

# GP Links

## Bi-monthly newsletter

March 2015

Follow us on:   

### Cardiac services move to Barts Heart Centre next month

**UCLH starts the transfer of cardiac services at the Heart Hospital to Barts Health NHS Trust on Monday 27 April.**

The new Barts Heart Centre will become the centre for specialist treatment of heart disease.

Services moving from the Heart Hospital will include all specialist services such as grown-up congenital heart disease (GUCH) and inherited cardiac conditions, cardiac surgery and electrophysiology procedures.

From 6 May 2015, no cardiovascular services will be provided from the Heart Hospital site.

UCLH will continue to provide a thoracic surgery service after the cardiac services move to Barts.

The plan is to temporarily house the thoracic surgery service at the London Clinic for eight weeks while the Heart

Hospital undergoes renovation.

The thoracic surgery service will move back to the Heart Hospital at the end of June.

All cardiology outpatients clinics provided at University College Hospital will continue as before, to provide continued cardiology support to local patients.

However, to ensure the safe transition of services to the new Barts Heart Centre, we will suspend all outpatient cardiology clinics between 27 April and 1 May 2015.

Cardiology outpatient clinics will resume on 5 May 2015. Referrals to these services will remain the same.

Over the coming weeks, we will be writing directly to referring GPs with more detailed information about how to continue to refer patients to UCLH and referring patients to the service at Barts.

**Contact: Alison Basa, project manager, [heartmoveenquiries@uclh.nhs.uk](mailto:heartmoveenquiries@uclh.nhs.uk), 020 3456 6036.**

### 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](mailto:uch.appointments@uclh.nhs.uk)

### 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 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](mailto:gpqueries@uclh.nhs.uk)

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

## Ophthalmology services transfer

**The management of UCLH's ophthalmology service transfers to the Royal Free London NHS Foundation Trust (RFL) this month.**

This change has been approved by Camden CCG and aims to improve ophthalmology services for local people.

Currently, the UCLH service is a small service treating low numbers of patients. The proposals will see the UCLH service become part of a larger service at the RFL which will move to purpose-built new premises at St Pancras Hospital later this year.

From 1 May, existing ophthalmology

outpatients will continue to be treated at a UCLH location, although the service will be managed by RFL. Patients requiring ophthalmic surgery will have their procedures at one of three RFL hospital sites, where they will be followed up. We are writing to patients to inform them of the changes.

From now on, you should refer new patients to the RFL, and ophthalmology at UCLH will no longer be available as an option via choose and book.

**Contact: Sally Zalita, Ophthalmology Department PA, 020 3447 9252, [sally.zalita@uclh.nhs.uk](mailto:sally.zalita@uclh.nhs.uk).**

## Green light for proton beam therapy centre

**The Department of Health has announced the preferred contractors for the building and supply of equipment for the proton beam therapy (PBT) service which will treat hundreds of patients each year at University College Hospital from 2018.**

The PBT centres, which are being developed at UCLH and The Christie in Manchester, are being funded by a £250 million government investment.

Having care in the UK will make a real difference for patients, who currently have to travel to Europe or the USA for treatment.

The UCLH PBT centre will be part of a facility based on Grafton Way and Huntley Street in place of the former Rosenheim Building which has now been demolished. Made up of the PBT centre below ground and five floors

above ground, this state-of-the-art facility will offer even more than protons. The plan is to use the floors above ground to develop Europe's largest haematological inpatient medical facility and a short stay surgical unit.

While the UCLH and Christie's facilities are being built, proton beam therapy will continue to be provided by overseas clinics for clinically appropriate NHS patients.

UCLH's preferred building contractor is Bouyges UK and the preferred equipment supplier for both the Christie and UCLH is Varian. Both were selected following a rigorous public procurement process.

**Contact: Kevin Sullivan, radiotherapy services manager, [kevin.sullivan@uclh.nhs.uk](mailto:kevin.sullivan@uclh.nhs.uk), 020 3447 3781.**

## An update to our eMessaging service

**A robust training plan has been developed to improve the implementation of the UCLH eMessaging solution.**

As part of the plan, line managers responsible for reception and administrative staff will ensure their staff have read and understood the latest version of the eMessaging Standard Operating Procedure (SOP).

Each line manager will be given an eMessaging SOP competency table for staff to complete and evidence.

Furthermore, we have produced a report that tables the number of discharge summaries and clinic letters that have been sent by eMessaging and the average number of days between discharge/attendance and sending the eMessage.

This will be listed by ward, clinic and speciality, allowing us to identify and target problem areas.

Finally, visual reminders regarding the correct and current eMessaging practice are being placed on every relevant computer desktop in UCLH.

**Contact: Adebisuyi Adebisi, Integrated Care Programme Manager, 07961 105 774, [adebisuyi.adebisi@uclh.nhs.uk](mailto:adebisuyi.adebisi@uclh.nhs.uk).**

## Telling us of a change of address

### You said

**Notifying UCLH of the correct details to get in touch with me is disjointed and unclear. How and who do I tell to change the details UCLH has of me?**

### We did

**We have now made improvements to the way you can notify us about changes of address and other details.**

- Go to: <https://www.uclh.nhs.uk/HP/Pages/GPqueriescontactform.aspx>
- Select from the drop down menu: Inform UCLH of a change of address/practice details.
- Tell us what information is being changed and this will be updated on our systems within 5 working days.

You can also inform us of a change of address via the GP Portal.

## Audiologist-led services at the RNTNEH

**A significant number of patients with hearing loss, tinnitus or balance problems do not have conditions that require medical or surgical intervention and benefit most from a referral to audiologist-led clinics.**

This pioneering patient pathway was developed at the Royal National Throat Nose and Ear Hospital (RNTNEH) and has been running with great success since 2011.

Patients with these conditions are seen by a highly-skilled audiologist for a 90-minute appointment during which they have all necessary assessments and receive appropriate rehabilitation such as tinnitus counselling, amplification with hearing aids, vestibular rehabilitation and particle repositioning manoeuvres for BPPV.

All patients receive at least one telephone follow up before being discharged from the service and face-to-face follow ups are also available if required.

An audit of the service conducted in October of last year showed that it was possible to discharge 80% of patients

from the service after just one visit. This demonstrates seamless and efficient care for patients and excellent value for money for commissioners.

Patients also benefit from short waiting times for appointments and on the day of the appointment. The service also helps to streamline the excellent ENT and Neuro-otology clinics available at RNTNEH and thereby improves the journeys for patients attending these services.

The service accepts referrals for all adult patients with hearing loss, tinnitus and balance problems with some exclusions.

For further details on which patients are suitable and how to refer into the service please email [ada.rntne@uclh.nhs.uk](mailto:ada.rntne@uclh.nhs.uk)

The Audiologist-led Clinics will be on Choose and Book from April 2015.

**Contact: Kate Petts, general manager, [kate.petts@uclh.nhs.uk](mailto:kate.petts@uclh.nhs.uk), 020 3456 5217.**

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## Hip surgery film for patients

**UCLH has made a short film for patients about how to prepare for a type of hip surgery known as a peri-acetabular osteotomy.**

UCLH provides the highest number of adult peri-acetabular osteotomy (PAO) procedures in England, with around 70 to 80 patients a year travelling to UCLH for surgery under consultant orthopaedic and trauma surgeon Johan Witt.

PAO is a specialised procedure for acetabular defects and requires extensive and complex reconstructive

pelvic surgery. Post-operatively patients use walking aids and have strict weight-bearing restrictions for about six to eight weeks afterwards. Bone healing continues for several months.

Providing better information is key to patients' recovery. For most patients the pre-operative and post-operative preparation for surgery will take place in their local community and not at UCLH.

The trauma & orthopaedic multidisciplinary team wanted to give PAO patients information that they can

easily access from home.

Working with patients, they produced a short information film on PAO surgery. The film explains the PAO pathway and gives guidance on how patients can enhance their postoperative recovery.

You can view the film here: <http://www.uclh.nhs.uk/OurServices/ServiceA-Z/SURGERY/TANDO/Pages/Home.aspx>

**Contact: Oriyomi O'Peters, pathway coordinator, 020 3447 9293, [Oriyomi.O'Peters@uclh.nhs.uk](mailto:Oriyomi.O'Peters@uclh.nhs.uk).**

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## Update to the GP Portal

**UCLH has launched an enhanced version of its GP Portal.**

The GP portal is the secure, web-based platform where GPs can access information about patients they have referred to UCLH, such as test results and discharge letters.

The enhanced GP portal will offer much of the same functionality but will deliver a number of additional benefits:

### New Design

The GP Portal has undergone cosmetic redesign to make usability and navigation much easier. The new front page dashboard provides quick links to information.

### Change of Practice Details

The GP Portal now allows you to send change of practice details directly to a UCLH team that can implement the change.

### Easier Administration

Users will now be able to request access directly from the site itself. Approval can be authorised by agreed personnel within your CCG thus reducing the time to receive username and passwords.

### Additional User Roles

CCG administrators will be able to handle day-to-day queries such as locked accounts. This will improve response times to problems encountered.

You can find out more about the enhanced UCLH GP portal at <http://www.uclh.nhs.uk/HP/Pages/GPPortal.aspx>.

You can request a user account through the UCLH website or the portal itself at <https://nww.gpportal.uclh.nhs.uk/LoginPage.aspx>.

**Contact: Reena Naidu, ICT systems administrator, [Reena.Naidu@uclh.nhs.uk](mailto:Reena.Naidu@uclh.nhs.uk), 020 3447 5356.**

## Supporting patients with learning disabilities

**Patients with learning disabilities face particular challenges before, during and after their stay in hospital, but new clinical nurse specialist Tim Buck is here to help.**

Tim's is a new nursing post, created to provide support and guidance to patients with learning disabilities and staff caring for them.

There's a growing awareness throughout the NHS that people with learning disabilities face health inequalities, in terms of accessing appropriate treatments. This can be made worse by poor communication and misunderstandings.

For example, a patient's groans may be interpreted as behaviour associated with their learning disability, rather than the fact that they are in pain.

There are 1.5 million people with a learning disability in the UK, many of whom find it harder than others to learn, understand and communicate and they are twice as likely to be admitted to hospital each year than the general population. People with profound and multiple learning disabilities (PMLD) need full-time help with every aspect of their lives, including eating, drinking, washing, dressing and toileting.

Tim Buck said: "It is all about raising awareness about what a learning disability is by delivering training and working with external community teams and UCLH doctors and nurses to improve pathways and the support we offer this group of patients."

Tim offers a range of training sessions, and also offers guidance on how to use the Mental Capacity Act to support patients with a learning disability to make decisions regarding their care and treatments.

**Contact: Tim Buck, clinical nurse specialist, [tim.buck@uclh.nhs.uk](mailto:tim.buck@uclh.nhs.uk), 07984 288 589.**

## UCLH launches medical respite centre for homeless patients

**UCLH has developed the clinical pathways and operating policies for a medical respite centre for homeless patients with the charity Pathway.**

Homeless patients who cannot be discharged into the community will be able to stay at a local hostel for a continuation of their treatment. This may include for example IV antibiotics and wound drain care.

UCLH is using the experience gained during the Evergreen Ward project, a 'stepping stone to home' initiative for adult patients last winter. The project was aimed at patients who no longer needed acute care but benefited from a longer stay in a more relaxed environment. At the time, the project was also aimed at patients who required complex discharge planning involving social services, or homeless people until they were found suitable accommodation.

The charity Pathway has now developed a potential model for commissioning the "Pathway to Home" service and is launching a six-month pilot in partnership with local hostel Olallo House.

During the pilot phase, data about the medical respite centre model will be collected. The model carries less financial and clinical risk as the governance arrangements have already been agreed for the UCLH@Home model.

**Contact: Samantha Philpott, Matron, [samantha.philpott@uclh.nhs.uk](mailto:samantha.philpott@uclh.nhs.uk), 020 3447 5522.**

## GP education

**The next in the series of evening seminars for GPs is being held on 8 April, and will tackle the topic of dementia and frailty.**

After that it will be heart failure on 15 May. A full list can be found here: [www.uclh.nhs.uk/GPseminars](http://www.uclh.nhs.uk/GPseminars).

### Dizziness course

Meanwhile, the internationally respected and highly experienced clinicians and researchers at the Neuro-otology unit of the National Hospital for Neurology and Neurosurgery are running a dizziness course.

This year's theme is "Dizziness: dilemmas, diagnosis and developments across the age spectrum (children to older adults).

With instructional sessions, practical workshops and case study analysis, this is an excellent opportunity to fine tune your knowledge of the vestibular field.

The four-day course starts on 23 June.

**Booking and enquiries via the course website: [www.thedizzinesscourse.co.uk](http://www.thedizzinesscourse.co.uk), email [thedizzinesscourse@uclh.nhs.uk](mailto:thedizzinesscourse@uclh.nhs.uk), tel. 020 3448 3275.**

## Pathology services update

**UCLH's pathology function will be delivered by Health Services Laboratories (HSL) from April 1.**

HSL is a new partnership between University College London Hospitals NHS Foundation Trust, Royal Free London NHS Foundation Trust and The Doctors Laboratory.

From your perspective, there will be no change in your contacts or processes and everything will remain exactly as it is now.

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

**Contact: Caroline Carder, pathology general manager, [caroline.carder@uclh.nhs.uk](mailto:caroline.carder@uclh.nhs.uk), 020 3447 7105.**