

# GP Links

Quarterly newsletter

December 2018

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## UCLH rated “Good” by the CQC

**The Care Quality Commission (CQC) has rated UCLH “Good” overall for the services it provides to patients.**

Inspectors praised staff for the way in which they treat patients with “compassion, patience and respect”. They said feedback from patients about their care was “consistently positive”.

The CQC observed “good teamworking among staff of all levels” and said there was a “sense of common purpose based on shared values”. Staff said they were proud to work at UCLH.

Inspectors also applauded the “strong culture of improvement, research and innovation” at UCLH and cited many examples of research being used to improve patient care.

They added that “leaders at every level were visible and approachable” and had a “clear vision and strategy” with action plans to achieve this.

UCLH chief executive Professor Marcel Levi said: “We are very pleased to be rated as Good by the CQC. This achievement is thanks to our talented and dedicated staff who inspectors saw working together with a great sense of shared endeavour to provide fantastic care to our patients.

“There are of course some areas where we can do better and we are taking action as an organisation and with our partners to address inspectors’ feedback.”

Between July and September 2018, inspectors visited 11 services across three UCLH sites: University College Hospital and Elizabeth Garrett Anderson Wing, the National Hospital for Neurology and Neurosurgery and the Sir William Gowers Centre.

Inspectors rated UCLH as “Good” in the categories of effective, caring, responsive and well-led.

We received a “requires improvement” rating for safety. We have action plans in place to address the areas identified.

NHS Improvement rated UCLH as “Good” when assessing how effectively the organisation uses its resources to provide high quality, efficient and sustainable care for patients.

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### 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  
[uclh.appointments@nhs.net](mailto:uclh.appointments@nhs.net)

### GP web app

Call UCLH services direct from your smart phone or tablet:  
[www.uclh.nhs.uk/mobile](http://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](mailto:UCLH.gpqueries@nhs.net)

[www.uclh.nhs.uk/GPs](http://www.uclh.nhs.uk/GPs)

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All the ratings were combined with those of services inspected by the CQC in 2016, to give an overall rating of “Good” for 2018.

Inspectors found a number of areas of outstanding practice including: our fetal surgery service for spina bifida which is the first of its kind in the UK, and our specialist service for women at high risk of developing ovarian cancer.

They also commended the breadth of research and clinical trials at both the National Hospital for Neurology and Neurology, and within our specialist epilepsy service at the Sir William Gowers Centre.

In the areas where inspectors said we can make improvements, we will learn from and act upon their feedback.

## New location for blood tests inside University College Hospital

**Our walk in blood test site, previously situated at South Camden Centre for Health on Hampstead Road, has temporarily moved to the ground floor of University College Hospital on Euston Road.**

The full hospital address is 235 Euston Road, London NW1 2BU. The clinic opening times will remain the same, Monday to Friday 8am to 4.45pm.

We hope this move will not cause too much inconvenience. Due to the shared nature of the waiting space we apologise in advance and request your patience during this transition period.

**Contact: 020 3182 1747, [uclh.bloodtest@nhs.net](mailto:uclh.bloodtest@nhs.net)**

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## Lung cancer screening project: SUMMIT study

**UCLH and UCL have embarked upon the largest ever lung cancer screening project in the UK.**

The SUMMIT Study, which will begin in early 2019, has two aims: to detect lung cancer early among at-risk Londoners when the chance of successful treatment and survival from Britain’s biggest cancer killer is greatest; and to support the development of a new blood test for the early detection of multiple cancer types, including lung cancer. In addition, the study will provide evidence to inform a potential national lung cancer screening programme – currently in England, people are offered screening for breast, bowel and cervical cancer, but not lung cancer.

The study is a key work programme of the UCLH Cancer Collaborative, which brings together healthcare organisations across north and east London, to improve early cancer diagnosis, outcomes and care for patients.

The SUMMIT Study will be delivered by UCLH in close collaboration with UCL and GRAIL, Inc. (a US healthcare company focused on the early detection of cancer). The study aims to recruit approximately 50,000 men and women aged 50-77 from north and east London. Half of the participants will be people at high risk of lung and other cancers due to a significant smoking

history (Group A), and the other half will be people who are not at high risk for cancer based on smoking history (Group B). All participants will provide a blood sample, which GRAIL will analyse to evaluate whether lung or other cancers can be detected early through genomic signals in the blood.

Participants in Group A will be identified by inviting residents of north and east London who may meet the eligibility criteria based on their smoking history for a lung health check. In addition to providing a blood sample, participants who are eligible and decide to join Group A will be screened for lung cancer using a low dose CT scan (imaging technology proven to detect lung cancer). The SUMMIT Study will also offer smoking cessation support to smokers who would like to stop.

People in Group B will be invited via a letter from their general practitioner (GP) and, if eligible and interested in participating, will attend a study site in order to consent to join the study, donate a blood sample and fill out a questionnaire.

### Why should your practice take part?

Eligible patients from your practice with significant smoking histories will be offered a free Lung Health Check, including spirometry, a respiratory health assessment and smoking cessation referral if appropriate. If they

consent to take part in the SUMMIT Study they will also be offered a low dose CT (LDCT) scan – a method which has been demonstrated to be highly effective at identifying early lung cancer and is currently offered as standard of care for at-risk individuals in the US and Canada.

Patients who do not have a significant smoking history, and are not eligible to have an LDCT scan, will be able to take part in the development of an early cancer detection test by donating blood samples, which will help future generations of people and doctors find lung and other cancers earlier, when they can be more successfully treated.

### How can your practice take part?

The SUMMIT Study team is working with NOCLOR (research support service) to invite all practices in north and east London to participate in the study. NOCLOR will write to your practice shortly to provide further information on joining the study and how your patients will be invited to take part. The SUMMIT study has been designed to involve practices without disrupting your normal routine or adding to your workload. For further information, visit the study website – [www.summitstudy.co.uk](http://www.summitstudy.co.uk).

**Contact: [uclh.HCPsummitstudy@nhs.net](mailto:uclh.HCPsummitstudy@nhs.net)**

# New UCLH electronic health record system

**UCLH is preparing to switch to an electronic health record system on 31 March 2019 and this will mean some changes in the way we communicate with you and with patients.**

The system we have chosen is called Epic. It will replace most of our clinical systems, and include full patient records, clinical decision support, patient administration data, as well as tools for scheduling, reporting and communication with patients, GPs and other healthcare professionals.

This should improve the way we share information with you and patients.

EHRs will strengthen our research capabilities and make it easier for patients to take part in clinical trials, helping to improve our understanding of diseases and treatments for the future.

Information will be shared with patients via a portal called MyCare UCLH.

Patients can access the portal through a customised app on a mobile phone, tablet or computer. We are working with our patients and clinicians to determine exactly what information and services will be available through the portal.

This may include information about their condition, prescriptions and appointments, and the option to request to book or reschedule appointments. This means that UCLH patients, who have signed up for MyCare UCLH, will always have access to the latest information about their care from the app even during a visit to their GP.

There will also be a new portal for GPs and other referrers. EpicCare Link

UCLH, a secure digital portal, will link GP practices and other healthcare providers with the UCLH electronic health record system. GP practices which sign up to EpicCare Link UCLH will be able to securely view the latest information about shared patients – from conditions, tests and procedures to results, treatments, clinical letters and recommended follow-up care.

The new system will utilise DocMan Connect to transfer hospital correspondence into your DocMan inbox or MESH, depending on your practice set up. This means we will not be sending letters in the post.

Information sharing will also be greatly improved for GPs in North Central London (NCL) when UCLH is

connected to NCL's Health and Care Information Exchange.

By joining the exchange, your practice will have seamless access to your patient's data without the need for a separate login.

At the same time, UCLH will also have access to GP data, decreasing the need for hospital staff to contact your practice, therefore freeing up hospital and practice staff time better spent with patients.

In future, we anticipate exchanges will link up, enabling us to communicate with GPs outside London.

We will be providing regular updates on our website from next January.  
**Contact: Renato Celani, GP Liaison, uclh. gpqueries@nhs.net, 020 3447 9083.**

## New service for children and young people

**In October we began our service as lead health provider at The Lighthouse, a new centre in Camden which supports children and young people who have experienced any form of sexual abuse.**

This multi-agency service is the first of its kind in the UK and follows a model known as Child House ('Barnahus') that started in Iceland. This model has been proven to reduce children's trauma, gather better evidence from interviews and increase prosecutions for child sexual abuse.

Children who report sexual abuse often have to wait months for the important therapy and support they need. They have to retell their story

several times and in several different places. On top of this, convictions are rare. Their experiences are lengthy, traumatic and often without justice. The Lighthouse aims to put the child at the centre, giving them a safe place to recover at their own pace; get the justice they deserve and rebuild their lives.

A UCLH team, including Deborah Hodes, consultant community paediatrician, and Emma Harewood, The Lighthouse delivery and service manager, are working alongside colleagues from The Tavistock and Portman NHS Foundation Trust, NSPCC, Solace, the Metropolitan Police, and Camden Social Services.

Gill Gaskin, medical director of UCLH's specialist hospitals board, said: "What's unique and important about The Lighthouse is that children and young people can receive all the support they need in one place. They will each have an advocate from their first encounter with The Lighthouse onwards. It has special child-friendly facilities and approaches for everything they need from medical examinations to gathering information that may be used as evidence in court."

**To make a referral, email uclh.thelighthouse@nhs.net or call 020 3049 0010. [www.uclh.nhs.uk/thelighthouse](http://www.uclh.nhs.uk/thelighthouse)**

# UCLH appoints new non-executive directors

UCLH is pleased to announce the appointment of three new non-executive directors – Dr Junaid Bajwa, Dr Jane Collins and Dr Clare Gerada.

Dr Junaid Bajwa was born at UCLH and is a practising GP with experience of serving a deprived London community. He has been interested in the use of technology and data to improve patient outcomes for many years, and has worked with NHS England on projects involving AI and data analytics.

In addition he also works for Merck Sharp and Dohme as the Global Executive Director for Partnerships and Strategic Alliances, within their Digital Accelerator.

Dr Jane Collins was a consultant paediatric neurologist and subsequently the Chief Executive of Great Ormond Street Hospital. For the past six years she has been the Chief Executive of Marie Curie and will therefore bring important third sector experience to the Board.

Dr Clare Gerada trained at UCLH. She is senior partner at the Hurley Group practice in Lambeth serving 100,000 patients. She has also trained in psychiatry and set up the NHS Practitioner Health Programme, an organisation which supports doctors with mental health issues. She has a national reputation and significant experience of integrated care. She is interested in how digital transformation can support clinicians. She was Chair of the Royal College of General Practitioners.

Meanwhile, Lord David Prior has stepped down as UCLH Chairman to become the Chair of NHS England. Vice Chairman Harry Bush has taken on the role of interim Chair from 1 November until February 2019 while we recruit a permanent replacement. Dr Bush has been a member of our Board since 2012.

## UCLH researchers to test new obesity treatment

**The UCL/UCLH Centre for Obesity is set to begin a clinical trial of a new weight loss treatment.**

The Centre is one of 10 sites across the UK trialling the drug, semaglutide, which is understood to reduce hunger, food craving and body fat.

Researchers are looking for participants to take part in the trial, and would like to hear from patients interested in taking part and who:

- > Have a BMI of 30 or more, or 27 or more if you have another health problem like high blood pressure, high cholesterol or obstructive sleep apnoea (calculate your BMI here)
- > Do not have diabetes
- > Are not currently pregnant, breastfeeding or planning to become pregnant.

During the study, participants will

## GP events

UCLH runs a programme of GP education seminars designed to keep primary care teams updated with all our services and specialties.

The seminars are also a good opportunity for dialogue between our dedicated consultants, specialist nurses and primary care teams. Seminars are free to attend, are open to all GPs and count as 1.5 hours towards CPD points. A certificate will be given to each GP or health professional attending at the end of the seminar. They are held at the UCH Education Centre, First Floor West, 250 Euston Road, London NW1 2PG, between 6pm and 9pm.

**Upcoming seminars in 2018:**

- > Thu 18 December - Suicide/Self Harm

[www.uclh.nhs.uk/GPseminars](http://www.uclh.nhs.uk/GPseminars)

**If you would like to suggest topics for future seminars please email [uclh.GPeducation@nhs.net](mailto:uclh.GPeducation@nhs.net)**

## Chest Wall Deformity Clinic at UCLH

**This clinic provides a comprehensive approach to the diagnosis, evaluation and treatment of adolescents and adults with common and complex chest wall deformities, including pectus excavatum, pectus carinatum, slipping rib syndrome and other congenital rib anomalies.**

Our team utilises the latest surgical and non-surgical techniques and works closely with other specialties across our hospitals to provide patients and

families with the highest quality of care and excellent outcomes.

Chest wall deformities are fairly common (1 in 400 births for pectus excavatum) and can have a major impact on patient's health, psychology and lifestyle. Whether the chest sinks in (pectus excavatum) or protrudes (pectus carinatum), the result can affect the breathing, exercise tolerance and even change how the patient feels about his or her appearance.

Our team is committed to providing

need to:

- > Inject the study medicine once a week
- > Keep records of what they eat and drink and their physical activity
- > Attend regular health checks and diet and exercise counselling sessions
- > Keep in contact with study staff

**Contact: [pajany.vythelingum@nhs.net](mailto:pajany.vythelingum@nhs.net) and [j.makaronidis@nhs.net](mailto:j.makaronidis@nhs.net)**

each patient with the personalised care he or she needs in a friendly and highly-specialised environment.

The chest wall deformities outpatient clinic takes place every Wednesday afternoon at University College Hospital at Westmoreland Street under the care of Mr Nikolaos Panagiotopoulos, Consultant Thoracic Surgeon and his team.

**Contact: 020 3456 6059/6036 [nikolaos.panagiotopoulos@nhs.net](mailto:nikolaos.panagiotopoulos@nhs.net)**