

GP Links

Bi-monthly newsletter

March 2017

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An official seal of approval

The board of directors at UCLH and Whittington Health have given their long history of working together an official seal of approval.

They have agreed a Memorandum of Understanding (MOU) which gives this joint work formal footing.

It's the next step in joint working to help us deliver high-quality care to our local patients and builds on a formal clinical collaboration which was established last summer.

The work is aligned to our wider collaboration across North Central London. By working together, UCLH and Whittington Health will help ensure acute services are sustained or improved and that we integrate care for local people, keeping them at home for as long as possible.

As well as outlining the principles and aims of collaborating, the MOU also makes clear that a "merger" is not on the table, and both Trusts remain independent, but committed to working closely together.

A forerunner in our collaboration work has been in maternity services, where a "shared" service is being developed. This includes allowing women to have the elective caesarean at Whittington Health but continue to receive their pre-natal care at UCLH, as well as developing a joint multiple birth service.

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

Pathology service update

The pathology service at UCLH is the focal point for all pathology-related queries, although laboratory testing is now managed by diagnostic partners Health Service Laboratories (HSL).

The team is keen to work closely with GPs and is available for general pathology advice. The team is also happy to review test profiles and work with you to make improvements, and assist with demand management and your sustainability transformation plans.

At your request, the team can come and see you at your practice and hold education talks events tailored to your needs.

Contact: Jonathan Njoku, pathology general manager, pathology.queries@nhs.net, 020 3447 8241.

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

Nanoknife available at UCLH

UCLH is now carrying out irreversible electroporation (IRE), also sometimes known as Nanoknife, to treat kidney, liver, lung and pancreatic cancer.

IRE is a revolutionary new cancer treatment which uses strong electric fields to destroy tumours, and significantly reduces the risk of injury to nearby organs or blood vessels.

It allows the treatment of tumours in locations that would make them unsuitable for treatment with other ablative techniques.

The ablative procedures currently offered by the Interventional Oncology Service (IOS) at UCLH provide a minimally invasive alternative to surgery. Cancers are destroyed by needles inserted through the skin using heat or cold, with much less pain and faster recovery compared with surgery.

With the introduction of IRE in February, UCLH hopes to treat an even wider range of patients, improving cancer outcomes.

UCLH currently runs two full-day ablation lists and IRE cases will be fitted into those lists. IOS consultants attend cancer multidisciplinary meetings (MDTs) where oncologists present possible patients for assessment for ablation. The cases are then discussed at a weekly IOS MDT.

Patients considered suitable for treatment are invited to an IOS clinic at the Cancer Centre to discuss the treatment with a consultant. Clinics run weekly on Friday morning.

Contact: Analie Morales, clinical nurse specialist, 07904 674 635, IOS@uclh.nhs.uk.

New set of maternity web pages

We recently launched new web pages for our maternity services. The new pages are aimed at women and provide lots of useful information about what to expect when you're expecting and having your baby at UCLH.

www.uclh.nhs.uk/maternity

Over 6,000 babies are born each year in the Elizabeth Garrett Anderson Wing at University College Hospital. Our maternity services offer access to a full range of care options in different settings including home birth, community care, a co-located birth centre and our labour ward with a highly skilled team of midwives and obstetricians – and two dedicated theatres.

Visitors to the website can read all about our services, including how to contact their midwife (24 hours a day), watch pregnancy fit tips, and read about parents' personal experiences to get an idea of what their own care pathway might look like.

The website was developed with women and their partners 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.

The UCLH communications and maternity teams worked together using the same approach taken to build our award-winning paediatric diabetes web pages which can be found at www.uclh.nhs.uk/T1

Contact: Warren O'Brien, web manager, webmaster@uclh.nhs.uk, 020 3447 9504.

Urgent malaria testing

Suspected malaria is a medical emergency and requires prompt examination of thick and thin blood films.

EDTA blood samples sent for malaria testing need to be received in the laboratory two hours, ideally one hour, after venesection, as the parasite morphology becomes altered with time, rendering diagnosis more difficult.

Given the nature of transportation and specimen reception, samples sent from GP surgeries do not reach our parasitology department sufficiently quickly to meet that need.

If you suspect malaria in one of your patients you may wish to consider sending them, during daytime hours, to the Hospital for Tropical Diseases walk-in emergency clinic, Mortimer Market, 2nd Floor, Capper Street, London WC1E 6JB. More information is available at www.uclh.nhs.uk/HTD

The walk-in clinic is centrally commissioned and funded. It is adjacent to the parasitology lab where malaria tests are performed, so that would remove the potential for delayed diagnosis.

When Mortimer Market is closed, that is after 4pm on weekdays and all day at weekends, referrals for acute malaria diagnosis can be made through our tropical medicine on-call team. The team will arrange blood testing for malaria themselves and they can be contacted via the UCLH GP switchboard on 020 3447 900.

Contact: Daniel Lee, infection division general manager, daniel.lee@uclh.nhs.uk, 020 3447 5937.

Helping people who are homeless into GP practices

People who are experiencing homelessness often find it difficult to register with GP practices and practices do not always understand their needs.

These were the findings in a recent report from Healthy London Partnership and the homeless charity Groundswell which led to the design of an online training package to support GP receptionists in London.

The online training was produced by Healthy London Partnership and Pathway. Healthy London Partnership is a collaboration between London's 32 NHS Clinical Commissioning Groups and NHS England (London), which aims to help Londoners live healthier lives and make London the world's healthiest global city. Pathway is a homeless healthcare charity based at UCLH.

The training features actors from Cardboard Citizens with experience of homelessness and aims to support GP receptionists and practice managers to ensure anyone experiencing homelessness can get the care they need.

Dr Adrian McLachlan, a Lambeth GP and Clinical Lead for Healthy London Partnership's London Homeless Health Programme, said: "GP receptionists are usually the first people that patients come into contact with at a practice and can be champions for the most vulnerable members of our society.

"The new resources, which include a film, training pack and quiz, highlight the issues faced by people who are homeless and ways that GP

receptionists can make help them to register and receive treatment.

"People who are homeless often have complex physical and mental health problems with a reported average age of death among rough sleepers of just 47, so it's clear we all need to do more to ensure people who are homeless can get the care they need.

"Practice managers can provide strong leadership to help GP receptionists support people who are homeless and so we hope both GP receptionists and practice managers in London find the training useful."

People who are homeless report that strict access requirements – such as being asked to provide proof of address and ID – are often a barrier to getting care. The new resources highlight NHS England's patient registration guidance which states that proof of address or ID is not needed to register.

Stan Burridge was homeless for over 20 years. Now 'Experts by Experience' project lead at Pathway, he says that registering with a supportive GP was key to his recovery.

"Nothing is more central to where I am today, than getting my health care sorted. Even overcoming what should have been simple - getting registered with a GP - was difficult. When that changed, so did the direction I was heading, and here I am, now able to help other people who are homeless."

All GP practices can register people without a current address and use the address of the practice for the registration record. The training also

encourages receptionists to ask people who are homeless whether they want to use a 'care of' address which could be the address of someone who can pass on messages such as a friend, support service or day centre.

As with all patients, GP receptionists can support people who have literacy problems or need interpreters by helping them to fill out practice registration forms and booking interpreters for their clinical consultations. As GP practices increase patient online services, the training also encourages receptionists to support people who are homeless to use on-line services to book appointments.

Victoria Hamerton, GP receptionist at Cuckoo Lane Practice in Hanwell, who also took part in the training film, said: "There is a lot GP receptionists and practice managers can do that can help make it easier for someone who is homeless to register and get the care they need.

"I know from first-hand experience that helping someone fill in forms, highlighting that you don't need an ID or address to register, or suggesting that they use a 'care of' address, really can make all the difference."

The training resources for GP receptionists and practice managers can be found on the Healthy London Partnership website at <https://www.healthy london.org/homeless/e-learning>
Contact: Alex Bax, chief executive, Pathway, info@pathway.org.uk, 020 3447 2420.

Our Cancer Centre turns 5

The University College Hospital Macmillan Cancer Centre turned five at the end of March.

Since we opened our doors in 2012, our staff have been providing excellent clinical care from state-of-the art facilities to thousands of patients with cancer and blood disorders.

We celebrated this landmark by sharing stories of patients who have been treated at the Centre and some of the staff who work there.

A lot has happened in the five years; take a look at www.uclh.nhs.uk/CC5

Contact: Joanna Clason, communications manager, joanna.clason@uclh.nhs.uk, 020 3447 2796.

UCLH approves full business case for Epic

The UCLH board of directors has approved the full business case for Epic to provide the new electronic health record system (EHRS) as part of UCLH's wider transformation programme.

This is a significant decision following a detailed and extensive procurement process, and the final major piece of UCLH's digital strategy which has seen the appointment of Atos as foundational IT partner and TeleTracking Technologies as patient flow partner for a new coordination centre that will facilitate patient flow through the hospital and maximise our capacity for acute and elective patients.

The Board's approval remains subject to external funding and we will continue to work closely with NHS Improvement and NHS Digital as we move towards signing a contract.

The EHRS platform will give UCLH a single, integrated electronic clinical record to enable world-class patient care, research, patient engagement and staff experience. EHRS will provide a world-leading patient portal which will be of major benefit to patients and their families, and will ensure UCLH becomes fully interoperable with our NHS partners, supporting data sharing for the North Central London Sustainability and Transformation Plan (NCL STP) and more widely.

EHRS will also equip UCLH with the capability to support new models of care, delivering the aims of NHS England's Five Year Forward View, and meeting the national target for becoming a paperless hospital by 2020.

The aim is for UCLH to go live with Epic early in 2019, in time for our new capital developments (a new centre housing proton beam therapy, cancer and haematology patients and a new site for the Royal National Throat, Nose and Ear Hospital and Eastman Dental Hospital).

The detailed EHRS design, implementation and training programme will be led by clinicians and will involve careful configuration and testing with input from patients.

Contact: Gerrie Coertzen, communications manager, gerrie.coertzen@uclh.nhs.uk, 07950 960 153.

How to explain a cancer diagnosis to a child

Explaining a cancer diagnosis to a child is one of the hardest things a parent can do. But with the right support, children are very good at coping and talking to each other as a family can really help children at this difficult time.

To help with this conversation, the UCLH Cancer Collaborative has teamed up with the Fruit Fly Collective to create a short animated film to advise parents with cancer on how to talk to their children about their diagnosis.

It is thought to be the first animated film of its kind and guides parents through discussing their cancer diagnosis with children of different ages, should they wish to.

The animation has also been made into a comic book for parents, and flyers informing people about the film will be distributed throughout the NHS in London.

You can watch the animation here: <https://youtu.be/czzAicecxiQ>

Contact: Joanna Clason, communications manager, joanna.clason@uclh.nhs.uk, 020 3447 2796.

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.

Upcoming seminars in 2017

- > Thursday 18th May 2017 -- Women's Health
- > Thursday 7th June 2017 -- Thyroid and PCOS
- > Thursday 20th July 2017 -- TBA
- > Wednesday 6th September 2017 -- Sport, Exercise and Health
- > Thursday 19th October 2017 -- TBA
- > Thursday 30 Nov 2017 -- Frailty

Since the last update, there have been a few changes. A seminar originally scheduled in April has been cancelled. The topic for the June seminar has changed from Diabetes to Thyroid and Polycystic ovary syndrome (PCOS). Among the topics discussed at this seminar will be abnormal thyroid function, antenatal thyroid care, thyroid nodules and PCOS.

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.

www.uclh.nhs.uk/GPseminars

If you would like to suggest topics for future seminars please email GPeducation@uclh.nhs.uk