

GP Links

Bi-monthly newsletter

August 2016

Follow us on:   

e-Messaging progress

In March we fixed a technical error with e-Messaging, which unfortunately led to a large number of clinic letters and discharge summaries being released.

Since then, we have been closely monitoring the system and have put a number of steps in place to improve our systems and processes.

Our ICT team has stabilised the existing system and introduced a real-time dashboard to report any documents rejected or not delivered. This means that we can resolve issues in a speedy way.

Updates planned to our clinical data repository mean we expect to reduce or remove the risk of sending duplicate documents by the end of the year.

Operationally, we are working on the standardisation of how staff use the e-Messaging system, as well as improving our printing procedures. This will help to avoid printing paper duplicates, which have already been sent via e-messaging.

Our aim is to be in a position to send documents electronically to all GP practices by the end of the year.

Contact: Karla Isaacs or Renato Celani, GP Liaison team, UCLH.gpqueries@nhs.net, 020 3447 5522 or 020 3447 9083.

Working together to improve patient experience

How can we improve primary and secondary integrated care for people with cancer? Please help us answer this question by coming to an interactive discussion with senior clinicians and managers from cancer services.

The event will take place at the University College Hospital Macmillan Cancer Centre, Huntley Street, London WC1E 6AG, on 5 October, starting with refreshments at 6.15pm

18:30 Presentation on sector wide working – London Cancer Vanguard

18:40 Presentation on the National Patient Cancer Experience Survey

18:50 Table discussions: Patient Cancer Experience Survey
Questions relating to primary and secondary care communication

19:30 Open discussion and light refreshments

Contact: Karla Isaacs or Renato Celani, GP Liaison team, UCLH.gpqueries@nhs.net, 020 3447 5522 or 020 3447 9083.

Phone numbers reminder:

UCLH's dedicated GP switchboard number is **020 3447 9000**.

University College Hospital Referral Contact Centre:

Tel: 020 3447 9393

Fax: 020 3447 9354

uch.appointments@uclh.nhs.uk

GP web app

Call UCLH services direct from your smart phone or tablet: www.uclh.nhs.uk/mobile

Written referrals for University College Hospital

For written referrals please address your letter to:

University College Hospital (Name of consultant/specialty) Referrals Contact Centre

Ground Floor North
250 Euston Road
London NW1 2PG

Please remember to include patient contact details in ALL written referrals to the hospital.

This is important under our booking system as we need to be able to contact the patient.

If you have queries about any of the articles in GP Links, contact Communications Unit

2nd Floor Central
250 Euston Road
London NW1 2PG

Tel: 020 3447 7542

UCLH.gpqueries@nhs.net

www.uclh.nhs.uk/GPs

Professor Marcel Levi to join UCLH as Chief Executive in 2017

UCLH is pleased to announce the appointment of Professor Marcel Levi as its new chief executive. He is due to take up the post on 3 January 2017, succeeding Sir Robert Naylor.

Marcel Levi has had a distinguished career as a clinician, academic and clinical leader in the Netherlands. He has been chairman of the Executive Board of the Academic Medical Center, University of Amsterdam since 2010 and for the previous ten years was chairman of its Department of Medicine and Division of Medical Specialisms.

He studied medicine at the University of Amsterdam and in 1991 obtained his PhD and was appointed Fellow by the Royal Netherlands Academy of Science. He is a practising consultant physician, specialising in haemostasis and thrombosis, and leads an active research programme.

Welcoming the announcement, UCLH chairman Richard Murley said: "I am delighted to welcome Marcel to London. We conducted an extensive international search and in

Marcel we have found an exceptional leader with a strong track record in medicine, management, education and research. I am confident that he will inspire colleagues across UCLH to continue to be the best that we can be."

Marcel said: "It is a great privilege to become chief executive at a Trust with UCLH's reputation and history. I am fortunate to have been part of an excellent team at the Academic Medical Center for more than 25 years and I look forward to working with UCLH's patients and staff to deliver top-quality patient care, excellent education and world-class research."

Sir Robert Naylor will retire from UCLH on 30 September 2016. Neil Griffiths, Deputy Chief Executive, will become Interim Chief Executive until 3 January 2017.

UCLH's Council of Governors has agreed to extend Richard Murley's term for a further six months until the end of 2017 to support the transition to the new Chief Executive.

Education in genomic medicine

The North Thames NHS Genomic Medicine Centre (GMC) is providing education and training in genomics together with Health Education England.

The centre, of which UCLH forms part, has been set up to help gain a better understanding of the genetic causes of cancer and rare disease.

It is part of the Government's 100,000 Genomes Project which aims to sequence, or analyse, 100,000 genomes from participants with cancer, rare disorders and infectious diseases.

The North Thames GMC is currently one of 13 regional GMCs in England and is offering many study options, all at no cost to either you or your organisation.

Short online courses are available through Health Education England, as well as graduate degrees or stand-alone modules. Full information can be found at: www.genomicseducation.hee.nhs.uk

If you would prefer to have some local training delivered within your practice or region, this can also be arranged. Brief general awareness sessions (perhaps over lunch) or half-day courses would all be feasible.

Finally, the team is organising a dedicated afternoon for GPs on genomics education. This will take place at UCLPartners, 3rd Floor, 170 Tottenham Court Road, London W1T 7HA on the afternoon of 11 October. The afternoon will start with lunch and will be free. More details will be posted on www.uclh.nhs.uk/gpseminars

Contact: Masuma Harrison, Education & Training lead, North Thames GMC, masuma.harrison@uclpartners.com

UCLH rated 'good' by CQC and staff praised

UCLH has been rated as 'good' by the Care Quality Commission (CQC) following an inspection in March 2016.

Only a few London teaching hospitals have achieved this rating.

Professor Ted Baker who led the inspection said: "Throughout UCLH we saw areas of outstanding practice. We found all staff to be dedicated, caring and supportive of each other and we found patient feedback to be overwhelmingly positive."

In its report, CQC inspectors found that UCLH staff treated and cared for patients with "compassion, dignity and respect." The report also praises the "innovative environment" at UCLH.

The inspection report highlighted some key areas where UCLH should make improvements including urgent and emergency care. We have action plans in place to tackle the issues identified, including:

- > The £21.7m redevelopment of our emergency department, opening in 2018, to create a larger and better environment for patients and staff.
- > Reviewing our pathways, processes and capacity to shorten the time taken for patients to receive their treatment.

UCLH chief executive Sir Robert Naylor said: "Our 'good' rating is a significant achievement and a testament to the dedication and excellence of our staff. I am extremely proud of our highly committed teams who received overwhelming praise from the inspectors for the compassion, dignity and respect with which they treat and care for our patients."

Neuro-otology move

The neuro-otology service has moved to the Royal National Throat, Nose and Ear Hospital (RNTNEH).

The move will integrate this service with the audiological and vestibular service already provided at the RNTNEH.

This will mean that all neuro-otology consultations and audiological and vestibular investigations can be carried out at the RNTNEH.

The team is making sure there is a smooth transition of service and patient care for the following conditions:

- > Auditory processing disorders
- > Autoimmune inner ear disease
- > Benign paroxysmal positional vertigo
- > Central vestibular disorders
- > Cerebellopontine angle lesions
- > Rehabilitation of chronic dizziness
- > Visual vertigo
- > Menière's disease
- > Vestibular migraine and migrainous vertigo
- > Sensorineural hearing loss (including sudden or rapidly progressive loss)
- > Vestibular neuritis
- > Voice disorders

To refer, write to:

RNTNEH, Neuro-otology service
330 Gray's Inn Road
London WC1X 8DA
Fax 020 3456 5183
Email neuro-otology@uclh.nhs.uk

Contact: Fiona Harvey, general manager, RNTNEH, fiona.harvey@uclh.nhs.uk, 020 3456 5217.

A UCLH strategy for local services

Patients with diabetes and chronic obstructive pulmonary disease (COPD) in Camden are among the first to benefit from UCLH's local services strategy.

Diabetes patients are being supported with a newly set-up integrated practice unit (IPU), devised and run by UCLH, the Royal Free Hospital and Camden Clinical Commissioning Group (CCG) in partnership.

Diabetes affects more than 8,000 people in Camden and can lead to significant health complications.

The IPU aims to offer a more flexible and patient-centred approach to diabetes management, including psychological help for patients.

Camden's GPs will receive more support in managing their patients with diabetes from nurses and consultants within the IPU. This new approach includes more multidisciplinary meetings to develop better team approaches to treatment. It will also help to improve links with the mental health teams.

Patients meanwhile will benefit from increased support and education throughout a more streamlined pathway. This starts with a GP referral, leading to treatment at St Pancras, UCLH or the Royal Free, depending on the type of diabetes at hand.

Sarita Naik, consultant in diabetes and endocrinology, leads this work for UCLH. She said: "This project ensures that people with diabetes see the right person in the team at the right time. It eradicates duplication between primary and secondary healthcare and leads to better communication and management.

"We envisage that this new integrated strategy will result in better outcomes for people with diabetes, as well as reducing hospital admissions related to diabetes."

Meanwhile work has also started to integrate and improve care for people living with COPD.

John Hurst, reader in respiratory medicine at University College London and honorary consultant at UCLH, is working on ways to bring together COPD care providers to enhance care for thousands of patients in Camden.

Work has already begun to clean up the register of oxygen use by COPD patients across the borough. Although oxygen needs to be carefully prescribed, monitored and assessed, a previous lack of integrated care has made it difficult for clinicians to track patients' use. Reviewing and cleaning up the register and the process used to create it will help to ensure that oxygen is prescribed and monitored effectively.

Dr Hurst said: "The register is just one of the ways in which we hope to create a pathway for patients where GPs and hospital clinicians can collaborate on and track patients' progress. This has clinical benefits, as well as the potential to be more cost effective. By departments and organisations working together, we can transform care for everyone living with COPD in Camden."

The local services strategy, led by the Integrated Care and Strategic Development teams, aims to deliver excellent care to local patients by creating pathways that enable GPs and hospital teams to work together.

Each pathway is developed in consultation with patients and other stakeholders.

Contact: Karla Isaacs, assistant project manager, Integrated Care, karla.isaacs@uclh.nhs.uk, 020 3447 5455.

A quiet space for bereaved families at UCLH

A two-year project to provide a more tranquil and private space for bereaved families at UCLH is having a huge impact, with feedback suggesting it feels just right – peaceful, calm and not at all clinical.

Jackeline Hudson, bereavement, patient affairs and PALS lead, said: “It feels like we’ve come a long way.”

Previously, the bereavement service shared space with other teams but it was cramped and busy, Jackeline said, and not appropriate for delicate discussion with distressed relatives who needed privacy and time to reflect.

The new suite consists of a small, intimate room and a larger one to

accommodate extended family members. Despite the fact that both rooms have no windows, the ambience is restful, each illuminated by light boxes showing reflective themes of a pond and a lake, with lush green plants and colourful flowers.

Jackeline said the project’s success was down to the concerted efforts of a number of different teams working closely together for patients and their families, and many generous contributions.

Contact: Jackeline Hudson, bereavement, patient affairs and PALS lead, bereavement.services@uclh.nhs.uk, 020 3447 3017.

Head and neck cancer website

UCLH has launched a new head and neck cancer website to provide people with a range of useful information for all stages of their treatment journey. www.uclh.nhs.uk/headandneckcancer

Visitors to the website can read about patients’ personal experiences to get an idea of what their own treatment pathway might look like and read about the people who will be treating them in the ‘Meet the team’ section. There’s also information about the different types of head and neck cancer, treatment options, frequently asked questions (FAQs) and links to charities and support services.

Nicholas Kalavrezos, consultant head and neck and reconstructive surgeon, said: “For many patients, our website will be their first interaction with us and the team has worked hard to provide clear, concise information and all involved should be commended. The new pages project our core values and show UCLH as a world class centre for head and neck cancer treatment.”

UCLH is a regional specialist centre for the treatment of head and neck cancer and one of the largest centres in England bringing together clinicians from many specialities including, Ear, Nose and Throat (ENT), Oral and Maxillofacial Surgery, Head and Neck Oncology services, as well as specialist nursing, anaesthetic and rehabilitation services like dietetics and specialist speech and language therapy.

The website was developed with our patients firmly in mind: they were consulted every step of the way to ensure that we were creating a website that they would want to use.

Contact: Laurie Hayes, online development communications officer, laurie.hayes@uclh.nhs.uk, 020 3447 5251.

GP education

The upcoming dates for the 2016 evening seminars are listed below.

The seminars will be held at the UCH Education Centre, 250 Euston Road, London NW1 2PG from 6.30pm on the following dates:

- > Thu 15 Sep – Dermatology
- > Wed 19 Oct – Frailty
- > Thu 1 Dec – Diabetes

To book for any of these seminars email GPeducation@uclh.nhs.uk More details at www.uclh.nhs.uk/GPseminars

New centre for ear, nose, throat and dental services

UCLH has awarded Mace a building contract to create a new state-of-the-art centre for ear, nose, throat and dental services on Huntley Street.

The new centre, which has been co-designed with patients and staff, will bring together services currently provided at the Royal National Throat Nose and Ear Hospital (RNTNEH), the Eastman Dental Hospital (EDH), as well as some other UCLH sites.

Putting the needs of our patients at its heart, the purpose-built modern centre will open in 2019. It will provide a world-class service for children and adults for the diagnosis and treatment of conditions affecting the ear, nose, throat and mouth including dental, hearing, speech and balance services.

The services will include the management and treatment of all types of hearing loss, including technologies such as cochlear implants. Complex dental and oral diseases such as oral cancer and post-surgery reconstruction, correction of facial deformity, replacement of congenitally missing teeth in children and chronic facial pain will also be treated at the centre.

Contact: Zoe Ward, communications manager, zoe.ward@uclh.nhs.uk, 020 3447 2332.