

L&D Community

August 2016



LUTON &
DUNSTABLE
UNIVERSITY
HOSPITAL

www.ldh.nhs.uk/gps-professionals/

L&D rated 'Good' by CQC

On 3 June the Care Quality Commission (CQC) published its report into care provided by the Luton and Dunstable University Hospital NHS Foundation Trust (L&D) and awarded an overall rating of 'good', with some areas rated as 'outstanding'.

The publication of the report follows a planned inspection by the CQC of the L&D from 19 - 21 January 2016, with further unplanned visits taking place on 27 January and 4 February.

In its report, the CQC praises staff for their compassion and empathy, with feedback from patients positive, and outcomes above average when compared to other acute trusts.

For the five key measures, the CQC rates the L&D's services as '**outstanding**' for 'well-led' and 'responsive', '**good**' for 'effective' and 'caring' and '**requires improvement**' for being 'safe'.

The CQC's Chief Inspector of Hospitals, Professor Sir Mike Richards, said: "The Trust can be proud of the services that it manages. We found staff to be dedicated, kind, caring and patient focused. Overwhelmingly staff were positive about working at the Trust and they talked about being proud of their workplace and the care they delivered."

The CQC were particularly impressed by services in Urgent and Emergency care, Children, young people and families, and Outpatients and Diagnostics (eg X Rays, blood testing), all of which were rated as '**outstanding**'.

Chief executive of the L&D, Pauline Philip, said: "We are delighted to receive such a positive recognition from the CQC. The report is an acknowledgement of the tremendous commitment and hard work shown by our staff consistently over many years."



Luton and Dunstable
University Hospital NHS
Foundation Trust

CQC overall rating

Good

03 June 2016

Welcome to L&D Community, the newsletter for GPs, Primary Care Practitioners, Practice Managers and Practice Administrators who use hospital and community services from the Luton and Dunstable University Hospital.

Inside you will find a mixture of clinical news about new clinical developments, new service updates together with administrative updates such as new Consultants, changes to existing services, referral processes, useful contacts, clinic details, waiting times, E-referral updates. All designed to make the L&D referral process simpler and quicker saving you time and effort.

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What do the new models of care mean for us?

National speakers and local clinicians will meet at the first of the Bedfordshire, Luton and Milton Keynes (BLMK) “Clinical Conversation” events on 10 August to discuss how care pathways can be further integrated across care settings in the area.

The evening, which takes place at King’s House, 245 Ampthill Road, Bedford, Bedfordshire, MK42 9AZ from 7pm-9pm on Wednesday 10th August and will comprise of stimulating talks, facilitated breakout discussion, and a panel Q&A – giving attendees the chance to learn how to become involved in influencing and delivering the system redesign within the Sustainability and Transformation Plan for BLMK.

The speakers include:

- Dr Robert Varnam, Head of General Practice Development, NHS England
- Dr Martin McShane: Chief Medical Officer Clinical Delivery Optum International, former National Medical Director for Long Term Conditions NHSE
- Dr Partha Kar: Associate National Clinical Director Diabetes. Consultant Endocrinologist

This will be the first in the series of “Clinical Conversation” events, which will help support clinical leadership, engagement and relationship building between institutions and care settings – all vital components in delivering The Five Year Forward View (5YFV) in BLMK.

The particular focus of this event will be how BLMK can further integrate care pathways across Primary, Community and Secondary Care to deliver better outcomes for patients and citizens.

A hot buffet will be available from 6.30pm.

If you’re interested in attending, please RSVP by emailing communications@mkuh.nhs.uk to confirm your attendance and reserve your place as soon as possible.

Rheumatology services expansion

Three new consultants, new state of the art equipment, new clinics, and a new home – these were all celebrated on 16 June when our Rheumatology team held an official opening of their new department on the ground floor of the L&D.

The new location provides much better access for patients, being nearer to main reception, and with all the clinics now provided in the one place, together with podiatry and physiotherapy, the service is well on its way to becoming a ‘one stop clinic’.

The consolidation of services follows the appointment of three new consultants and the purchase of a state of the art ultrasound machine to help improve diagnostic accuracy and patients’ understanding of their condition.

Early Inflammatory Arthritis clinics have been established every week to help reduce time from diagnosis to start of definitive therapy. Patients referred on this dedicated pathway will be seen more quickly in line with nationally agreed timescales. All routine referrals will continue to be triaged based on clinical need.

A dedicated fortnightly Metabolic Bone clinic has also been launched and there is a commitment to providing fast track temporal arteritis pathway in the near future.

A new partial booking system has also been introduced, in response to a patient survey of follow up appointments which highlighted issues such as cancellation and re-booking of appointments. This means that instead of booking a follow-up appointment as soon one is requested, patients are put on a list in order of when they need to be seen. Their appointment is then booked within six weeks of when the clinician has requested to see them. The benefits will be an overall reduction in cancelled appointments, less re-scheduling and lower DNA (did not attend) rates.

Dr Daniel Fishman, lead consultant, said: “We want to provide a first class service which incorporates outpatients, diagnostic testing and therapies and our new location, expanded team and new equipment will mean a much improved experience for our patients.”



Rheumatology consultant team

Sir Bruce Keogh gives inspiring speech to staff



Sir Bruce Keogh with the L&D's Chief Executive, Pauline Philip

Sir Bruce Keogh, the National Medical Director of NHS England, visited the L&D on Friday 15 July to give an inspiring speech to L&D staff about the NHS, its future and the role they have to play.

In his keynote speech at the summer staff event 'Good, Better Best', where the theme was patient safety, Sir Bruce described the L&D as an 'outstanding organisation'.

Citing our 'good' CQC rating, our outstanding Emergency Department, our low rates of infection and our ability to deliver services within budget, he called on staff to continue to be the drivers of change and help build a sustainable NHS for the future.

Sir Bruce commented: *"The NHS is driven by economics, science and technology, and demographics, and with a 4-5% increase in demand every year, the pressures are going to be tough for the foreseeable future. However, advances in information technology and genomics will have a massive impact on how we are able to deliver health services."*

Improving mental health provision, cancer services, services for people with learning disabilities, obesity and diabetes, urgent and emergency care and the provision of services across 7 days – these were, he said, all key priorities for the NHS in the years to come.

The L&D's 'Good, Better, Best' staff engagement events take place twice a year, with 80% of staff attending a session.

L&D Hospital delivers local maternity services in Leighton Buzzard

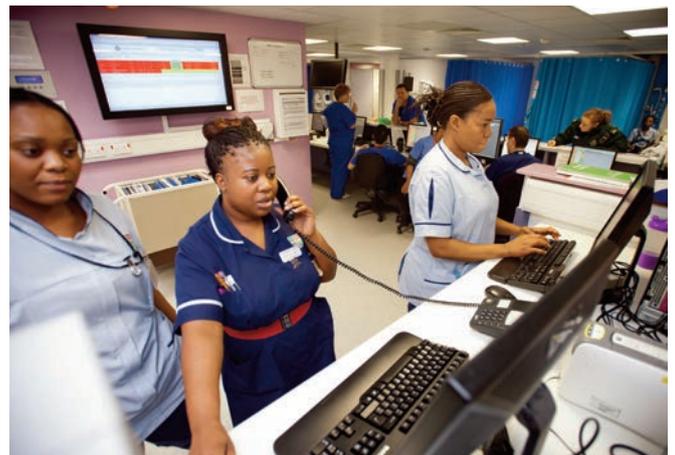
Luton and Dunstable Hospital (L&D), working in conjunction with Leighton Road Surgery, and with support from the local Leighton Buzzard community, are pleased to announce the opening of their local maternity service hub in Leighton Buzzard. This service includes the provision of all midwifery services, ultrasound scans and related pathology services all delivered from one central location at the Leighton Road Surgery branch site on Ridgeway Court, Grovebury Road, Leighton Buzzard, LU7 4SF.

Women who have chosen to have their births at the L&D can now have their 12 and 20 week scans, blood tests, and their midwifery appointments at a single convenient location at Ridgeway Court.

The key service elements of the new Maternity hub are:

- Provides 5 day per week local maternity services operating from one single location
- Provides a 2 day per week service for ultrasound scanning, supported by an Imaging Assistant/Phlebotomist to deliver antenatal scanning from 12 weeks through to term and antenatal pathology services
- Provides for a midwife onsite weekdays and drop-in/on-call over weekends to deal with any small complications, and the capacity to see 'ad-hoc' inpatients

For more information please contact the L&D's maternity ultrasound team on 01582 497499.



L&D A&E dept. top performer in the country

During 2015/16 more than 98% of patients attending the Emergency Department (ED) completed their care within four hours, against a national target of 95%. This has been achieved at a time when the hospital has experienced its highest number of attendances ever, with the ED now seeing more than 300 people a day.

Mr David Kirby, Operational Medical Director, commented: *"This official recognition of the hospital's performance shows the dedication of every single member of staff - from those who receive the critically unwell in ED, right through to those who discharge patients from the wards back into the community. We are proud of the contribution made by every one of our 4,000 staff and thank them for this fantastic achievement."*

Urgent Connect for Paediatrics

Urgent Connect is now available for Paediatric enquiries. Luton and South Bedfordshire GPs have immediate access to telephone advice and guidance from a member of the Paediatric team.

Two options are currently available for paediatric services. This enables you to speak directly with a paediatric consultant for advice and guidance or to contact PAU to discuss a referral.

WHEN THIS SERVICE WILL BE AVAILABLE:

Urgent Connect is available for enquiries from 1st July 2016. The service will run Monday-Friday from 9am-5pm.

You will continue to be able to access out of hours support from PAU by

contacting switchboard.

HOW IT WORKS: The telephone system will call three numbers provided on the online rota.

We will endeavour to answer your call as soon as possible; this may take slightly longer at peak times.

ISSUES: If you encounter any issues or difficulties using Urgent Connect to access our services; please send your queries to: childconnectldh@nhs.net

We will be keeping a log of issues and will respond to you in a timely manner.

The paediatric department appreciates your support with Urgent Connect. We feel confident that this will greatly improve communication for children and families accessing our services.



Patient Experience in Paediatrics

The Luton and Dunstable Paediatric and NICU Departments have been proud to receive an "Outstanding" rating from our recent CQC inspection. This highlighted the service as being "well led and responsive". The report has been a credit to staff on the wards who work tremendously hard to ensure good patient experience and support families at difficult times.

As a department; Paediatrics has taken a pro-active approach to patient experience. This has been supported by feedback received from the public via our Friends and Family questionnaires. We take all feedback seriously as this helps the team to understand what challenges families face when accessing any of our services. From patient feedback quarterly action plans are created to continue to make improvements. The paediatrics department is incredibly proud to provide family centred care and will continue to strive to meet the needs of our patients and local community.

Paediatrics GP & Consultants Event - Wednesday 7th September 2016

The L&D continues to offer its programme of quarterly GP & Consultant Evening Engagement events. The next event shall be delivered by the L&D's paediatric team. This free evening event shall be held at the Putteridge Bury Conference Centre, Putteridge Bury Rd, Luton, Bedfordshire LU2 8LE. The session commences at 7pm with a hot buffet followed by clinical presentations from 7.45-8.30pm.

The focus of the evening will be to discuss the changes within the Paediatric department over the last few years and to update GPs on the recent new service developments within the dept namely allergy services and childhood obesity services. Our ethos has always been to provide high quality general paediatric and speciality services closer to home.

In order to meet this goal we have increased our consultant and speciality nurse numbers so as to consolidate and increase the speciality services we can provide. We are fortunate to have very strong links with our tertiary partners allowing where possible all care to be closer to the families home. We have regular multi-professional outreach clinics with tertiary consultants this means our patients are always seen by the same team.

We hope to use the evening to inform GPs of how best to manage paediatric patients in primary care and highlight new services and provide the opportunity for local GPs to meet the paediatric consultant team.

To book your free place or for further information please email amran.qurban@ldh.nhs.uk or call 01582 718086

GP referral pathways section added to website

As a result of GP feedback gained from GP visits a new 'GP Pathways' section has been added to the GP website for the benefit of GPs and their administrators and will hold all updated clinical pathways for GPs to view prior to referral to the Trust. To view this new section please visit www.ldh.nhs.uk/gps-professionals/gp-pathways/

Please view this web page regularly to be kept up to date with pathways changes at the Trust.

L&D Introduces new GP practice admin alerts for practice administrators via email

With the help and feedback from local GPs and their admin leads the Head of GP Client services has newly established a regular GP Admin Alert update email which will be circulated to all Practice Managers and their administrative teams on a regular basis. The aim of these admin alerts is to save surgeries time by providing GP administrators and managers with up to date outpatient related information such as updated hospital ; department, Consultant and secretary contacts, referral, forms, pathways and guidance, C&B and other systems updates.

All Admin Alerts will be archived and available to view on our dedicated GP website www.ldh.nhs.uk/gps-professionals/gp-admin-updates/

If you wish to be included on the GP Admin Alert email distribution list please email amran.qurban@ldh.nhs.uk.

Outpatient team member profile

Iris Max started working for the Luton and Dunstable hospital as a receptionist at the Outpatients department in August 2007. Since then she has progressed through the department to her current position as a Partial booking Co-ordinator. Her role requires her to co-ordinate and run the daily booking of appointments for the entire Orthopaedics department.

"My very busy day starts off by prioritising GP referrals and identifying the most urgent ones. Patient appointments are then booked into an appropriate time slot based on the patient's needs. It is my duty to ensure the 18 week clock start date is set correctly so that the patient can complete their treatment within 18 weeks from GP referral.

An important part of my role is to liaise with GP surgeries, patients, secretaries, general managers and surgeons on a regular basis to ensure patients appointments and treatment go ahead without delay.

We have a new way of booking follow ups in Orthopaedics. We only book six weeks ahead and patients who require an appointment are put onto the follow up waiting list. My aim is to ensure patients in the partial booking process are given an appointment at least six weeks before it is due by ensuring that capacity problems are highlighted to the General Managers and Consultant secretaries.

I enjoy fulfilling my day to day duties as part of the L&D outpatient team and nothing gives me more pleasure than being able to bring as much reassurance and tranquillity to our patients leading up to the day of their appointment. I love what I do and it gives me great pleasure."



Iris Max, L&D Outpatients Booking Dept,
Partial booking Co-ordinator.

Consultants starters & leavers

May - June 2016

July 2016 Imaging waiting times

STARTERS

Title	First Name	Last Name	Start Date	Speciality
Dr	Vinay	Anjana Reddy	04/05/2016	Pain Service
Dr	Jasjit	Bhandari	23/05/2016	Paediatric
Dr	Usha	Niranjan	03/05/2016	Paediatric
Dr	Lisa	Selkirk	23/05/2016	SCBU/NICU
Mr.	Ahmed	Ibrahim	06/06/2016	Urology
Dr	Charlotte	Moss	20/06/2016	Theatres

LEAVERS

Title	First Name	Last Name	Leaving Date	Speciality
Dr	Ainkaran	Muthiah	06/05/2016	COE
Dr	Ranjith	Joseph	30/06/2016	Paediatric
Dr	Mirza	Rehman	05/06/2016	Diabetes
Mr.	Niteen	Tapuria	08/06/2016	General Surgery

IMAGING	Waiting times
MRI	6 Weeks
MRI Paeds/Ga	6 Weeks
CT (Gen)	2 Weeks
CT (Brain)	2 Weeks
CT (Colon)	2 Weeks
US (Gen)	6 Weeks
US (MSK))	6 Weeks
US (MSK Inj)	6 Weeks
US (Gynae)	
US (Paed Hips)	3 Weeks
US Neck	6.5 Weeks
NM (Bone Ortho)	4 Weeks
NM (Bone Oncol)	2 Weeks
DMSA	4 Weeks
Mag 3	4 Weeks
Cardiac	5 Weeks
Gen Screen	6 Weeks
Paed Screen	6 Weeks
HSG	1 Week
Arthrogram	3 Weeks
Small Bowel	3 Weeks
Sialogram	4 Weeks
General Work	5 Weeks
Dexa	6 Weeks

The above are waiting times for routine appointments; however urgent appointments are available in each of the modalities

L&D outpatients booking team contacts list

It is now even easier to contact the L&D's outpatient booking team as you can now download the contacts list for the whole department by visiting www.ldh.nhs.uk/gps-professionals/gp-admin-updates/

Luton and Dunstable University Hospital 
NHS Foundation Trust

Phone Numbers

Priority GP Phone Line: **01582 492851**
The L&D's main switchboard: **01582 491166**
Direct Line for Out-Patients Booking Dept: **01582 561385** Fax: **01582 718177**

For written referrals please address your letter to:
Out-Patients Booking Dept (Name of Consultant & Speciality)
Luton and Dunstable University Hospital, Lewsey Road, Luton LU4 0DZ

If you have any queries related to the services we provide contact:

Amran Qurban
Head of GP Client Services
& Business Development
01582 718086
amran.qurban@ldh.nhs.uk
www.ldh.nhs.uk/gps-professionals/