

L&D Community

June 2017



LUTON &
DUNSTABLE
UNIVERSITY
HOSPITAL

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

L&D GP Client Services Programme

During the course of 2015/16 the Luton & Dunstable University Hospital invested in two qualitative GP surveys, the recommendations from which resulted in a programme of projects called the GP Client Services (GPCS) Programme. GPs, Practice Managers, Practice Nurses and their admin teams from over 40 GP practices across Luton, Bedfordshire and Hertfordshire took part in the 2 hour face to face GP surveys. These surveys sought to determine surgery staff views on what the hospital could do to improve the interface between primary and secondary care.

The major drivers for the GP Client Services Programme are;

- Generate improvements in patient outcomes, patient safety and patient experience
- Redesign inpatient, outpatient and A&E discharge letters to increase their quality and timeliness
- Using GP feedback to improve speed and efficiency of referral processes, reducing the admin burden for both sides
- To establish short and long term improvements to increase GP satisfaction levels
- Improve the GP and Consultant relationships
- Improve the way the Trust communicates with GPs and their administrators
- Work towards meeting the recommendations from the Primary Care Foundation, NHS Alliance 'Making Time in General Practice Report 2015' (Understanding the burden of the primary secondary care interface)

With the above objectives in mind the Trust has established a GP Client Services Programme Steering Group and sub groups consisting of hospital Consultants and Medical Directors, GPs, Junior Doctors, Prescribing Teams, IT Systems Leads and General and Service Managers. The sub groups objectives are;

- A&E discharge letters sub group – redesigning A&E letters to meet Academy of Medical Royal Colleges (AoMRC) headings so they include higher quality clinical information and be delivered to GPs within 24 hours of discharge
- Outpatient clinic letters sub group – redesigning outpatient letters to meet AoMRC headings so they are more comprehensive and are delivered in a timely way (within 10 days)
- Inpatient discharge letters sub group – redesigning inpatient letters to meet AoMRC headings so they are more comprehensive and are delivered in a timely way (within 24 hours)

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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. These are all designed to make the L&D referral process simpler and quicker saving you time and effort.

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- Medications and prescribing sub group – ensuring medication changes are detailed with a rationale and next steps
- GP advice & guidance – ensuring a consistent mechanism for GPs to access timely (within 48 hrs) Consultant advice and guidance

Other measures to be implemented include:

- Updating the existing L&D GPs & professionals website, please see www.ldh.nhs.uk/gps-professionals/
- Updating the L&D Service Directory for GPs and their admin teams
- Circulating 'L&D Email Admin Alerts' so GP admin teams can be kept abreast of changes in referral processes and contact details for Trust services and staff, please see www.ldh.nhs.uk/gps-professionals/gp-admin-updates/
- Closer participation of L&D Consultants at CCG locality based and CCG wide GP educational events

If you work as a GP or a trainee GP, Practice Manager or Practice Administrator and would like to participate in any of the sub groups or would like to learn more about the GPCS Programme please contact Amran Qurban, Head of GP Client Services via amran.qurban@ldh.nhs.uk In the meantime we will keep you posted as to progress on this important programme.

Blue light cystoscopy device

This device is new technology, specifically designed to detect and help with the removal of bladder cancer tumours. The new equipment will make this diagnosis and treatment simpler, offering patients the best possible support for their bladder cancer.

Patients with bladder cancer currently undergo treatment with trans-urethral resection of bladder tumour (TURBT). This procedure involves passing a telescope into the bladder under a general or regional anaesthetic and using a diathermy electrode to remove tissue. This procedure provides tissue for accurate histological diagnosis and also treats the cancer by removal and destruction of the abnormal tissue by heat.

The conventional light source to visualise the bladder is ordinary white light, however it is recognised that not all tumour is easily visualised with white light and therefore the tumour may not be fully visualised and removed. Blue light cystoscopy or photodynamic diagnosis (PDD) involves the installation of a photoactive compound (e.g. hexaminolaevulinic acid (HAL)) into the bladder via a catheter prior to the TURBT. The photoactive compound accumulates preferentially in rapidly proliferating cells including cancer cells and when subjected to florescent (blue) light emits a red light, thereby making the tumour cells much easier to visualise. The TURBT is then performed under blue light.

This treatment has been shown to improve the pickup for bladder cancers, especially high grade carcinoma in situ (CIS) by up to 40%. This enables more complete removal of tumours which in turn leads to a 10% reduction in recurrence and a near doubling in time to recurrence from 9 months to 16 months. This is better for patients.

Luton and Dunstable Hospital IT Update

ICE Upgrade and Laboratory Information Management System [LIMS] Replacement

The Trust has two IT infrastructure projects currently underway **ICE** upgrade (scheduled to Go-Live autumn 2017) - and a replacement **LIMS** (scheduled to Go-Live within the year).

The predicted benefits of the **ICE** upgrade for GPs are:

- **Pathology Messaging Implementation Project (PMIP) Feed** – This will be replaced to ensure results are structured and presented in a more consistent format.
- **Improvement** – It will enable updates on bug fixes, better integration, security and compatibility to upcoming Operating Systems and Browsers.
- **Future Opportunities** – It will enable configuration of new tests using a pre-set schedule for orders and allow 'redo order' for regular tests for a patient.

We are looking for your support and assistance particularly from GPs using SystemOne or EMIS to test the new system during the upgrade.

You can contact Christopher Fernandes

Christopher.fernandes3@ldh.nhs.uk Programme Manager to express your interest or for any further clarifications.

The Breast Unit website is now live!

We have developed a website for the symptomatic Breast Unit at Luton and Dunstable Hospital; this is now accessible from the 'Our Services' drop down menu on the main hospital website (select 'Breast Unit') or by visiting;

www.ldh.nhs.uk/breastunit/

We hope that this will be a useful resource for GPs and patients using our service. It provides advice about common breast problems, information about out-patient appointments available and what to expect when visiting the Unit. We have included information about the types of treatment available here with the aim of helping our patients to make informed decisions about their care. There is a section for professionals describing our services and follow-up protocols. Please let your patients and colleagues know about the website and we hope you like it!

Shared decision making for Optimal Care & Management of Osteoarthritis

The Lower Limb Arthroplasty Team at L&D believe in Managing OA according to the principles laid out in NICE CG 177 published Feb 2014.

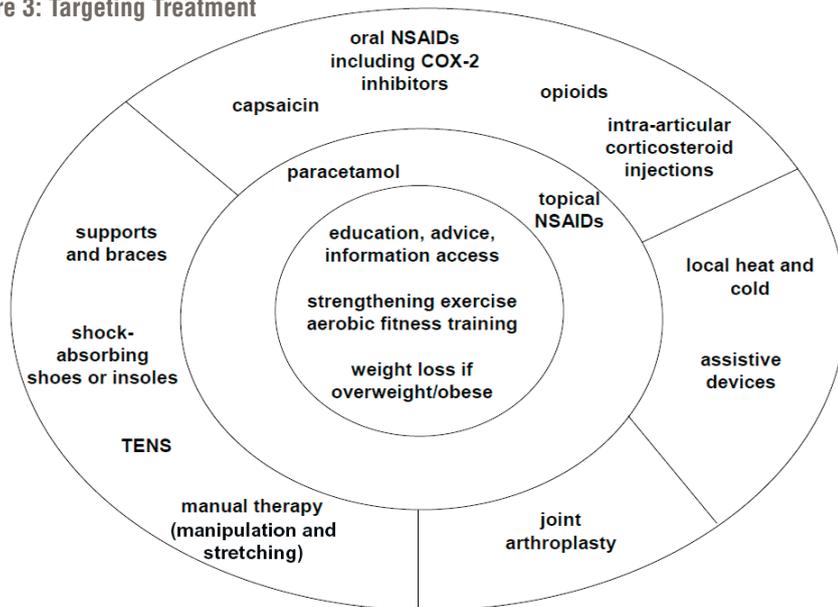
Patient education, understanding and active participation is the Key to successful outcome.

Patients are encouraged to go and read this Guideline and then make an informed and shared decision. Arthroscopic washout, Glucosamine & Chondroitin, Intra-articular hyalgan injection are not of proven value and not recommended.

Arthroscopy of knee is only offered if there are mechanical symptoms, catching locking or loose bodies with a reasonably well preserved function.

<https://www.nice.org.uk/guidance/cg177/evidence/full-guideline-191761309>

Figure 3: Targeting Treatment



The Lower Limb Arthroplasty Team at Luton & Dunstable Hospital
(Mr Manjure, Mr Kalairajah, Mr Sundarajan, Mr Saed, Mr Sanjay, Mr Parwez)



New clinical pathway for induction of labour introduced

The development of the clinical pathway for IOLs has ensured that this standardised, evidence-based interdisciplinary care management plan, has been put in place enabling the clinical intervention of membrane sweeps to be offered from 37 weeks gestation. The pathway was launched on 1st September 2016 thanks to the commitment and support from the midwifery and obstetric leadership team and clinicians. Since this time, data review and outcome measurement have been taking place to review and evaluate this practice. Preliminary findings indicate that this has been a tremendous success, with the rate of IOLs, particularly in IOLs for post-term gestation (which was previously the greatest indication for IOLs) now found to have reduced. These audit findings are due to be presented shortly, however staff working in maternity services have already been finding that this pathway change has made a difference to capacity and workload in the Unit (reduced admissions for IOLs on the wards, and an increased number of women attending in spontaneous labour!). As well as the key outcomes on the rates of IOLs being audited, Patient and Staff Satisfaction surveys are also planned to review the success of this clinical pathway development.



Maternity And Mothers Meeting day

Date: Thurs 13th July 2017
Time: 4.30pm – 8pm
Venue: Marquee

For further details please contact Stella Roberts, Consultant Midwife stella.roberts@ldh.nhs.uk or Jacqueline Bamfo, Consultant Obs jacqueline.bamfo@ldh.nhs.uk

We are pleased to announce that to mark the improvements in line with the 'Better Births' vision, (installation of our new birthing pool and the proposals for development of community hubs) will be included with the formal opening by our VIP Speaker **Baroness Julia Cumberlege, CBE DL**



Local GPs, Health Visitors, Commissioners, and other health professionals as well as local families, parents, children, and grandchildren are welcome to attend to meet the maternity team, find out more about our services offered and enter a competition to name the our maternity mascot!



L&D Supporting locality based and CCG wide GP educational events

The L&D hospital continues to provide in house and external Consultant input at GP educational events such as Protected Learning Time style events. Such GP education events are crucial to improving clinical engagement between GPs and Consultants and sharing good practice and guidance. With this aim in mind Trust clinicians across the Trust would be happy to inform and contribute to your CCG locality based or CCG wide GP educational events to speak on topics which GPs find of most interest and use. The Trust is already working closely with its local CCG to help support the delivery of educational events such as Protected Learning Time sessions.

We would welcome the opportunity to field Consultants at CCG wide Health Education and Training (HEAT), Protected Learning Zone (PLZ) and Clinical Education sessions or at smaller CCG locality based events.

If you are a CCG team, CCG locality team or GP who would like L&D Consultant input at one of your local or CCG wide GP educational events please contact the Trust's Head of GP Client Services Mr Amran Qurban via amran.qurban@ldh.nhs.uk with details of your speciality of interest and precise requirements and provide a minimum of 6 weeks' notice.

Calling all Primary Care Golfers

The Annual Charity Golf Competition for the Luton & Dunstable Hospital is being held on Friday 8th September at Harpenden Common Golf Club and we would be delighted to welcome you to our event.

The day starts with coffee and bacon or egg rolls on arrival, 18 holes of golf with competitions around the course, such as longest drive and nearest the pin. After the golf, there is a 2 course dinner, followed by the prize giving ceremony, raffle and auction.

The Golf Day is raising money to improve the NICU facilities and to ensure that both babies and parents are treated in the best possible environment.

We are planning to convert a room on the unit into a dedicated breast feeding support room, which will be equipped with new breast pumps and comfortable chairs. This will offer NICU mums a calm and relaxing place to express their milk with specially trained breast feeding support workers.

The cost is £80 per player in teams of 4 players and bookings are now being taken. Please call the Fundraising Team on 01582 718289 or email fundraising@ldh.nhs.uk to book your place. We look forward to hearing from you.

Paediatric & Neonatal Unit voted Best Paediatric Training Unit in East of England

The East of England Paediatric School hold an annual event when all Paediatric trainees and trainers from the region are invited to nominate trainees, trainers and departments for achievement awards, known as the PAFTA, Paediatric Awards for Training Achievements.

This year both trainees and trainers from the L&D had multiple nominations with the Paediatric & Neonatal Unit teams being voted the Best Paediatric Training Unit in the East of England.

Consultant in General Paediatrics, Diabetes and Endocrinology and Director of Medical Education, Dr Nisha Nathwani, said: 'Across the deanery, Luton is known as a very busy place to work with an intense complex workload yet each year trainees put Luton as their first choice for training placement. This is because of the support, experience and training that they receive when on the general and neonatal side. This reflects the commitment the team has to Training and Education. Within the region we are well regarded as a unit because of the support we give to trainees, and as a result we are asked to share our experience and learning with colleagues from across the patch.'



Dan Briscombe

Surgical Patient Pathway Supervisor

As Patient Pathway Supervisor my role within the Outpatients Department is an important part of the patient pathway, helping the Trust achieve its objectives and performance targets. My role provides both patients and the staff with a dependable assurance of pathway quality and data compliance. I routinely assist my staff to ensure that patients are supported as much as possible at each step of their Surgical Outpatient pathway and that they are seen and treated within their required guidelines in accordance with hospital and government policies (from point of referral through to Outpatient discharge). I have a great team around me here at the L&D and love the satisfaction my job gives me, knowing that I'm potentially making a big difference to someone's life and well-being.

Paediatrics

- Since going live with Paediatric on E-RS we have experienced some initial issues with GP referrals coming into clinics. Part of this has been due to the way we have published our services and we have now rectified some of these issues.
- Paediatric Gynaecology – we have published a new service for this and young girls are now seen by a gynaecologist rather than a paediatrician.
- We have received a significant number of general paediatrics clinic referrals for children requiring circumcision. All such referrals must be sent to the Paediatric surgical service rather than general paediatrics.

Respiratory Medicine

We have removed the clinic type Respiratory Medicine/Sleep – see sleep medicine from the General Resp service. This is due to sleep patients needing to go through under the sleep medicine specialty clinics.

L&D GP Pathways & Referral Guidance section of GP website

The Trust has recently introduced a new section to its GP website 'L&D GP Pathways & Referral Guidance'. This new section contains newly updated clinical pathways and referral guidance for GPs, before referring patients to the L&D for a specific service. Please visit this page

www.ldh.nhs.uk/gps-professionals/pathways-referral-guidance-for-gps/ regularly to keep updated on latest pathways updates and referral process changes.

Missing referral letters

Please be reminded the turnaround time for 2ww is 24 hours and urgent/routine is 3 days. Delays in adding letters to the referrals reduces the time available to process the referral. Referral letters are sent to Consultants for grading, uploaded onto our notes system and finally a pre booked appointment is made for the patient. If this appointment requires changing this leaves little notice for the patient.

Selecting the right Ophthalmology Service

The impact of the GP admin teams not selecting the correct ophthalmology service is leading to a poor patient experience. Recently we completed an audit for Ophthalmology referrals to establish why so many patients were being redirected. It was discovered that some practices are not understanding the clinic types which is leading to patients' treatment being delayed. There are very specialist services on ERS for Ophthalmology so it is important that these are understood. Please ask if you are not sure and we can help with the signposting. It also enables us to see where we can improve on our labelling of the services. You can download the latest full ERS clinic type list by visiting our GP website at www.ldh.nhs.uk/gps-professionals/gp-admin-updates/

Consultants starters & leavers January - April 2017

1st May 2017
Imaging
waiting times

STARTERS

Title	First Name	Last Name	Position	Start Date at the Trust
Dr	Spiro	Gerdzhikov	Consultant Theatres	18-Apr-17
Dr	Priti	Kamath	Consultant Theatres	01-Feb-17
Dr	Paramasivam	Sivakumar	Consultant SCBU/NICU	26-Mar-17
Mr	Devi	Tokala	Consultant T&O	03-Mar-17

LEAVERS

Title	First Name	Last Name	Position	Leaving Date
Dr	Sharon	Crichlow	Consultant Dermatology	21-Apr-17
Dr	Rami	Fikri	Consultant Diabetes	31-Jan-17
Mr.	Zaib	Khan	Consultant General Surgery	03-Jan-17
Mr.	Nana	Osei	Consultant T&O	02-Mar-17
Mr.	Ashutosh	Rai	Consultant ENT	05-Feb-17
Dr	Faisal	Sattar Awan	Consultant Theatres	28-Feb-17
Dr	Paramasivam	Sivakumar	Consultant SCBU/NICU	24-Mar-17
Dr	Iram	Syed	Consultant Histopathology	18-Jan-17
Mr.	Gvozdan	Vukasin	Consultant ENT	12-Feb-17

Modality	1st May 2017
MRI	6 weeks
MRI Paeds/Ga	6 weeks
CT (Gen)	3.5 weeks
CT (Brain)	1.5 weeks
CT (Colon)	2 weeks
US (Gen)	7 weeks
US (MSK)	7 weeks
US (MSK Inj)	6 weeks
US (Gynae)	6 weeks
US (Paed Hips)	5 weeks
US Neck	6 weeks
NM (Bone Ortho)	3 weeks
NM (Bone Oncol)	2 weeks
DMSA	3 weeks
Mag 3	3 weeks
Cardiac	1 week
Gen Screen	3 weeks
Paed Screen	3 weeks
HSG	2 weeks
Small Bowel	No wait
Sialogram	No wait
General Work	1 week
Dexa	4 weeks

L&D Hospital outpatients team contacts list

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

L&D services available on ESR/C&B

To download the current list of all L&D services available for booking on the ESR/C&B system please visit our dedicated GP website at www.ldh.nhs.uk/gps-professionals/gp-admin-updates/



**Luton and Dunstable
University Hospital**
NHS Foundation Trust

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

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 & Specialty)
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
01582 718086
amran.qurban@ldh.nhs.uk
www.ldh.nhs.uk/gps-professionals/