



Changes to DOH 18 week guidance

Due to the revised 18 week guidance as of 1st October 2015, the Trust is no longer allowed to pause patients on their admitted pathway. This means we cannot put patients onto the inpatient waiting list who are unavailable to come in for surgery for any reason. This also includes patients already waiting on an inpatient waiting list.

Therefore we are asking all GPs to discuss these 18 week guidelines with the patient at the time of referral. It is imperative that patients are made aware that they must be willing and able to accept appointments offered, or risk being discharged back to their GP to be referred again once they are ready for their treatment to commence. This then allows patients to be involved in their care and be able to make informed decisions and manage their expectations regarding their treatment pathways.

Partial Booking of Follow Up Appointments

Background

Traditionally follow up appointments have been booked for patients at the end of their outpatient visit. The problem with this approach is that patients DNA their appointment as it is booked to far into the future. In addition to this they have their appointments cancelled by the hospital several times when the clinician takes leave. This has been one of the consistent themes of patient complaints regarding cancellation and rescheduling of appointments.

Because we have this movement in the system it is not possible to accurately understand and plan capacity. The Trust current DNA rate for follow ups is around 10%.

New Process

Partial Booking is a desirable method for booking as it delivers financial benefits alongside improvement of patient experience.

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

Consultants starters & leavers March - April 2016

STARTERS

Title	First Name	Last Name	Start Date	Specialty	Status
Dr	Nashwa	Abulhassan	01/04/2016	Obs & Gynae Medical	Full Time
Dr	Mark	Alexander	20/04/2016	Imaging Medical	Part Time
Dr	Lankanatha	Alvis	12/04/2016	Stroke Medical	Full Time
Dr	Asaipillai	Asokanathan	12/04/2016	Stroke Medical	Full Time
Dr	Jacqueline	Bamfo	01/02/2016	Obs & Gynae Medical	Full Time
Miss	Verity	Currall	22/02/2016	Trauma and Orthopaedics Medical	Full Time
Mr.	Parminder	Johal	01/02/2016	Trauma and Orthopaedics Medical	Full Time
Dr	Yi	Low	15/02/2016	General Gynae	Full Time
Mr.	Aza	Mohammed	07/03/2016	Urology Medical	Full Time
Dr	Oran	Roche	04/04/2016	Imaging Medical	Full Time
Mr.	Ali	Shokouh-Amiri	14/03/2016	Obs & Gynae Medical	Full Time
Mr.	Niteen	Tapuria	04/04/2016	General Surgery Medical	Full Time
Mr.	Madhu	Tiruveedhula	31/03/2016	Trauma and Orthopaedics Medical	Part Time
Mr.	Gvozdan	Vukasin	18/04/2016	ENT Medical	Full Time

LEAVERS

Title	First Name	Last Name	Organisation	Leaving Date
Dr	Amani	Abubakr	SCBU/NICU	01/03/2016
Dr	Mark	Alexander	Imaging Medical	18/04/2016
Dr	Suzanne	El Kholy	Paediatric Medical	01/04/2016
Dr	Vijay	Kale	Theatres Medical	13/03/2016
Miss	Fani	Kokka	Obs & Gynae Medical	29/02/2016
Dr	Carmen	Martin-Marero	COE Medical	12/02/2016
Dr	Avinash	Sharma	COE Medical	17/04/2016
Mr.	Punsiri	Silva	ENT Medical	16/02/2016
Dr	Shravan	Tirunagari	Theatres Medical	21/03/2016

Dates for your Diaries

Forthcoming GP & Consultant Evening Engagement Events

Wednesday 23rd November, 7pm-8.30pm (topic and venue to be advised nearer the time)

Wednesday 8th March 2017, 7pm-8.30pm (topic and venue to be advised nearer the time)

Luton and Dunstable University Hospital 

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

May 2016 Imaging waiting times

IMAGING	Waiting times
MRI	5 Weeks
MRI Paeds/Ga	8 Weeks
CT (Gen)	2 Weeks
CT (Brain)	2 Weeks
CT (Colon)	2 Weeks
US (Gen)	3 Weeks
US (MSK)	5 Weeks
US (MSK Inj)	6 Weeks
US (Gynae)	3 Weeks
US (Paed Hips)	2 Weeks
US Neck	3 Weeks
NM (Bone Ortho)	4 Weeks
NM (Bone Oncol)	2 Weeks
DMSA	4 Weeks
Mag 3	2 Weeks
Cardiac	6 Weeks
Gen Screen	2 Weeks
Paed Screen	2 Weeks
HSG	1 Week
Arthrogram	6 Weeks
Small Bowel	No Wait
Sialogram	2 Weeks
General Work	4 Weeks
Dexa	4 Weeks

L&D Community

June 2016

Improvements in dementia care

As part of our local CQUIN requirements for 2015- 2016 the LDH has been focusing on how to insure relevant information is shared with GPs to enable them to update the careplans for their patients with Dementia. It was agreed there are very few occasions when an inpatient will be diagnosed with Dementia while being treated for an acute illness, however, when a diagnosis is made, the GPs can now expect a comprehensive letter from the clinician making the diagnosis. Our electronic discharge letter will also share the relevant information for GPs to update their records.

Delirium is fast becoming a recognised condition and is often a common reason for many hospital admissions. Here at the L&D we plan to introduce a screening tool on admission which assists medical teams in identifying possible Delirium by using a CAM assessment tool. Clinical guidelines are now available for the assessment and management of Delirium within the hospital.

The introduction of a patient and carers information sheet explaining the condition 'Delirium' has been found to be very useful for the carers, It alleviates some of their fears about the behaviours sometimes exhibited during periods of increased confusion.

Our In-house training programme now includes Dementia awareness training aligned with the National Framework for Knowledge and skills and 85% of all our staff have received a customer facing Dementia awareness booklet.

Useful links;

<http://www.england.nhs.uk/wp-content/uploads/2014/09/dementia-revealed-toolkit.pdf>

<https://www.england.nhs.uk/2014/09/dementia-guide/>

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.

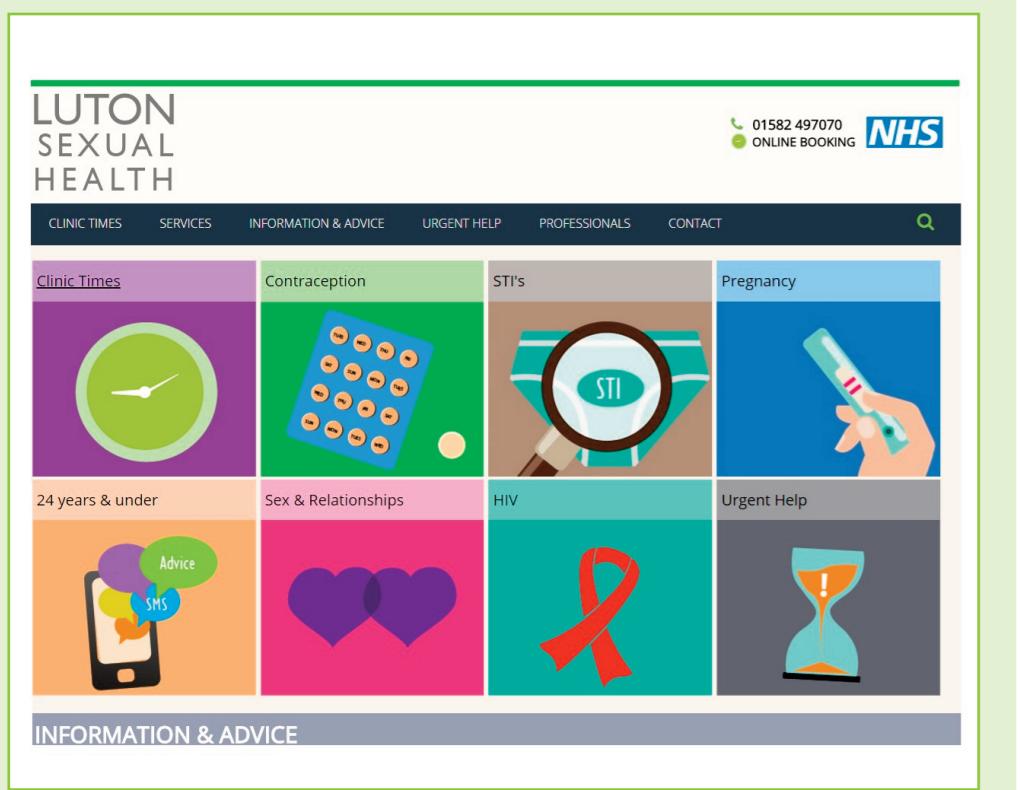
Inside you will find a mixture of clinical news about new clinical developments, new service updates together with administrative updates such as new Consultants, changes to existing services, referral processes, useful contacts, clinic details, waiting times, E-referral updates. All designed to make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

Inside this issue

- Improvements in dementia care
- Luton sexual health clinic website
- TIA / mini-stroke out patient service
- Early pregnancy clinic weekend service
- Fertility services expansion
- Impact of psoriasis
- Neurophysiology team
- Diabetes information and advice
- Changes to DOH 18 week guidance
- Paediatrics GP & Consultants event

Luton Sexual Health Clinic website - www.lutonsexualhealth.org.uk

The L&D has been running its new sexual health services across Luton since 1st April. Please review our website www.lutonsexualhealth.org.uk for more details and updates including the latest clinic times. Clinics are a mixture of booked and walk-in clinics delivered across sites in Luton. No GP referral is required and patients can book their appointments directly by calling the bookings line on 01582 497070.



The screenshot shows the homepage of the Luton Sexual Health Clinic website. It features a header with the NHS logo and contact information (01582 497070, ONLINE BOOKING). Below the header is a navigation bar with links for CLINIC TIMES, SERVICES, INFORMATION & ADVICE, URGENT HELP, PROFESSIONALS, and CONTACT. The main content area is titled 'LUTON SEXUAL HEALTH' and includes sections for Clinic Times, Contraception, STI's, Pregnancy, 24 years & under, Sex & Relationships, HIV, and Urgent Help. Each section has a corresponding icon. At the bottom, there is a 'INFORMATION & ADVICE' section.

Early pregnancy clinic at the Luton and Dunstable University Hospital: A weekend service available. 0830-1130

EPC AT L&D NOW OPEN ON A SATURDAY

We are pleased to announce that we are now offering a six-day service for early pregnancy patients as recommended by NICE.

In 2012, N.I.C.E recommended that early pregnancy clinic and a scanning service should be made available seven days a week to ensure that women receive early diagnoses of ectopic pregnancies, miscarriages and molar pregnancies.

Following a challenging business plan and successful recruitment, the early pregnancy clinic officially started the six-day service on Saturday the 17th of January 2015. It is a Consultant led service with a good patient satisfaction, diagnosis and prompt management of these patients. Clear pathways and governance structures have been developed and will be circulated to all GPs.

We feel delighted that we are able to offer this excellent service and are the only trust in this area to be able to do so. The future will be a seven-day service!

FAQ
Ms Carol Cox
01582 718267
One stop TIA /
Mini-stroke clinic
Directorate of Stroke
Medicine

TIA / Mini-Stroke Out patient service

Stroke is the most common disabling condition in the world. Identifying patients with early warning symptoms and managing them appropriately will save resources and lives.

L & D has been in the forefront as the regional centre for Hyper Acute Stroke Services offering Thrombolysis (clot busters). We also provide one stop TIA/Mini-Stroke Clinic daily including weekends and bank holidays. The clinic has facilities to get MRI/CT Brain scan and Carotid Doppler on the same day. Patients are shown the images and findings are explained. High risk referrals are seen within 24 hours and low risk referrals are seen within 7 days or even earlier. We also dispense key medications Aspirin / Clopidogrel / Statin for 1 month from our clinic in order to avoid delay as per current evidence. Feedback from our patients is great. We offer this service for patients in Bedfordshire, Hertfordshire, Milton Keynes and beyond.

We have recently expanded our capacity and will be able to accept more referrals. You may download the referral form from our hospital website and fax it to

In addition, we are:

- creating a fast-track referral pathway for GPs to refer people with psoriasis suspected of having arthritis.
- working with Dermatology colleagues, to pilot a Combined Rheumatology-Dermatology service for patients with complex Psoriatic disease and associated co-morbidities.
- developing 'quick-access' information on our Rheumatology website, on the diagnosis and management of Psoriatic Arthritis. This will include a 'Frequently Asked Questions' section, to support GPs and patients.

Further developments to support 'healthy living' will commence in Autumn including a series of educational meetings on Psoriatic disease spectrum



L&D Fertility Team led by Miss Shahnaz Akbar and Mr Jude Jose.

L&D fertility services expansion

In order to maintain our high quality patient focussed care and to meet the increasing demands on the service, the L&D's Fertility service has expanded. The dedicated fertility team now includes; 2 Consultants, one Speciality Doctor, 2 Sonographer's, three Specialist Fertility Nurses, two Fertility Scientists, two HCAs and five admin staff.

The increase in staffing has enabled the service to continue to offer the following services on a daily basis;

- Diagnostics, ultrasound scanning, routine NHS and self-funded semen analysis.
- Consultant/speciality doctor led fertility clinics.
- Offering treatment to heterosexual couples, as well as to couples in alternative relationships.
- Medical & surgical treatments to improve fertility.
- Assisted conception in the form of IVF, ICSI, IMSI, gamete donation (egg & sperm donation)
- Ovulation induction with cycle monitoring by ultrasound scans.
- HSG (Tests to check the Fallopian tubes by X rays, with same day results)
- HyCosy (test for checking the Fallopian tubes by ultrasound scan with same day results)
- Endometrial Scratching (designed to improve IVF success especially for those women who experience repeated implantation failure).

The service aims to offer 'one stop' fertility services in the near future which will include HyCosy. The L&D fertility service has an excellent success rate and patient experience feedback amongst its patients. For more information and how to refer please visit our website www.ldh.nhs.uk/fertility or contact Miss Shahnaz Akbar- lead for the fertility services on 01582 718083.

Impact of Psoriasis: Deeper than you think!

Both psoriasis and psoriatic arthritis carry a substantial morbidity and mortality burden. Hypertension and liver disease are common (25 & 50% respectively). Depression is rife (up to 20%) with smoking and alcohol addiction more prevalent. Work productivity is poor with 40% absenteeism at work place. Co-morbid cardiovascular disease is the leading cause of premature mortality with risk of MI increased by 1.6 times!

L&D hospital has invested in this cause and appointed Dr Tanya Baqai as Consultant Rheumatologist with special interest in Psoriatic Arthritis. Together with Rheumatology Nurse Specialist, Julie Begum, we are creating a Patient Forum for patients with Psoriatic Arthritis and associated issues. It will enable us to assess what services our Psoriatic Arthritis patients would like to access locally.

In addition, we are:

- creating a fast-track referral pathway for GPs to refer people with psoriasis suspected of having arthritis.
- working with Dermatology colleagues, to pilot a Combined Rheumatology-Dermatology service for patients with complex Psoriatic disease and associated co-morbidities.
- developing 'quick-access' information on our Rheumatology website, on the diagnosis and management of Psoriatic Arthritis. This will include a 'Frequently Asked Questions' section, to support GPs and patients.

For any queries contact: itservicedesk@ldh.nhs.uk / 01582 718666

L&D Neurophysiology Team

Since 1992 the Neurophysiology Team has provided a comprehensive range of specialist neurophysiology services to surrounding Trusts and direct access for individual GP practices.

The Team consists of two Consultant Clinical Neurophysiologists, Dr RM Sherratt and Dr AC Patel in tandem with Mrs CA Rollins (Professional Service Manager) who heads the Clinical Physiologists and administration staff.

Neurophysiology provides diagnostic information through detection of electrical changes in brain, nerve and muscle to aid patient management and thus enhance patient care. We perform EEGs in the adult and paediatric population, with a casemix of over 50% paediatrics (including learning disability and NICU clients). Nerve conduction studies/ EMGs are carried out by Consultants and Clinical Physiologists for a variety of conditions ranging from carpal tunnel syndrome to more complex cases. Evoked potential tests form a small but important part of the service.

We provide a high quality service for the local and wider population, from primary and secondary care. Our dynamic team are seeing patients within 6 weeks, thus increasing patient satisfaction as well as improving their care. To date over 96% of patients would recommend our service to a friend or family.



Dr Anjla Patel
MB BChir PhD MRCP|
Consultant in Clinical
Neurophysiology

If you would like to refer to our services then please complete the referral form on ICE.

Our Contact details are Telephone: 01582 497069
Email: neurophys@ldh.nhs.uk

New L&D Hospital Electronic DNA Clinic Letter Template

From 19th May 2016 a new clinic letter template went LIVE at the request of the GPs and CCGs.

- This letter template will be used in clinic for all patients that DNA an L&D hospital appointment
- The DNA letter to go to the GP electronically and the Patient will be copied in via hardcopy in the post
- Full testing has been completed from the Luton and Dunstable University Hospital into the GP surgeries EDT Hub
- Letter will be clearly titled 'DNA Letter' to save GP admin staff time in understanding the nature of the content.

For any queries contact: itservicedesk@ldh.nhs.uk / 01582 718666

L&D



The screenshot shows the homepage of the Bedfordshire Diabetes website. It features a header with the website name and a search bar. Below the header is a banner image showing a medical professional interacting with a patient. The main content area includes a section titled 'Diabetes - Information and Advice for Bedfordshire' with a list of topics covered, a map of Bedfordshire labeled 'Diabetes in Bedfordshire', and a portrait photo of Dr Anjla Patel.

Diabetes Information and Advice

www.bedfordshirediabetes.org.uk

For all your diabetes queries and questions, refer to the newly revised and updated Bedfordshire Diabetes website, which first went 'live' in July 2010. This update has been undertaken by the Diabetes Specialist Teams from Luton & Dunstable, Bedford Hospitals and Luton Community Diabetes service. It includes up to date information and guidance on all aspects of diabetes management as well as local resources and contact details to facilitate primary care diabetes teams in managing their diabetes patients. Recommendations from latest NICE guidance on type 2 diabetes (NG28) and guidance on use of new oral hypoglycaemic agents have also been incorporated.

The website will help guide and assist healthcare profession in the diagnosis, assessment and management of diabetes as well as providing referral guidance and pathways. The website has built-in links to the latest clinical guidelines and includes updated chapters on specialised areas such as Ramadan, palliative care, steroid hyperglycaemic management and psychology. You will also find many user friendly printable patient information leaflets, and management algorithm charts to guide you on all areas of diabetes management such as insulin and hypoglycaemic therapy, recommended changes during Ramadan, management of intercurrent illness, steroid use, and hypoglycaemia. To refresh yourself please revisit the site at www.bedfordshirediabetes.org.uk