

# GP Links

## Bi-monthly newsletter

February 2017

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## New e-Messaging dashboard will improve patient safety

**A new e-Messaging dashboard, produced by the Digital Services team, makes it easier to monitor documents being sent to GPs.**

Previously, the status of inpatient discharge summaries and outpatient clinic letters sent to GPs was collected in three separate reports. The reports covered the number of documents that had been rejected by the GP, as well as those with missing NHS numbers.

Finding relevant information was cumbersome but now all the information will be gathered in one place, and data can be accessed quickly. The new dashboard is more efficient and easy to use and will help improve patient safety by providing a more effective way of capturing clinical documents that have not been sent to the GP.

In addition, the Integrated Care Division has now secured funding to address a range of remedial work needed to the existing e-Messaging service which will reduce the number of duplicate documents sent to the GP.

**Contact: Karla Isaacs or Renato Celani, GP Liaison team, [UCLH.gpqueries@nhs.net](mailto:UCLH.gpqueries@nhs.net), 020 3447 5522 or 020 3447 9083.**

### 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)

# Improvements in waiting times

## **UCLH is committed to driving down waiting times for patients.**

In 2016, we have continued to meet the national referral to treatment (RTT) 18-week standard and delivered improvements in diagnostics and cancer waits.

We achieved over 93 per cent in all but one month of the year against the national 92 per cent standard.

We do have some patients waiting longer than they should, particularly within the neurology, neurosurgery and paediatric dentistry pathways.

We have plans to address these, although the specialist nature of these pathways means that we cannot easily identify additional capacity through either additional recruitment or outsourcing.

We are now offering routine diagnostic appointments to patients within six weeks.

Endoscopy has significantly reduced waiting times and met the standard in six out of the past seven months.

As a result our endoscopy services were recently reaccredited by the Joint Advisory Group on GI Endoscopy (JAG).

Other areas where patients had to wait a long time for tests, such as neuro-MRI and non-obstetric ultrasound, have managed to find additional external capacity in order to reduce their waiting lists.

We have convened an Imaging Strategy Group to review options for additional capacity to meet the current high levels of demand and to meet the forecast growth in demand for services in the coming years.

The majority of patients (96.65 per cent in November) referred to a cancer pathway are now being seen within two weeks. UCLH is committed

to ensuring that the first appointment on a cancer referral pathway is offered within seven days, although in some cases patients will choose to wait longer.

We continue to have challenges in treating cancer cases within 62 days of their original referral by a GP.

While the main cause of breaches at UCLH are due to referrals received late from other trusts, we also know that there is more that we can do to streamline complex diagnostic pathways.

We also think we can further improve our tracking of patients to further reduce the few pathways where administrative delays or diagnostic capacity lead to waits that are longer than 62 days. We have a detailed recovery plan in place to address these factors, and we undertake a root cause analysis and clinical harm review for all cancer patients that breach the 62-day

standard.

We will continue to monitor the situation to ensure patients do not come to harm where there are waiting time challenges.

We will also continue to work with CCGs and others to improve the timeliness and usefulness of information that we provide to you and your patients about waiting times.

This will help patients come to more informed decisions about their future care.

Our goal for 2017 is to ensure compliance against all elective constitutional waiting times standards in order to provide patients with timely access to care.

**Contact: Nina Griffiths, Head of Performance, [nina.griffith@uclh.nhs.uk](mailto:nina.griffith@uclh.nhs.uk), 020 3447 5446.**

## **Mind my heart**

### **We have launched an innovative mobile app for heart failure patients. MindMyHeart is an iPhone and iPad app designed for UCLH patients to help them manage their condition.**

The app, available to download for free from the Apple Store, may help reduce the clinic DNA rates as patients will be more involved in their own care and use the app to remind them of their appointments.

The app educates the patient on their condition and provides an interactive platform for self-monitoring. The functions include a heart failure information resource, weight diary reminder, outpatient appointment reminder function and one-touch access to our heart failure or cardiac rehabilitation team for advice.

The free app has also been designed to integrate seamlessly with outpatient clinic workflow in order to

optimise clinic efficiency. Initial testing with patients has been overwhelmingly positive. The plan is for all heart failure patients under UCLH to download the app so they can benefit from it.

“Clinicians are reliant on patients monitoring and reporting their concerns to us in the community,” says Dr Martin Thomas, clinical lead of heart failure services for UCLH and Camden Clinical Commissioning Group. “It is therefore vital that patients are engaged with their care and feel empowered to look after themselves while fully supported by our heart failure team.”

<http://mind-my-heart.appstor.io/>

**Contact: Karla Isaacs or Renato Celani, GP Liaison team, [UCLH.gpqueries@nhs.net](mailto:UCLH.gpqueries@nhs.net), 020 3447 5522 or 020 3447 9083.**

## Cancer Vanguard bids for transformation funding

The UCLH Cancer Collaborative, which is part of the national Cancer Vanguard, is engaging with GP cancer leads and public health leads across north east and north central London and west Essex to shape our bid to NHS England's transformation fund.

The transformation fund supports NHS England's Five Year Forward plan to improve health, patient care and efficiency. The fund focuses on three key areas for our cancer work: early diagnosis, the recovery package and

stratified follow-up.

Key strands of our proposal include education and training, interventions to increase screening uptake and investment in diagnostic infrastructure to improve access for primary care.

**Contact: Joanna Clason, Cancer Communications Lead, UCLH Cancer Collaborative, [joanna.clason@uclh.nhs.uk](mailto:joanna.clason@uclh.nhs.uk), 020 3447 2796.**

## Working together to improve the experience of cancer patients

The Cancer Division and Integrated Care team invited primary care colleagues to a GP engagement event on 5th October.

The evening was an interactive discussion on improving primary and secondary integrated care for people with cancer.

The session had three aims:

- > to outline how UCLH is integrating with its provider partners through the National Cancer Vanguard,
- > to share the results of the 2016 National Cancer In-Patients Survey, in particular the questions that relate to the interactions between primary and secondary care, and
- > to discuss issues that the audience felt were barriers to primary and secondary care integration and to discuss potential solutions.

A priority area for integration was communication. To improve communications we could also use the existing outpatient clinic and inpatient discharge letters to communicate but improve how these are used and improve their turnaround times.

A pilot which fed back to primary care criteria for what appropriate and inappropriate two week wait referrals was found to be valuable and the group recommended that the pilot is rolled out more widely and sustained. For more information about the two week wait referral survey project please contact [fanta.bojang@nhs.net](mailto:fanta.bojang@nhs.net)

Following our presentation on the UCLH Cancer Collaborative, which is part of the national Cancer Vanguard, it became clear that there was limited awareness in primary care. UCLH is undertaking a number of measures to increase awareness and more information can be found at [www.uclh.nhs.uk/cancercollaborative](http://www.uclh.nhs.uk/cancercollaborative)

If you would like to register your interest to attend a future session or would like to suggest topics for discussion that relate to primary and secondary care integration then please email us.

**Contact: Karla Isaacs or Renato Celani, GP Liaison team, [UCLH.gpqueries@nhs.net](mailto:UCLH.gpqueries@nhs.net), 020 3447 5522 or 020 3447 9083.**

## New nursing appointments

There have been some new appointments to key nursing staff across UCLH.

We have appointed Rabina Tindale as deputy head of nursing responsible for the Medicine Board. She starts at the end of March and will be replacing Eamonn Sullivan who has left to take up the post of chief nurse at the Royal Marsden. Rabina comes to us from Mid Essex Hospital Services NHS Trust where she has been head of nursing for medicine, critical and emergency care for the past three years.

We have also appointed a dedicated nurse consultant for motor neurone disease. Jan Clarke was previously clinical nurse specialist within the motor neurone disease service.

Finally, Rob Pinate joins us as consultant nurse for the emergency department. Rob comes from King's College Hospital where he held the post of nurse consultant for the past four years.

## Small service changes

### Blood tests

Until recently we provided a walk-in blood test service at the Royal London Hospital for Integrated Medicine (RLHIM). This service has now moved round the corner to the Basil Samuel outpatients department at the National Hospital for Neurology and Neurosurgery. If you have been sending patients to the RLHIM, for walk in blood tests please send them instead to the NHNN, Queen Square, London WC1N 3BG.

### Extended opening hours in X-ray

Patients sent to University College Hospital for an X-ray by their GP can now attend from 8am to 6pm. The main X-ray department is located on the lower ground floor. Busy days, which will involve a longer wait for patients, remain Mondays and Fridays. Patients are advised to come early or late to avoid queues on all days.

# Education programme for GPs in 2017

## 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.

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.

If you would like to suggest topics for future seminars please email [GPeducation@uclh.nhs.uk](mailto:GPeducation@uclh.nhs.uk).

Seminars are usually held at the UCH Education Centre, First Floor West, 250 Euston Road, London NW1 2PG, between 6pm and 9pm.

## Seminars planned for 2017

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

## UCLH Cancer Collaborative GP education roadshows

The UCLH Cancer Collaborative will be hosting a range of GP roadshow events as part of the education and awareness work stream in the early

diagnosis pathway. For more information on the GP education roadshows, please go to <https://www.uclh.nhs.uk/cancercollab> or contact [priya.yoganathan@nhs.net](mailto:priya.yoganathan@nhs.net)

## One-day course on sleep disordered breathing

UCLH is holding an advanced one-day course on sleep disordered breathing.

Sleep medicine has evolved into a new specialty with relevance across a number of fields, including respiratory medicine.

The programme, aimed at both current practitioners as well as healthcare professionals interested in the field, should provide comprehensive information on practice and recent developments in sleep disordered breathing.

Focus will be placed on the management of obstructive sleep apnoea, obesity hypoventilation syndrome, overlap syndrome and central sleep apnoea.

**Date:** 30th March 2017

**Time:** 9am

**Venue:** Junior doctors' meeting room, UCLH headquarters, Fourth Floor East, 250 Euston Road London NW1 2PG.

**Cost:** £125 (including catering and literature)

**CPD:** 6 RCP credits applied.

For further information, email Donna Basire, [donna.basire@uclh.nhs.uk](mailto:donna.basire@uclh.nhs.uk), or call 020 3447 9102. To register, please go to the UCLH Charity courses

website at <https://www.uclhcharitycourses.com/>

## Update on the management of prolapse in women

The urogynaecology team at UCLH is organising an afternoon study session on the management of prolapse in women.

The session is aimed at GPs and healthcare professionals interested in updating their skills in this area.

The team, composed of consultants Anthony Kupelian and Arvind Vashisht and clinical nurse specialists Kate Welford and Ann Lyons, have put together a list of topics including:

- > How to assess female genital prolapse with confidence
- > Treatment options - conservative and surgical
- > When to refer to secondary care
- > Pessary management for non-specialists
- > Pessary practical session with medical models
- > Case presentations and troubleshooting

**Date:** 12th April 2017

**Time:** 1pm

**Venue:** UCH Education Centre, UCLH headquarters, First Floor West, 250 Euston Road London NW1 2PG.

**Cost:** £25.

A light lunch will be provided by the event sponsors R & J Medical. To book, please email R & J Medical or call 02890 865523.