Adult)**
Ophthalmology - LRI - RWE
- **General Eye Clinic Service (Adult)**
Ophthalmology - LRI - RWE
- **GLAUCOMA SERVICE**
Ophthalmology - LRI - RWE
- **MACULAR AND RETINAL VASCULAR DISEASE SERVICE**
Ophthalmology - LRI - RWE
- **ORBITAL AND LACRIMAL SERVICE (Adult)**
Ophthalmology - LRI - RWE
- **Paediatric Ophthalmology (General Service) Orthoptic & Optometry -**
Ophthalmology - LRI - RWE



Helen Cave, Improvement Specialist

New Vodcast to be released

02 November 2015 Miss Monika Kaushik, Consultant Oncoplastic Breast Surgeon speaks with Dr Leslie Borrill about Breast symptoms and referrals.

This 15 minute film covers lumps, breast pain, nipple symptoms, treatment and referral pathways.

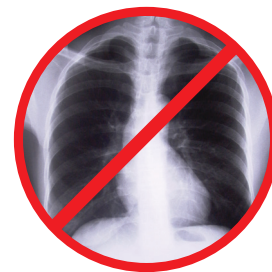


Access the
NEW SERIES of
GP
Vodcasts

You can access the new series of GP Vodcasts at
www.leicestershospitals.nhs.uk/professionals/gp-video-based-education/

Topics include:

- Paediatric Ophthalmology
- Balance Disorders
- Inhaler Technique



Emergency Generator Testing

Reminder of dates and times when the Direct Access Imaging Service will be **unavailable** due to essential generator testing.

Upcoming test times:

Monday 02 November

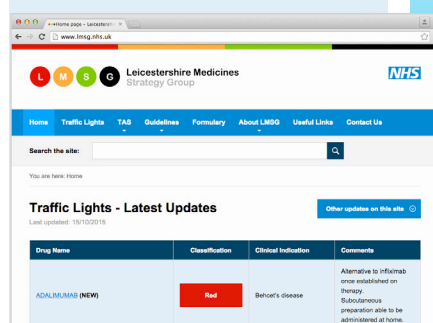
08:15 - 09:15

Tuesday 01 December

08:15 - 09:15

Nick Clark,
Radiology Site Manager
0116 256 3624

Leicestershire Medicines Strategy Group
New website:
www.lmsg.nhs.uk/



LSMG have launched a new website which is now easily searchable. The traffic light system has been updated and new classifications added.

Please update any links you had to the old website!

Dolly Sud (Acting Interface Pharmacist) & Vinod Patel (Interface Technician) will be visiting various sites to demonstrate the new website and answer your questions.

GP Practice Temperature Check survey

Thank you to all Primary Care staff who completed our 'Temperature Check Survey' in September. We received 246 responses from across the three CCGs with a good cross section of Practice staff feeding back to us.

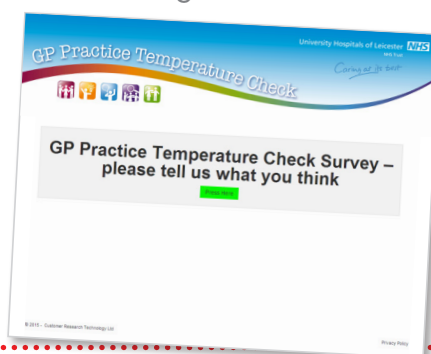
Over 60% of primary care staff who responded to the survey were 'likely' or 'extremely likely' to recommend UHL to Family and Friends with only 10% stating they would be 'unlikely' or 'extremely unlikely'.

Over 62% of respondents rated satisfaction with UHL as a provider between 6 and 10 (excellent), compared with 58% in 2012 and 45% in 2011.

There was a good response to the questions relating to what we do well and what we can improve on. Further analysis of these answers will take place over the next few weeks and a more detailed report will be included in the November edition of the GP Newsletter.

Thank you again for taking the time to complete the survey.

Jade Atkin, Head of Services for GPs



GP Education & Events

GP Radiology Event

Review of Radiology and Gynaecology Event – 17 September 2015

Our recent Radiology and Gynaecology event (kindly sponsored by Bayer Takeda and Ashfield) held on 17 September 2015 was well attended by GPs.

The CPD session was designed to highlight the options available when referring patients for Gynaecological Radiology investigations.

Presentations were given by Dr Yvette Griffin, Dr Kate Waters and Dr Mike

Gasby - Consultant Radiologists and Miss Olivia Barney, Consultant in Obstetrics and Gynaecology who gave an overview of the new guidelines for investigation of Ovarian Masses which are due to be implemented across the service in November.

The full presentation can be found at <http://droliviabarney.co.uk/wp-content/uploads/2015/10/Investigation-of-Adnexal-Masses-GP.pdf>

There will be a further article detailing the new guidelines in the November edition of the GP Newsletter.

The feedback received following the event rated the clinical presentations as either 'excellent' or 'very good' in both quality and usefulness.

If you have any further suggestions for future events, please contact:

UHLGPServices@uhl-tr.nhs.uk

Free CPD Event at Leicester Fertility Centre

Leicester Fertility Centre is offering a **FREE** 2 hour CPD event on **Wednesday 25 November 2015**.

The event looks to offer information on best advice, care pathways and fertility treatment options within Leicestershire for GPs and their patients through interactive case based scenarios and discussion.

Hot food will be provided from 6.30pm - the teaching session will start at 7.00pm prompt.

CPD points and attendance certificates will be provided on the night.



Leicester Fertility Centre

If you would like to attend or for more information please email:

Charlene.a.freeman@uhl-tr.nhs.uk
or call 0116 258 5944

Annual Medical and Executive Yule Meet

Leicester, Leicestershire and Rutland GPs are invited to the second Annual Medical and Executive Yule meet on Friday 04 December 2015.

This is an excellent opportunity to meet the UHL Executive Team, Senate, Commissioners and External Partners.

There will be presentations and interactive workshops with lunch and refreshments provided. A more detailed programme will be circulated shortly.

The event will run from 11:00am – 5.00pm and will be held at the Leicester Tigers Stadium.

A summary of the event will be available in the New Year for GPs who are unable to attend

For further information or to book a place, please email Rebecca Marriott:
Rebecca.Marriott@uhl-tr.nhs.uk

Professor J Dias,
Chair of Clinical Senate

GP Education & Events

Eden Mini Module 2: Clinical Management - New Advanced Therapies

16 & 17 November 2015

9:00am – 4:00pm

Venue:

Leicester Diabetes Centre,
Leicester General Hospital

Contact:

eden@uhl-tr.nhs.uk

Programme:

- Overview of established and new treatments for the glycaemic management of Type 2 Diabetes
- Update on education for self-management
- Update on the CV Management of Diabetes
- Updates on managing glycaemia using GLP1s DPP4 inhibitors and dapagliflozin
- Increased awareness of insulin pumps and bariatric surgery

Joint Injection Course

28 November 2015

8:30am – 1:30pm

Venue:

Leicester General Hospital

Cost:

£50

Contact:

Nichola Coleman

nichola.coleman@uhl-tr.nhs.uk

0116 256 3016

Course description:

- Hands on Course for the GPs to cover Knee, Shoulder, Elbow, Hand, Wrist, Foot and Ankle and Trochanteric Bursitis.
- In the first half of the morning there will be lectures by Orthopaedics Consultants to discuss anatomy, portals, technique and contraindications.
- After the break, participants will be split into six groups. These groups will visit the six stations in rotation (Shoulder, Elbow, Hand/Wrist, knee, Foot/Ankle, Trochanteric Bursa) where the consultant in charge will help them to practice the injection skills on feedback models.

Musculoskeletal Core Skills Training

12 December 2015

8:00am - 1:30pm

Venue:

Leicester General Hospital

Cost:

£15 (lunch and refreshments included)

Contact:

Nichola Coleman

nichola.coleman@uhl-tr.nhs.uk

0116 256 3016

Course Programme:

- Small group refresher training in history and examination techniques with Consultants
- Interactive discussions in management options
- Role of referral Pathways



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

Catherine Headley

0116 258 8598

07432 623 350

UHLGPServices@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:

www.leicestershospitals.nhs.uk/professionals/

