

GP Newsletter

Caring at its best



Welcome to the July edition of the GP Newsletter

East Midlands Congenital Heart Centre



On Thursday 30 June we received a letter from NHS England (NHSE) regarding their assessment of Glenfield's East Midlands Congenital Heart Centre (EMCHC), following the New Congenital Heart Disease Review. This review was commissioned after the collapse of the 'Safe & Sustainable' review in 2013.

The new review produced a set of standards that each surgical centre needed to meet to continue to be commissioned in the future. Currently only two of the nine surgical centres in the country meet all of NHSE's standards.

NHSE's letter to us stated that **they do not support our service as a centre where children's heart surgery will take place in future**, to which we had three days to respond. We have published our full letter of response

to NHSE, along with their original letter, on our website: <http://www.leicestershospitals.nhs.uk/aboutus/our-news/press-release-centre>

The service is continuing as normal, providing safe, high quality care to children in the East Midlands with congenital heart conditions.



If you have any queries regarding the service or the decision made by NHS England please contact us - UHLGPservices@uhl-tr.nhs.uk

Paediatric dental facilities have moved!

Paediatric dental facilities are now located in a new unit on level 4 of the Balmoral building at the LRI. The unit, 'The Dental Space' is now open for patients. The contact telephone number for the unit has not changed - **0116 258 5768.**

The facility is bright and spacious, specifically designed around patient and staff flows. The driver for this change was compliance with the 2014 CQC recommendations around privacy and dignity of children by separating children's daycase and



community dental from adult daycase services. Paediatric wards have been reconfigured to create the space needed for this work and ward 9 has been given adult services as part of the Trust CCU strategy.

The new unit now meets the CQC recommendations and will also greatly improve our patient experience.

UHL Allergy Service - Referrals for Chronic Spontaneous Urticaria and Angiodema

The Allergy Service at Glenfield Hospital currently has reduced capacity for outpatient appointments attributed to an allergy consultant vacancy.

The service is therefore reviewing all allergy patient pathways to implement effective processes whilst the consultant vacancy is recruited to.

Chronic Spontaneous Urticaria and Angiodema is the first pathway to reviewed with a letter providing recommendations and advice for this type of patient referral to support GP management.

Please be reassured the service will continue to see patients that are not covered by these recommendations and there is a letter and booklet which are available and provide further detail.



Please email uhlgpservices@uhl-tr.nhs.uk for further information.

Karen Jones
General Manager

Notification of Death Letters

UHL Bereavement Services send letters to practices informing them of the cause of death for their patients who have died in hospital.

At present this is also often the first notification of the fact that the patient has died.

An audit of the delivery of these letters was undertaken by the Bereavement team from 21 December 2015 to 29 February 2016. This audit looked at the time it took from death of a patient in hospital to receipt of a notification by Practices.

The response rate by practices to the audit was very good, with an overall response rate of 64%. Thank you all for taking part.

The audit showed that the average time taken from patient death to notification receipt varied between the three hospital sites. The average from LGH was 4.61 days; Glenfield - 4.71 days and LRI - 6.98 days. This disparity in time taken is as a result of delays between sending and receipt of letters which varies between sites.



As a result actions have been agreed with the aim of reducing the time taken for notification to reach Primary Care. As you know, a telephone alert pilot was undertaken, but was unsuccessful. Long-term sustainable improvements need to be made and this will start with an assessment and improvement of internal services relating to processing and delivery delays.

An electronic alert of that fact that a patient

has died being delivered to GP Practices as soon as possible following the death of a patient would be the ideal solution. The possibility and options for this solution are being assessed in the light of upcoming changes to certain IT systems within the Trust.

We are continuing to work to reduce the notification period to a minimum and we will keep you informed of progress through the GP Newsletter.

If you have any queries please do not hesitate to contact the Bereavement Services office on 0116 258 7277.

Mark Burleigh
Head of Chaplaincy and
Bereavement Services



Leicester's Hospitals benefitting from use of National Centre for Sport and Exercise Medicine

The Sports Medicine department at Leicester's Hospitals has been running four NHS clinics per week from the National Centre for Sport and Exercise Medicine (NCSEM), based in Loughborough, since August 2015 with great success.

The Leicester's Hospitals service at the NCSEM runs additional daily clinics at the Leicester General Hospital and continues to provide fantastic care and results and has helped the department achieve a Friends and Family Test score of over 98% since August 2015.

The NCSEM is an Olympic legacy project, bringing together healthcare and academic institutions to improve the health of people. This is one of three hubs nationally, with the other two sites being in London and Sheffield.

Dr Patrick Wheeler, Head of Service for Sports and Exercise Medicine at Leicester's Hospitals, said: "It is hoped that the Leicester's Hospitals-run clinics will allow better integration between clinical services and the academic staff bringing advances in healthcare and delivery. Our Sport & Exercise Medicine clinics access referrals for patients with a wide range of musculoskeletal problems, and activity related problems, with special interest in tendinopathies, bone health, and sporting problems."

Leicester has the longest running and largest NHS Sports Medicine Department in the UK. Established for 23 years it



currently sees nearly 2000 new referrals each year. There are multidisciplinary clinics involving Consultants in Sport & Exercise Medicine, a Consultant Orthopaedic Surgeon, Extended-Scope Physiotherapists, Nurses, and a Podiatrist. In addition we also employ a number of GP/Speciality Doctors, these are General Practitioners from the local healthcare community who each undertake a clinic per week and through this, develop further skills to improve their own patient care, as well as fostering better links between primary and secondary care colleagues.

Within the Sports Medicine department,

we have a number of on-going research studies that seek to better investigate the effectiveness of treatment options to deliver improvements in patient care. This is an NHS service, and referrals are accepted by patients' own GPs as well as secondary care colleagues. The service we offer at the NCSEM is the same as at the Leicester General Hospital but now also delivered from the world-class facilities at the NCSEM, which proves a more convenient location for some patients.

Dr Patrick Wheeler,
Head of Service for Sports
and Exercise Medicine

Consultant Connect update

The Consultant Connect pilot has been running for 6 months and has been received well.

The performance statistics indicate that overall 66% of calls answered resulted in an avoided referral or admission.

Thank you to those GPs who recently completed a User Survey for the pilot.

The pilot has now been extended and future developments will be communicated as they arise.



Advice and Guidance

The following services are all available on the NHS E-Referral Service (formerly Choose and Book) for Advice and Guidance. Instructions on how to use the service can be found here:

<http://www.leicestershospitals.nhs.uk/professionals/gp-referrals/nhs-e-referral-service/>



Service Name	Specialty
Colorectal Service Clinic - Colorectal Surgery - LGH - RWE	Colorectal
2ww Cancer Lower GI-UHL-must book at time of referral. Patient must not attend this apt-2ww-GH-RWE	Colorectal
Adult General Dermatology Service - Dermatology - LRI - RWE	Dermatology
Adult General Surgery Service Clinic - General Surgery - LRI - RWE	General Surgery
Adult Non-Inguinal Hernia Clinic - Generalised Surgery - LRI - RWE	General Surgery
General Haematology - Clinical Haematology - LRI - RWE	Haematology
Haemostatic (bleeding) + Thrombotic (Adult + Paed) - Clin Haem - LRI - RWE	Haematology
Adult General Hepatology Service - Hepatology(Medical non surgical) - LRI - RWE	Hepatology
Hepatobiliary & Pancreatic Specialised Surgery-H&P-LGH-RWE	Hepatology & Pancreatic
General Nephrology Service- Nephrology - LGH - RWE	Nephrology
Corneal Service - Ophthalmology - LRI - RWE	Ophthalmology
Eye Lid Service (Adult) - Ophthalmology - LRI - RWE	Ophthalmology
General Eye Clinic Service (Adult) - Ophthalmology - LRI - RWE	Ophthalmology
Glaucoma Service - Ophthalmology - LRI - RWE	Ophthalmology
Macular and Retinal Vascular Disease Service - Ophthalmology - LRI - RWE	Ophthalmology
Orbital and Lacrimal Service (Adult) - Ophthalmology - LRI - RWE	Ophthalmology
Paediatric Ophthalmology (General Service) Orthoptic & Optometry - Ophthalmology - LRI - RWE	Ophthalmology

E-Referral Service - Please Do Not Refer until the Referral Letter is ready

We are experiencing increasing numbers of UBRN numbers being created and bookings made (or "Defer to Provider") without referral letters being attached, which is creating additional administrative work within primary and secondary care.

To enable UHL specialties to process referrals and confirm appointments with patients, it would be extremely helpful if referral letters could be attached to the UBRN number BEFORE attempting to book an appointment.

Not attaching a letter straight away is leading to delays in referrals being able to be processed, and faxes having to be sent between primary and secondary care. Your support in this will be greatly appreciated.

What Other UHL Services Would You Like Available As Advice and Guidance on ERS?

The success of using Advice and Guidance has been well publicised (only 68 referrals out of 432 A&G requests over 12 month period). It would be really useful to know what other services you would like to see available on ERS providing Advice and Guidance, so we can work with the relevant specialties to make this happen.

I would be very happy to hear from you with what service(s) you would like available as Advice and Guidance on ERS, and the reason why. If you could be very specific it will help narrow down which Consultant teams we need to work with, i.e. letting me know that you want "Orthopaedics" is not specific enough, but "Adult Common Hand Conditions" is.

I look forward to hearing from you.

Helen Cave, Deputy Head of Performance for Outpatients and E-Referral Service
Contact - helen.cave@uhl-tr.nhs.uk

Admission Avoidance Directory Revised

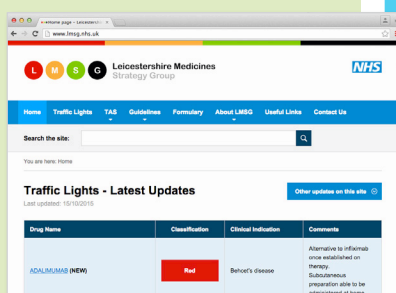
The directory has been significantly revised and expanded and includes information for accessing Rapid Access Clinics, "Hot Clinics", Admission Avoidance Services, and now includes Community Services listings which help avoid admission and support discharge. It can be found in PRISM and is also on our website:

<http://www.leicestershospitals.nhs.uk/professionals/>



Leicestershire Medicines Strategy Group

New updates can be found on the LMSG webpage:
www.lmsg.nhs.uk/



New paper released

Dr Mamta Garg, Consultant Haematologist and Lead Clinician for Myeloma, has written a GP Refresher paper on **"Discordant Urine PCR and ACR: i.e. PCR >10 x ACR: An early indicator of Myeloma with potential renal involvement."**

This has been released on the website and can be access here www.leicestershospitals.nhs.uk/professionals/gp-education/



For further information please contact Dr Garg at mamta.garg@uhl-tr.nhs.uk or on 0116 258 6611

GP Education & Events

Integrated Care across LLR

22 September 2016

1:15pm - 6:00pm

Venue:

Conference Centre, Nelson Suite,
Leicester Racecourse, Oadby,
Leicester LE2 4AL



A half-day workshop hosted by UHL Clinical Senate and Supported by the Better Care Together Clinical Leadership Group focusing on specialists and generalists meeting the challenges of reducing unplanned admission to hospital and providing care closer to home. Developing a more seamless patient journey and after sessions discussing and debating, it is hoped that two or three schemes are selected to be pioneers. We will also take the opportunity to

explore clinical leadership in this context as we begin to develop a clinical leadership academy across LLR, better supporting our clinicians to lead on new models of care. It is important to have input at this event from GPs together with Clinicians from UHL and LPT and representatives from Social Care. Speakers include Professor Joseph Dias (Chair - UHL Clinical Senate), John Adler (Chief Executive, UHL), Professor Mayur Lakhani (GP Chair, West Leicestershire CCG)

Leicestershire Palliative Care Study Group - Breast Cancer

06 October 2016

9:00am - 3:30pm

Course Fee: £50 inc Lunch

Venue:

Leicester Racecourse

Contact:

Karen.mann@uhl-tr.nhs.uk
0116 258 5021

Presenters / Presentations include:

- Why has life expectancy improved?
Professor Samreen Ahmed
- Palliative Care for Advanced Cancer of the Breast
Dr David Miodrag
- Breast Cancer in the media: Fact or Fiction?
Dr Jillian Wall
- Management of recurrent carcinoma of the Breast
Dr Joey Wood
- Psycho-Social Sequelae of Breast Cancer
- Breast Screening Programme



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
07931 206 247

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/

