

GP Newsletter



Welcome to April's edition of GP latest news...

This newsletter is designed to keep primary care up to speed on recent developments within Leicester's Hospitals.

Ring Ring

This is a new service designed to enhance patient care and allow consultant and GP colleagues to discuss patient cases in a much more rapid / accessible way.

This new system should reduce the number of telephone calls made by GPs chasing around the hospital and allow for better supported management of patients through rapid access to advice and guidance.

Scope

- Act as an exchange for clinical dialogue
- Take and pass messages on from GPs / Consultants
- Facilitate rapid / less urgent communication
- Have access to the hospital systems
- Have quick access to ICE when patient letters are stored
- Provide a one stop shop for all GP queries / issues
- Available 9am – 6pm (Monday to Friday).

Current process

- GPs ring switchboard and chase around the system for what they need
- Ring Head of Services for GPs.

New process

- One number for all queries
- Triaged at the point of contact
- At least 80% of queries dealt with first time
- Further 20% past to services / consultants for actioning
- Requests for help logged and audited monthly.

We will begin piloting this service with a couple of practices in the coming weeks and then be back in touch will all shortly before **LIFT OFF...**

ICE... continues to roll out



UHL has now started to generate ICE outpatient letters, the first of these letters have been sent to those GP Practices which have been enabled to receive electronic letters. The project to activate remaining GP Practices is expected to complete by June.

The pilot area for outpatient letters was Children's and Pain Management service, since the start of the pilot in March this year we have sent 1,000 outpatient letters electronically, in addition to the electronic discharge letters which were switched on last year.



We are still sending paper copies of letters until the project has been completed so it would be helpful if Practices which have been activated could check they have received electronic versions of all paper copies.

In February we had some server problems which led to non-delivery of a number of letters. This has now been rectified and all practices involved were notified, we are grateful for your support in remedying this. However, we were having around 3,000 paper letters returned as incorrectly delivered each month, ICE electronic delivery has resulted in fewer letters being returned. We would like to express our thanks to everyone who has worked on the project and has worked incredibly hard to achieve this success.

How does a letter end up at my surgery...

[click here to see](#)

Podcasts

With the first podcast hitting almost 300 viewings... here is the second in the series "upper limb problems."

To watch and download (print / save) your CPD reflection form and certificate, please click here:

<http://www.leicestershospitals.nhs.uk/professionals/gp-video-based-education/upper-limb-problems/>



Upper Limb problems



Expired Blood Collection Tubes

Results from a recent audit have found that a number of GP practices are using expired blood collection tubes. The importance of using collection tubes within the stated expiry date is critical in ensuring accurate test results, with many laboratories rejecting patient samples on this basis.

A gentle reminder... please ensure that expiry dates of blood collection tubes are checked regularly in order to ensure optimal quality of test results.



GP referrer's guide



We are one of the biggest acute teaching Trusts in the country offering close to 80 specialist services to the 1 million people of Leicester, Leicestershire and Rutland and for our tertiary services we serve a further 2-3 million people across the wider East Midlands and beyond.

This guide is designed to help you, our local GPs access our services and find out a little more about the teams who deliver them.

We know that primary care is going through major change and we also know that the expectations of patients are justifiably increasing. We are all, in primary and secondary care, nearly always a little busier than we would like. For that reason we have been working hard to improve our systems for communicating with GP colleagues. I know that rapid access to test results and quick turnaround of discharge summaries make your jobs easier to do. We are also working on the rapid turnaround of out patient letters. I appreciate that you sometimes need to speak to one of our clinicians for a second opinion or to a member of staff to check on the availability of appointments and as such we are creating a GP hotline with dedicated staff to help you get through to the people you need, when you need them.

Dr. Kevin Harris
Medical Director



GP referrer's guide 2012/2013

Published April 2012

University Hospitals of Leicester NHS Trust

Caring at its best

It's ready... click here to view the electronic copy

All GPs will receive a hardcopy version in the coming weeks (delivered straight to your practice front door).


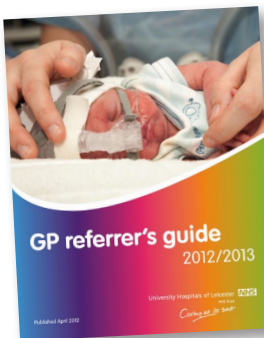


And don't forget...all GP education offerings can be found by clicking here:
<http://www.leicestershospitals.nhs.uk/professionals/gp-education/>

GP action plan January 2012 onwards - progress

| AREA | DETAIL | UPDATE |
|---|--|--|
| GPs would like a system for rapid communication with consultant colleagues | A mechanism is needed to support the clinician to clinician dialogue. This will help to manage patients better, prevent admissions / readmissions and strengthen the clinician to clinician relationship. | Please see article on the front page of this newsletter. |
| We need to get outpatient letters to GPs quicker | Electronic transmission of discharge letters. | Approximately 85/150 Practices are now receiving discharge letters electronically and within 24 hours of the patient leaving hospital. The PCT IM&T Cluster team are currently working hard to enable GP Practices using EMIS Web and Emis LV by the end of April. |
|  | Electronic transmission of outpatient letters. | Please see article above. |
| | Reducing the gap between clinics delivered and the outpatient letter generation. | Children's - completed. Clinical support - completed. Women's, Acute care and Planned Care are all due for completion by September 2012. |
| Admission avoidance | These appointments offer an alternative for GPs and Consultants, the primary aim is to better manage patients and avoid admission where possible. | Following a GP Consultant Forum in January we launched the new 'urgent general medical clinics' in March with the sole aim of avoiding admissions. Other services are currently reviewing their provision of services such as these. |
| Management of GP complaints / concerns and issues | GPs are often left searching around the system that is UHL trying to find out X or track down Y. This can be very time-consuming and often leads to GPs logging formal complaints. Currently GPs have two ways in the main in which to log a complaint or concern with UHL. These are: <ul style="list-style-type: none">• Through HERA the LLR PCT Cluster complaints report system. (UHL are contracted and monitored on our response to GPs within 25 working days)• Direct to a Clinician | You told us it took too long for us to respond to your complaints / concerns and issues. In January we began triaging all GP concerns / complaints placed on HERA for response rate of 10 days (previous target 25 days). We also hope the addition of the GP hotline will support you in getting more rapid effective help when you need it. Please look out for further details shortly. |
| GP - Consultant Forum | Developing the Clinician to clinician relationship through discussion about services and pathways. | Planned quarterly: <ul style="list-style-type: none">• January 24th 2012 (Admission avoidance)• April 24th 2012 (Right test, right time)• July 26th 2012• October 25th 2012. We hope to see you at one of these sessions. |

GP action plan January 2012 onwards - progress

| AREA | DETAIL | UPDATE |
|--|---|---|
| GP education | Developing the Clinician to Clinician relationship through education. |  Pod casts launched in March. GP Education Sessions and GP Consultant Forums to continue also. |
| GP referrers guide  | How do I access your services? What services do you offer? Common questions from GPs. | Launched - please access this by clicking here GPs will be issued with a hardcopy direct to practice in the coming weeks. |
| GP Survey | Let's get more specific. GPs say UHL's clinical services are variable - which ones? | With this in mind we have changed the survey to explore this variance in more depth - this will begin on Monday 14th May and run until Friday 1st June. |

Consultant update

Joiners

Irene Peat Cancer Services & Clinical Haematology

Leavers

| | |
|---------------------------|--|
| Per Georg Bodetoft | Emergency Dept |
| Graham Cherryman | Imaging |
| Anupama Gore | Cancer Services & Clinical Haematology |
| Irene Peat | Cancer Services & Clinical Haematology |
| Faiyaz Kapasi | GI Medicine / Surgery |
| Hugh Henderson | Specialist Surgery |
| Claire Elson | Womens & Perinatal Services |



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: