

GP Links

Bi-monthly newsletter

November 2016

Follow us on:   

Building work to improve University College Hospital Emergency Department

The emergency department at University College Hospital opened in 2005 and was built to see around 65,000 people a year. Now we see double that figure.

To enable us to improve patient care and experience, we are investing £21.7 million to redevelop, expand and improve our emergency department.

The next phase of the work is a construction project that begins this month. The project will connect the main building (University College Hospital) to the maternity wing (Elizabeth Garrett Anderson wing).

This will mean we can extend the emergency department and create a new pedestrian entrance. Construction is due to finish at the end of 2017, with the first patients using the new facility in 2018.

We are also reconfiguring some internal areas of the emergency department to enable us to make the best use of the expanded area.

The construction project will have no impact on the delivery of care at University College Hospital, except for a change in how people move between the emergency department (in the main building on Euston Road) to the urgent treatment centre (on the ground floor of the maternity wing on Grafton Way).

We have developed a comprehensive plan to enable patients and staff to do this easily and the route will be clearly signposted.

The current phase follows a change in the layout of Beaumont Place and our ambulance bays, as well as improvements to the existing emergency department, the development of a new emergency day unit and an expanded clinical decision unit.

Contact: Amanda Webb, emergency department transformation clinical lead, amanda.webb@uclh.nhs.uk, 07946 535 725.

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

Updates to the GP Portal

We wanted to flag up two updates to the GP Portal. The first will allow you to print/save PDF files of the results; the second requires a check of the compatibility view settings if you are having problems viewing results.

Print/Save PDF of results

In response to your feedback, we have implemented a change to the GP Portal printing functionality so that users will now be able to print and save results directly from the portal. Previously, users were restricted to viewing only.

Steps to save or print

When looking at the Imaging/Results section and clicking on a particular report you will notice that when the cursor is brought over to the Printer icon on the top right-hand side, you can now click on the icon and the cursor will change to a hand symbol. The browser will then open up a PDF viewer and present the option to Save the PDF or Print.

Compatibility View Settings

The most suitable browser for the GP Portal is Internet Explorer. Some users have reported issues with viewing results on the portal which can be resolved by checking Compatibility View Settings.

Steps to check Compatibility View Settings

Within Internet Explorer, click Tools, then click Compatibility View settings. In the Compatibility View Settings box, add the website URL and then click Add Compatibility View. This will then be turned on for this single website, for this specific computer.

The user may be required to log back into the portal after clicking the compatibility button and clicking the refresh button.

Contact: Karla Isaacs or Renato Celani, GP Liaison team, UCLH.gpqueries@nhs.net, 020 3447 5522 or 020 3447 9083.

Docman misalignment

Practices using Docman to collect electronic letters and discharge summaries have recently reported an issue with the misalignment of the content.

The cause has now been identified and is related to an out-of-date Adobe Reader installed on the computer that hosts the Docman download.

To rectify this issue, please ensure that the computer which hosts the Scheduled Tasks Manager has the latest version of Adobe Reader on it. **If you notice any further problems with Docman please do contact their customer support: <http://www.docman.com/contact-us/>**

UCLH GP survey 2016

Can you give us some feedback about how we're doing? Our annual survey is live, and it consists of just five questions, so won't take you very long. Just go to www.uclh.nhs.uk/GPsurvey2016 by 9 December. Your honest feedback will allow us the opportunity to review GP satisfaction and make further improvements. Thank you for your participation!

UCLH Cancer Collaborative

The UCLH Cancer Collaborative is part of the national Cancer Vanguard, working with RM Partners and Vanguard Innovate (Greater Manchester) to change the way cancer care is provided.

There are four pillars to the UCLH Cancer Collaborative:

- > Earlier diagnosis - developing new ways of diagnosing cancer
- > Centre for Cancer Outcomes - compiling and publishing data on cancer outcomes
- > London Cancer pathway boards and Macmillan Integrated Cancer Programme (MICa) – working with local health professionals and patients to improve quality
- > New care models – developing new pathways for delivering chemotherapy.

Read more about our work here:

www.uclh.nhs.uk/cancercollaborative

On 1 September London Cancer transferred to the UCLH Cancer Collaborative.

London Cancer is the integrated cancer system that supports lasting improvements in cancer prevention, diagnosis and care for people living in north east and north central London and west Essex.

Involvement by professionals and patients from across the system continues to be vital to our progress.

Future updates about London Cancer's work and progress will be included in the updates for the UCLH Cancer Collaborative.

Contact: Joanna Clason, Cancer Communications Lead, 020 3447 2796, www.uclh.nhs.uk/cancercollaborative www.londoncancer.org

Spotlight on...

The adult audiovestibular medicine and neuro-otology service at the RNTNEH

The adult audiovestibular medicine (AVM) and neurootology department is based at the Royal National Throat, Nose and Ear Hospital (RNTNEH).

It is comprised of professionals from a wide range of disciplines working collaboratively in the investigation, treatment, management and rehabilitation of adult patients presenting with audiovestibular disorders.

Together they provide the largest multidisciplinary department devoted to this speciality in the UK and enjoy a reputation for expertise both nationally and internationally.

The multidisciplinary team at the RNTNEH is composed of:

- > The medical team: consultants and specialist registrars including the following named consultants: Rudrapathy Palaniappan, Doris E Bamiou, Charlotte Agrup, Chung Chan and Raj Nandi.
- > The nursing team, including one nurse specialist and a nursing assistant
- > Two teams of audiologists
 - > Adult Hearing Aid and Rehabilitation audiologists, including an outreach team of 21 audiologists and assistant technical officers (ATOs)
 - > Adult Diagnostics
- > Hearing therapists
- > Specialist speech and language therapists for the hearing impaired
- > Clinical psychologists, sometimes including trainee psychologists
- > A vestibular scientist
- > A CBT nurse
- > A dedicated vestibular physiotherapist.

The patients referred into the service are seen in distinct clinics:

- > Adult audiovestibular medicine and neuro-otology department (asymmetric, sudden or rapidly progressive hearing loss, auditory neuropathy, auditory processing

disorders, tinnitus, hyperacusis, pseudo-hyperacusis and patients with acute and chronic disorders of balance, many with multiple co-morbidities.)

- > Vestibular medicine and rehabilitation of the chronically dizzy patient, migraine & vertigo-related disorders, eye movement disorders, auditory diagnoses including auditory processing disorders. These clinics also cover ward requests to see inpatients, including patients admitted to daycare.
- > Audiological rehabilitation (congenital, or slowly progressive hearing loss)

The work in the departments

includes:

- > A one-stop approach to the assessment (clinical, audio-vestibular and ancillary tests as appropriate), diagnosis and commencement of treatment at the first outpatient appointment.
- > Ongoing treatment as appropriate with one or more members of the MDT.

There are also special clinics for a variety of patient groups who fall outside the two categories above or need more specialist care within these areas.

These include:

- > Service for young adults transferring from a paediatric unit
- > Clinic for monitoring and managing patients under treatment for thalassaemia
- > Clinic for adults and adolescents presenting with auditory processing difficulties.
- > Clinic for patients being assessed for or implanted with a bone anchored hearing aid
- > Clinic (in collaboration with ENT) for the assessment and management of patients suitable for middle ear implantable hearing aids

- > Clinics for learning disabled adults with hearing loss
- > Direct access audiology service run by the adult hearing aid/rehabilitation audiologists providing hearing aids for adults with uncomplicated age-related hearing loss
- > Nurse-led aural toilet clinics by the specialist staff nurse
- > Headache clinic including vertigo and migraine

The service is closely linked with ENT but also head and neck cancer, neurology, genetics, allergy, haematology, oncology and audiovestibular paediatric physicians across UCLH and other hospitals within the region.

Referrals to the department are a mixture of secondary/tertiary referrals (57%) and GP referrals (43%).

To refer to any of these clinics, please write to the consultant, Adult Audiological Medicine and Neuro-otology, Royal National Throat Nose and Ear Hospital, Grays Inn Road, WC1X 8DA, or call 020 3456 5259, fax 020 3456 5183. The appointments line is on 020 3456 5651.

Contact: Dr Rudrapathy Palaniappan, consultant, rudrapathy.palaniappan@uclh.nhs.uk, 020 3456 5259.

UCLH BRC awarded £111.5 million in research funding

The biomedical research centre (BRC) at UCLH has been awarded £111.5 million in funding from the National Institute for Health Research (NIHR) to extend its groundbreaking biomedical research.

The award, which will cover five years from April 2017, represents a significant uplift to the funding granted to the NIHR University College London Hospitals BRC in 2011.

The BRC's work currently focuses on cancer, neurosciences, dementia, cardiovascular and inflammation, immunity and immunotherapeutics and the new award means the BRC can expand its work into other areas where UCLH and UCL also excel.

The international panel judging the funding award described the level of integration between the BRC's partnership organisations UCLH and UCL as 'outstanding' and the quality, volume and breadth of research across the partnership as 'excellent'.

Contact: Madeleine Stewart, communications officer, madeleine.stewart@ucl.ac.uk, 020 3108 2199.

UCLH: Access all areas

Three UCLH sites are joining hundreds of other organisations on Disabled Go, an online guide to the accessibility of venues.

We are piloting the guides on four sites: University College Hospital, the Elizabeth Garrett Anderson maternity wing, the Cancer Centre and the National Hospital for Neurology and Neurosurgery.

They join several shops, pubs, restaurants, cinemas, theatres, railway stations, hotels and universities on a guide to how accessible venues are for people who have some form of disability, or who may, for other reasons, find places difficult to navigate.

Disabled Go is a web-based service that provides detailed information about the accessibility of different venues. You simply enter the place you are visiting in the search tool and icons appear, denoting facilities relating to accessibility, such as the availability of ramps for wheelchairs or buggies, disabled toilets, the use of sign language, or whether the installation of a hearing system is in place.

www.disabledgo.com

Contact: Jess Drummond, patient and staff experience project manager, jess.drummond@uclh.nhs.uk, 020 3447 2540.

UCLH awarded major musculoskeletal contract

Camden CCG has awarded UCLH the contract to provide a new Camden Integrated Musculoskeletal (MSK) Service, following a robust and comprehensive procurement process.

The integrated MSK service has been designed by Camden residents, local GPs and specialist clinicians to deliver better results and experiences for people with conditions related to their joints, muscles or bones.

Camden MSK patients helped to design the new service through workshops, a survey and representation on a clinical working group. Six Camden patients joined the expert panel which evaluated potential providers and had direct input into the appointment decision.

The Camden Integrated MSK Service will launch in spring 2017.

GP education

The upcoming dates for the 2016 evening seminars are listed below.

The last seminar this year will tackle the topic of diabetes. It is being held on 1 December at the UCH Education Centre, 250 Euston Road, London NW1 2PG from 6.30pm.

To book, email GPeducation@uclh.nhs.uk. The 2017 dates will be published shortly at www.uclh.nhs.uk/GPseminars and in the January issue of this newsletter.

Meanwhile, the North Thames NHS Genomic Medicine Centre (GMC) is providing education and training in genomics together with Health Education England, and a dedicated afternoon for GPs on genomics education will take place on the 20 December at UCLPartners, 170 Tottenham Court Road, London W1T 7HA.

To book a free place please email masuma.harrison@uclpartners.com

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.

The aim of the monthly roadshows will be to provide education for GPs around aspects of common and rare cancers, including guidance around NG12 and direct access. The workshop-style events will be tailored to the needs of each individual CCG, incorporating a wide range of topics.

We will be working with clinical leads and CRUK facilitators from each CCG to coordinate these roadshows, which will be designed to be replicable across a wider patch, if successful in north central and north east London and west Essex.

For more information on the GP education roadshows, please check www.uclh.nhs.uk/cancercollaborative

Contact: Priya Yoganathan, project manager, priya.yoganathan@nhs.net, 020 3447 2786.