

GP Links

Bi-monthly newsletter

January 2015

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GP's invited to contribute to local hospital strategy

UCLH has taken a strategic decision at board level to engage proactively with local CCGs as part of its integrated care agenda, to improve patient care, improve relationships with local primary care and benefit from the opportunities that arise from developing new clinical care pathways.

This decision reflects a recognition of the important role that acute hospital services play within the local community, both in terms of generalist and specialist provision.

UCLH's director for clinical integration Helen Taylor said: "It is clear that local hospitals will not be able to exist as an 'island.' They can retain an independent status but they must function as part of a network of integrated services, linking into the community and other hospitals."

UCLH recognises it has a unique opportunity to lead the strategic direction of integrated healthcare provision across the locality; however, sustainable innovative models of service delivery will require collaborative engagement with local health economies, commissioners, providers and users of our services.

For this reason UCLH wants

to engage key stakeholders in the development of its local hospital strategy, by using the approach of co-production.

A wine and cheese event for GPs is being held at the Ambassadors Bloomsbury Hotel, Upper Woburn Place, London WC1H 0HX on March 18 at 6pm. UCLH wants its senior staff to hear from GPs how it should go about forming its local hospital strategy.

Contact: Adebusuyi Adeyemi, integration team project manager, adebusuyi.adeyemi@uclh.nhs.uk, 07961 105 774.

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 vitally 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 9083

Fax: 020 3447 9401

gpqueries@uclh.nhs.uk

www.uclh.nhs.uk/GPs

Would you like us to visit your GP practice?

The GP liaison team at UCLH is keen to hear of any concerns or suggestions which can help improve the relationship between UCLH and the primary care community.

The team, along with senior members of staff, regularly visits GP practices in a bid to learn more from GPs about any outstanding issues, such as operational issues which need to be resolved, or forthcoming opportunities for service development/ tendering.

The team also uses this opportunity to import information about the introduction of new initiatives at UCLH and gain the feedback of GPs and practice staff.

For example, Integration Team Project Manager Adebuseyi Adeyemi recently visited the Adelaide Medical Centre, one of several GP visits UCLH undertakes every month.

Ade is one of the many GP Relationship Managers who fulfil a quality assurance function, collating GP issues and using them to identify and prioritise opportunities to improve systems and processes within UCLH.

On a bright Tuesday morning, Ade learnt of some of the concerns the Adelaide Centre had with regards to the implementation of eMessaging, an issue UCLH is working hard to resolve.

To help spread the message, a record of the issue was made and is being shared internally at UCLH to drive home the concerns of GP practices in our community.

Contact: Adebuseyi Adeyemi, integration team project manager, adebuseyi.adeyemi@uclh.nhs.uk, 07961 105 774.

No appointment needed for pre-assessment

A surgical pre-assessment clinic at University College Hospital which sees almost 11,000 people each year has ditched its booking system to give patients a turn-up-and-go service that will reduce waiting times for operations.

From Monday 5 January the surgical pre-assessment clinic turned into a walk-in service every weekday, allowing patients to come straight from their outpatient clinic appointments without having to book with the service in advance.

Patients who have been advised they will need surgery will be directed from their outpatient clinic at University College Hospital straight to the pre-assessment clinic in Clinic D of the podium. On arrival they will be offered a walk-in assessment there and then, or the option to return at a date and time of their choice.

Geoff Bellingan, UCLH medical director for surgery and cancer, said: "This is wonderful news for patients - so many of them will be able to complete their surgical pre-assessment

on the same day as attending a clinic. By making this change we can offer a much more convenient service for patients as well as increase the number of 'surgery-ready' patients so that we can reduce the time that patients need to wait for their operations."

The surgical pre-assessment service at University College Hospital sees almost 11,000 patients each year and provides screening, advice, education, and undertakes a range of tests to ensure patients are ready for surgery, including an anaesthetic review for more complex patients.

The change to how the pre-assessment clinic is used applies to all specialties using the centralised surgical pre-assessment service at University College Hospital; those that organise local pre-assessment clinics, such as gynaecology, head and neck and bariatrics, will be unaffected.

Contact: Miriam Chapman, clinical lead for pre-assessment, miriam.chapman@uclh.nhs.uk, 020 3447 3167.

New provider for pathology

UCLH's pathology function will shortly be delivered by Health Services Laboratories (HSL), a new partnership between University College London Hospitals NHS Foundation Trust, Royal Free London NHS Foundation Trust and The Doctors Laboratory.

HSL will be investing in new facilities that are expected to go live in 2016.

From the primary care perspective, there should be very little change. We are still finalising plans, but there may be a few processes or telephone numbers that could change.

We will ensure these changes are communicated to you in good time and we will endeavour to support you through this period.

Please rest assured that we will keep you fully informed of all developments that may affect you.
Contact: Caroline Carder, pathology general manager, caroline.carder@uclh.nhs.uk, 020 3447 7105.

New van unveiled for London-wide screening of infectious diseases by UCLH

A new mobile health unit that will help thousands of patients get access to testing for TB, HIV, Hepatitis B and C and other priority public health infections has been unveiled by London deputy mayor Victoria Borwick.

The Find&Treat service, operated across London by UCLH, is expanding from a mobile TB diagnosis and treatment service into a mobile health unit capable of testing and vaccinating for a range of infections.

The new van, designed and built by UCLH at a cost of about £445,000, is equipped with state-of-the-art diagnostic and information technologies and includes a private consultation / examination area and disabled access.

The old van, a familiar sight on the streets of London, has screened almost 100,000 people and covered over a quarter of a million miles.

It will be retained as a back-up service and will continue supporting Public Health England in controlling TB outbreaks nationally.

“We are already reaching 10,000 homeless and vulnerable people every year, screening for TB and supporting people to complete treatment and recover.

“TB is just one of the serious health problems we see, so we must offer more. The new mobile unit is a one-stop-shop providing on-the-spot results and onward care. We are making the service fit the needs of people, not just a single pathogen,” said Find&Treat’s clinical lead Al Story.

“Improving access to testing, diagnosis, treatment and care are the keys to preventing new infections and controlling TB, Hepatitis C and HIV.

“None of these serious public health infections can be tackled without specific provision to reach and care for the most vulnerable populations who are at greatest risk of infection, delayed diagnosis and poor treatment outcomes,” UCLH director of infection Vanya Gant said.

“The new van builds on the opportunities provided by Find&Treat to widen the number of diseases/infections which can be identified and treated.

“It helps the NHS focus on early intervention care rather than crisis care,” said UCLH medical director Jonathan Fielden.

Contact: Dr Alistair Story, clinical lead, alistair.story@uclh.nhs.uk, 020 3447 9860.

UCLH care pathway for newborn babies in the community

Unwell babies

The following babies must go to A&E

- > Clinical signs of sepsis (e.g. fever, rash, shock, low temperature, lethargic)
- > Clinical signs of gastrointestinal infection
- > Respiratory signs or signs of viral infection – particularly in winter

Please bleep paediatric registrar prior to sending the family to A&E (bleep 5301) If you are very concerned call 999.

Weight loss over 10%

- > During day (8am to 16.00) call ANNP 07903 358 839 or if no reply bleep neonatal registrar (not SHO) 5309

- > Please do not text or leave messages on the ANNP phone
- > After 16.00 bleep neonatal registrar (not SHO) 5309
- > If the baby can be safely managed at home, discuss assessment and feeding plan with ANNP/registrar and record their name, the conversation and plan in postnatal notes and on calendar
- > Do not refer to A&E or paediatric team unless baby is acutely unwell (see above)

Jaundiced babies (under 14 days)

- > Use transcutaneous bilirubinometer; if bilirubin is more than 250 µmol/l refer
- > If no transcutaneous

bilirubinometer refer

- > During day (8am to 16.00) call ANNP 07903 358 839 or if no reply bleep neonatal registrar (not SHO) 5309
- > After 16.00 Bleep neonatal registrar (not SHO) 5309
- > Do not refer to A&E or paediatric team unless baby is acutely unwell (see above)

Prolonged Jaundiced babies (14 – 21 days)

- > Discuss with ANNP to arrange an appointment

Contact: Judith Meek, neonatal consultant, judith.meek@uclh.nhs.uk, 020 3447 6247.

139 patients make use of opportunity to finish hospital treatment at home

Following the launch of the UCLH@Home service in August 2014, 10 services have signed off pathways enabling 139 patients to be treated at the right place at the right time.

UCLH is aiming to provide a high-quality, cost effective recovery service which enables selected, clinically stable patients to complete their acute care pathway in their own home at an earlier point than current services allow.

While on the service, patients remain under the care of their hospital consultant and will be discharged from the service at the end of their acute care pathway, as normal. We send GPs an interim letter letting you know your patient has transferred on to the UCLH@Home service and a full discharge summary is sent to you as normal when the patient is discharged from the service.

The following pathways are currently using the service: general medicine, elderly medicine, tropical and infectious diseases, respiratory medicine, GI surgery, GI medicine, breast surgery, urology, clinical pharmacology and general surgery.

The service is provided by UCLH in partnership with Healthcare at Home Ltd.

Contact: Samantha Philpott, Matron, samantha.philpott@uclh.nhs.uk, 020 3447 5522.

Support group for teenage bariatric patients

The bariatrics service at UCLH is organising a support group for teenagers who are thinking about having weight loss surgery, waiting for surgery or who have already had surgery.

The meetings will be held at University College Hospital, 235 Euston Road, London NW1 2BU, in the seminar room on Ward T12 (12th floor).

They will be held every second Tuesday of the month at 6pm. The next meeting will be on the 10th February.

The sessions will include a short talk by a nurse on different topics each time; for example, why we need vitamins, how to eat more protein, how surgery affects friends or family. There will also be a chance to meet and talk to others who are going through the same experience.

Contact: Kirsten McDougall, clinical nurse specialist, adolescent bariatrics, kirsten.mcdougall@uclh.nhs.uk, 07939 938 751.

GP education

The next in the series of evening seminars for GPs is being held this Tuesday, 3 February.

It will tackle the topic of chronic obstructive pulmonary disease. After that it will be dementia and frailty on 8 April.

A full list can be found here: www.uclh.nhs.uk/GPseminars.

Meanwhile the sleep team are holding their annual course in sleep medicine.

This is an intensive one-day course for hospital doctors, GPs and trainees, taking place at University College Hospital, 250 Euston Road London NW1 2PG on Thursday 5 March 2015.

The course, which costs £99, covers all aspects of sleep disorders including insomnia, obstructive sleep apnoea and neurological sleep disorders.

Contact: Donna Basire, donna.basire@uclh.nhs.uk, 020 3447 9102.