

# GP Links

## Bi-monthly newsletter

May/June 2016

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## Supporting UCLH staff to deliver excellent patient administration

**UCLH has launched a programme to transform the way we deliver all the non-clinical aspects of the patient pathway by developing new systems, establishing a common way of doing things and supporting staff.**

The Access and Patient Administration (APA) is a large programme that includes many different projects. As part of the programme, we are rolling out new outpatient appointment letters. The wording and the accuracy of the letters has been improved. The new system enables specialties to add text specific to each clinic, giving patients more information about their visit. UCLH sends more than 1.5 million outpatient appointment letters each year.

We are also procuring a new digital dictation solution for clinic outcome letters. This aims to reduce the time it takes for these letters to get to patients and GPs. The system will make the process easier for clinicians and admin staff, and much more transparent. It will also help us improve the content of the letters with more ability to standardise letter templates.

Another project of particular interest to patients and staff is improving our own telephone directory so that they can get through to the correct person or team more quickly.

Approximately 700 staff work in patient administration at UCLH covering functions such as booking, receptions, ward clerks, producing letters, and much more.

This makes APA an ambitious programme of work and we are committed to getting it right. If you want to give us any feedback about the programme please email us.

**Contact: Heather Stewart, programme manager, [heather.stewart2@uclh.nhs.uk](mailto:heather.stewart2@uclh.nhs.uk), 020 3447 7958.**

### 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 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)

## Your feedback on how we are doing

**We are working on implementing more effective methods of reviewing GP satisfaction with UCLH and have added a verbal survey during regular visits to GP surgeries to complement an online survey.**

Noting a declining response rate to the annual GP survey, UCLH tasked GP relationships managers with surveying GPs during visits to surgeries, as well as providing GPs with the option to complete the survey online.

This new model allows relationship managers to address GP concerns more frequently and on an ongoing basis.

This year's survey consisted of three questions, to which we received 40 responses.

Two questions on a likert scale, with 1 being very poor and 5 being excellent, were rated as follows:

- > How would you rate the communication between UCLH clinicians and your GP practice recently in relation to general clinical care, drug regime(s), test results, service changes, recent news and events? The average answer was 3.
- > How likely are you to recommend UCLH services to friends and family if they needed similar care or treatment? The average response was 3.8.

The final question was broader but some key themes emerged.

- > What do you think are the top three areas that would improve UCLH delivery of care for your patients? The main themes were around timeliness and quality of discharge summaries, particularly in the emergency department (ED).

GPs' comments were fed back to ED and a consultant, Dr Anil Avasthi, was appointed to lead an audit of discharge summaries and develop a plan for improvement.

Other areas identified by GPs as needing improvement were:

- e-Messaging, reducing duplicates
- GP Portal, adding the ability to print
- Choose and Book, increasing slots
- UCLH switchboard, remind staff to be more polite

In response, UCLH is working on addressing all these issues and updates will be provided regularly.

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

## You said... we did...

A GP contacted us as they had trouble changing an ultrasound appointment for their patient to a time before the patient travelled abroad.	The GP liaison team found out from the service manager that the patient had successfully called earlier that same day to change the appointment to a more suitable time, and informed the GP.
A GP contacted us, saying they had trouble viewing results on the GP Portal and could not see the compatibility icon on their browser.	The GP liaison team resolved the issue with the following advice: In the latest version of Internet Explorer the compatibility icon can be added as follows: 1. Open Internet Explorer for the desktop, click Tools, and then click Compatibility View settings. 2. In the Compatibility View Settings box, add the problematic website URL, and then click Add
A GP practice contacted us to let us know of a change of address.	The GP liaison team informed the internal IT system administrators to update practice details.
A GP practice contacted us, as they had trouble getting through to Imaging for a report for their patient.	Patient's details were taken and latest imaging correspondence was sent via an nhs.net account. This was resolved on the same day.

**Contact: Renato Celani, GP liaison coordinator, renato.celani@uclh.nhs.uk, 020 3447 5522.**

# Islington Integrated Networks – delivering targeted support for at risk patients and service users

**A new model of care is being rolled out in Islington, where surgeries work together in a group of health and social care practitioners who meet regularly to discuss the care needs of patients and service users registered at their GP surgery.**

These integrated networks are based around a small group of GP surgeries with a core membership of a GP from each practice, a social worker, a community matron, a mental health practitioner, a representative from a local hospital, a health navigator (provided by Age UK), and an administrator.

The network model was developed following a 12-month 'test and learn' process where different approaches to multidisciplinary working were piloted and best practice from each approach was incorporated into the current model.

A key element of the network is parity of esteem between the different organisations involved and any member of the team can use their professional judgment to identify someone for discussion at the meeting.

Other health and care practitioners from across Islington are also being encouraged to make referrals to local integrated networks. The networks aim to:

- > Improve the standard and quality of care – by ensuring patients and service users can access the right support, at the right time, from the right person
- > Ensure health and care practitioners can focus on what they do best – by ensuring they can refer patients and service users quickly and easily to targeted support and guidance
- > Improve efficiency – by reducing the number of avoidable attendances and admissions into acute care or long term care

There are now eight networks in place across Islington and several of the remaining practices have plans to set up their own or join existing teams. The project is rolling out at speed and by the end of June 2016 83 per cent of the population will be covered by a network.

UCLH has been involved from the start by contributing to the pilot phase and the evolution of the current model. Matron Samantha Philpott-Jones has been working with both Islington and UCLH teams with the aim of producing a seamless pathway for patients as they receive care across multiple organisations.

We will continue to be involved in the networks mainly in the south of the borough and work on sustaining the model alongside UCLH clinicians.

There has been considerable success within the elderly medicine teams who now meet weekly with the Islington community matron at UCLH to discuss patients who might benefit from the integrated network support.

The teams work together to share information and expertise to prepare comprehensive discharge plans for Islington patients at UCLH.

Work will take place during 2016 to embed the model at UCLH and find further opportunities to work collaboratively and efficiently for the benefit of patients, staff and organisations.

**Contact: Samantha Philpott-Jones, integrated care matron, [samantha.philpott-jones@uclh.nhs.uk](mailto:samantha.philpott-jones@uclh.nhs.uk), 020 3447 5453.**

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## UCLH appoints new non-executive director

**UCLH is pleased to announce the appointment of Althea Efunshile as a new non-executive director.**

Althea is deputy chief executive of Arts Council England where she is responsible for the development and implementation of the Arts Council's national investment strategy, corporate governance and planning, and operational delivery.

Previously Althea held various director level roles at the Department for Education and Skills. She also worked in a number of local authorities, including the London Borough of Lewisham where she was firstly director of education and community services, and then executive director for education and culture.

She started her career as a secondary school teacher in the London Borough of Brent. Althea has also worked in the voluntary sector as the head of a community education centre in Westminster.

Speaking about her new appointment, Althea said: "I am absolutely delighted to be joining the board of UCLH, one of the best performing healthcare organisations in the world. I look forward to contributing to UCLH's continued success, in particular its mission to deliver top quality patient care."

UCLH chairman Richard Murley said: "We are delighted to welcome Althea to the board. Her breadth of experience and skills will be a great asset to the organisation and we look forward to working with her."

Althea took up her position on 2 May, and replaces Alasdair Breckenridge. She will be chair of the patient experience committee.

**Contact: Jocelyn Laws, trust administrator, [jocelyn.laws@uclh.nhs.uk](mailto:jocelyn.laws@uclh.nhs.uk), 020 3447 9608.**

## UCLH@Home service

**UCLH is championing recovery at home services for stable patients to enable them to finish their hospital episode at home on a virtual ward.**

This initiative, established in August 2014, is also helping UCLH free up beds for patients in need of acute care.

Patients consistently give positive feedback to the service, because it enables them to be cared for at home and has also helped some transition from long hospital stays to being cared for locally by community healthcare staff.

The service provides personal care, nursing and therapy for clinically stable patients and enables them to complete their acute care pathway at home on a virtual ward under a UCLH consultant with skilled professionals visiting them in the community.

363 patients used the service over the past 12 months and this has saved 2,108 bed nights in hospital. In many specialities UCLH@Home has become part of the established

clinical pathway.

For example, patients requiring antibiotics are triaged by the UCLH Outpatient Parenteral Antimicrobial Therapy (OPAT) service and those requiring complex regimes are often referred to home care.

In other specialities, the operational team is continuing to work with clinicians to build the governance structure for the care of complex cases.

An additional pathway exists specifically for homeless patients (Pathway to Home) in partnership with a local hostel. This has moved from a pilot to an established UCLH service which has proved popular with the patients and the staff involved.

**Contact: Samantha Philpott-Jones, integrated care matron, [samantha.philpott-jones@uclh.nhs.uk](mailto:samantha.philpott-jones@uclh.nhs.uk), 020 3447 5453.**

## GP education

**The list of dates for the 2016 evening seminars has been published.**

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

- > Wed 22 Jun – Musculoskeletal medicine
- > Thu 15 Sep – Dermatology
- > Wed 19 Oct – Frailty
- > Thu 1 Dec – Diabetes

To book for any of these seminars email [GPeducation@uclh.nhs.uk](mailto:GPeducation@uclh.nhs.uk) More details at [www.uclh.nhs.uk/GPseminars](http://www.uclh.nhs.uk/GPseminars)

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## New facilities for clinical research

**The NIHR/Wellcome UCLH Clinical Research Facility (CRF) has opened its doors in a new purpose-designed space in Tottenham Court Road.**

The new premises mean bigger clinical spaces and better patient and staff facilities. It has a nine-bedded bay, seven clinic rooms, two en-suite single rooms, a laboratory and a pharmacy. One single room is adapted to be teenage and young adult friendly, with the support of the Teenage Cancer Trust, enabling adolescents to participate in early phase trials at the CRF.

Patients spending the day in the CRF can relax in a soft seating area where they can sit, eat lunch and watch television.

Previously located in the Elizabeth Garrett Anderson Wing, the CRF relocation is part of a series of moves to enable the expansion of UCLH's Emergency Department.

The new space provides a dedicated facility for early phase trials and experimental medicine with specialist nurses, data managers, technical and administrative staff.

**Contact: Caroline Cook, business and operations manager, [caroline.cook@uclh.nhs.uk](mailto:cook@uclh.nhs.uk), 020 3447 2901.**