

GP Links

Quarterly newsletter

October - December 2017

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New director for integrated care

UCLH has appointed a new divisional clinical director for integrated care.

Dr Lise Hertel will bring a wealth of knowledge to her new role, particularly in the areas of mental health, information technology and integrated care.

In the past she designed, set up and ran integrated services across health and social care boundaries such as rapid assessment, interface and discharge (RAID) services, and triage services.

She has also contributed towards expert reference groups on mental health and integrated care, and chaired several committees working on health policy and guidelines, such as a NICE committee on perinatal mental health and a committee on urgent care in the community. She has also contributed towards two public health initiatives on primary prevention of mental illness.

Lise has held many senior roles in healthcare. Most recently she has worked with the new care models team at NHS England. She has also served as mental health lead and board member for a CCG, children's safeguarding lead, a GP appraiser and out-of-hours trainer, and the clinical lead for the North Central London Integrated Urgent Care Service.

At UCLH she will focus on leading integration across services and providers who work in partnership with us. This includes Camden, Islington, Haringey, Barnet, Enfield and Westminster CCGs, as well as engagement with community services and primary care, other acute trusts, mental health trusts and the third sector.

She said: "I am delighted to join the Integrated Care team to work in partnership with colleagues and welcome the opportunity to engage with teams at UCLH and North Central London. I hope to focus on frail and complex care, liaison psychiatry and all things mental and physical health."

Lise welcomes your suggestions, do drop her a line if you have ideas for her to consider.

Contact: Lise Hertel, clinical director, integrated care, 020 3447 5522, lisehertel@nhs.net

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

Pathology updates

Health Services Laboratories, which processes samples sent to UCLH, is moving its mycology service for dermatophytes from a culture method to a polymerase chain reaction (PCR) method.

The detection of dermatophyte fungal pathogens has now evolved to using high sensitivity PCR testing, replacing the conventional agar plate culture.

This change will reduce the overall turnaround time by two weeks: from the previous three weeks for culture to 72 hours for the diagnosis of dermatophyte infection, and to seven days for the final reporting of yeast or other mould infections from skin specimens.

It will also increase the detection of fungal infection compared with microscopy and culture combined (36.4 percent from 33.6 percent).

Furthermore, the targeting of the specific pathogens associated with superficial fungal infection will prevent the over-reporting of insignificant fungi that are contaminants.

The PCR for dermatophytes detects the following species:

- Trichophyton mentagrophytes complex
- Trichophyton tonsurans / equinum
- Trichophyton violaceum
- Trichophyton rubrum complex
- Microsporum audouinii / canis / ferrugineum

Hair and nail specimens where microscopy and culture has been requested will automatically be tested by PCR. Skin specimens, in addition to PCR, will have microscopy and seven-day culture for yeast and moulds.

Contact: Dr Bruce Macrae, clinical lead, bruce.macrae@nhs.net or Rebecca Gorton, HSL senior clinical scientist, rebecca.gorton@hslpathology.com

25-OHD measurement change

The method for 25-hydroxyvitamin D (25-OHD) measurement has changed from liquid chromatography-tandem mass spectrometry (LC-MS/MS) to immunoassay.

While the LC-MS/MS assay provided a breakdown of results (25-OHD2, 25-OHD3, total 25-OHD) the immunoassay provides the total 25-OHD only, which is the value used to assign vitamin D status. There are no changes to interpretative ranges.

The immunoassay compares well with LC-MS/MS results in the great majority of cases. The exception will be in a minority of patients receiving vitamin D2 supplementation where results may be lower than expected. The manufacturer states 92 percent detection of 25-hydroxyvitamin D2.

Contact: Francis Lam, consultant biochemist, francis.lam@nhs.net, 020 3908 1365 or the duty biochemist, dutybiochemist@uclh.nhs.uk, 020 3447 9405.

Taking the mystery out of scans

PET/MRI scans could become more pleasant for patients, thanks to two films from our Nuclear Medicine department.

The short videos clearly and simply explain what to expect when having a scan.

The films, which have English subtitles for the hard of hearing and have been translated into 10 languages, aim to demystify the scanning process, making it more pleasant and less stressful for patients.

Available in Arabic, French, German, Greek, Gujarati, Hebrew, Italian, Polish, Portuguese and Swedish, they were produced with the help of former patients.

One described the final cut as “clear and informative”.

Another said: “They relay information in a non-frightening way but don’t fudge the bits that may cause some people concern, such as noise, injections and radioactivity.”

PET/MRI combines Positron emission Tomography (PET) and Magnetic Resonance Imaging (MRI) – two of the most powerful imaging tools.

It is still a relatively new technology and, in 2012, UCLH was the first place in the UK to install one of the machines.

However, research done by our Nuclear Medicine team shows that patients are less comfortable in the scanner and more anxious than those having PET/CT scans.

Such concerns don’t just affect the patient’s satisfaction; they also increase the odds of them moving during the scan, leading to a poorer quality image being produced.

With potential reasons including lack of familiarity with the procedure and the narrowness and noise of the PET/MRI scanner, the team decided to make a film that tells patients exactly what to expect.

The second film details what happens during a PET/CT scan.

The project was led by research nurse Rob Shortman and funded by the cancer theme of the UCLH/UCL Biomedical Research Centre and UCLH Charity.

An article about the development of the films is published in the Journal of Nuclear Medicine Technology.

Patients can watch the videos on our website at www.uclh.nhs.uk/nuclearmedicine

Contact: Robert Shortman, research nurse, robertshortman@nhs.net.

Holiday clinic closure

The paediatrics service will not be running rapid referral clinics over the holiday period.

The dates are: December 25, 26, 28 and 29, and January 2 and 3.

In the absence of these clinics, please refer to the Emergency Department.

Contact: Carol Merchant-Thompson, service manager, carol.merchant-thompson@nhs.net, 020 3447 7937.

Education to support earlier diagnosis of cancer in primary care

UCLH Cancer Collaborative (UCLHCC) is working with two prestigious education providers to offer online education packages to support primary care staff to diagnose cancer earlier.

UCLHCC has teamed up with the BMJ OnExamination platform to offer modules to support the earlier diagnosis of the most common cancers presenting in primary care. Cancer types covered include breast; head and neck; lung; skin and soft tissue; abdominal and pelvic (upper GI, colorectal and gynaecological); urological and prostate; and rare cancers. The package contains evidence-based clinical content aligned to clinical guidance. It's convenient (you can work at your own pace), CPD-approved and free of charge.

To receive your personal log in please email uclh.cancer.academy@nhs.net

Colorectal cancer is England's fourth most common cancer and the second biggest cancer killer, but if diagnosed early enough, there is more than a 90 percent chance of successful treatment. Incidence of colorectal

cancer is up 14 percent since the late 1970s; the fast-track referral system has had little impact on patients presenting at a later stage in acute settings.

With this in mind, UCLHCC has worked with the Royal College of General Practitioners (RCGP) to develop a clinical e-learning course about colorectal cancer. The 30-minute module, aimed at GPs and other primary care professionals, provides an overview of the colorectal cancer pathway, with a particular focus on the reasons behind late presentation. Diagnostic and screening investigations are also explored, as are next steps following referral to the cancer pathway. elearning.rcgp.org.uk/colorectal

UCLH Cancer Collaborative is part of the national Cancer Vanguard www.uclh.nhs.uk/cancercollaborative. Education is being developed for cancer patients and professionals by the new Cancer Academy www.uclh.nhs.uk/canceracademy

Contact: Joanna Clason, cancer communications manager, j.clason@nhs.net, 020 3447 2796.

Patient and carer network launched by UCLH Cancer Collaborative

UCLH Cancer Collaborative has launched a new patient and carer network for people with recent experience of cancer treatment in north central and east London and west Essex.

We are looking for people who would like to get involved and help us improve cancer services. It would be great if your practice could support by:

- > sharing our flyer with your Patient Participation Group (PPG)
- > displaying our flyer in your waiting room, on your patient participation noticeboard, or on your screens
- > letting us know if your practice has a cancer support group
- > sharing this opportunity in any patient newsletters

The flyer can be downloaded from: www.uclh.nhs.uk/patientcarernetwork

Contact: Becky Driscoll, project manager, uclh.getinvolvedwithcancer1@nhs.net, 020 3447 2787.

Self-funded intrauterine insemination service

The Reproductive Medicine Unit (RMU) at UCLH is launching a new service aimed at women hoping to conceive with donated sperm.

RMU has been running an intrauterine insemination service (IUI) for several years. To date this has been restricted to couples funded for treatment in the NHS.

Single women and same sex couples have not been able to access this service as treatment is not currently funded by the NHS for this patient group. Current guidance requires women in same sex relationships or single women to have six cycles of intrauterine insemination before they can access fertility treatments.

We are now offering the opportunity to single women or same sex couples to self-fund IUI treatment in the RMU and receive the same high level of care and service given to NHS-funded patients.

The RMU has consistently received extremely positive feedback from patients and enjoys high levels of success in treatment.

Single women and same sex couples will be seen by dedicated consultants for a comprehensive review, including hormonal profile and ultrasound scan, before starting an IUI cycle if appropriate.

All monitoring and procedures will be performed at the Reproductive Medicine Unit.

Contact: Hardik Mehta, RMU coordinator, hardik.mehta@nhs.net.

Recovery Package for cancer patients

The Recovery Package is a series of interventions which will better support and improve the quality of life of people living with cancer and beyond.

There have been many improvements in cancer diagnosis and survival, in turn leading to many more people living longer after diagnosis. Unfortunately we also know that patients often report poor experience in terms of after care, e.g. in dealing with anxiety related to recurrence and side effects of treatment.

The Recovery Package is a series of key interventions, including a holistic needs assessment, treatment summaries, health and wellbeing events and cancer care reviews. Delivered in combination, these interventions can not only greatly improve patient experience of living with cancer, but also assist with delivering more effective follow up care.

A holistic needs assessment identifies the individual holistic needs of a patient and a subsequent tailored care plan will enable the clinical team to help address them and maximise wellbeing.

A treatment summary is a succinct document to be completed at the end of a patient's treatment which summarises the cancer, treatment and plan for follow up. This is then shared with the GP and patient to enable better coordination of care and self-management.

Health and wellbeing events are educational days designed to enable self-management and promote all the support services available on a range of topics, such as getting back to work, exercise and managing fatigue.

Here at UCLH we are working hard to ensure all our patients have access to all these interventions. Treatment summaries are proving slightly harder to implement in practice as often relies on the establishment of nurse-led end of treatment clinics, but we are making good progress.

For more information please visit www.macmillan.org.uk/about-us/health-professionals/programmes-and-services/recovery-package

Contact: Avril Vanderloo, Recovery Package programme manager, avrilvanderloo@nhs.net, 020 3447 2677.

Helping patients leave hospital safely and quickly

UCLH has been working with Islington, Haringey and Camden local authorities and community health providers to transform how patients are discharged through a new approach called "discharge to assess".

The new approach means that North London patients will be discharged home as soon as medically optimised, rather than waiting in hospital for an assessment.

For those patients with ongoing needs, the local community team will visit them within two hours of discharge to assess their needs and develop any necessary package of care.

Patients with more complex needs will be transferred either to home (with additional care provision) or an interim bed for the detailed assessment of needs to be completed.

The approach benefits patients as they spend less time in hospital waiting for assessments and care packages, and frees up beds.

Contact: Debra Glastonbury, programme lead, debraglastonbury@nhs.net, 020 3447 5455.

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.

The last seminar this year will be held on Tuesday 12th December 2017 and will tackle the subject of COPD, chronic obstructive pulmonary disease.

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

UCLH GP survey 2017

Our annual survey is open to all GP practices.

Can you give us your feedback about how we are doing? The survey consists of just six questions, so it will not take very long to complete.

Your honest feedback will allow us the opportunity to review GP satisfaction and make further improvements where needed.

Your responses will be kept in strict confidence and you will only be contacted if you choose to be.

We appreciate your time and participation.

www.uclh.nhs.uk/GPsurvey2017

Contact: Archana Purohit, assistant project manager, archana.purohit@nhs.net, 020 3447 9083.