



February 2019

Blood Collection System

The L&D Pathology Service is standardising its blood collection system to bring it in line with other pathology departments around the network. The Vacuette Blood Collection System from Greiner Bio-One UK Ltd has been chosen.

This new system can collect blood samples simply and safely while the new tubes enable a more consistent 'draw' of blood to ensure the right volume is taken. The cap colours in the new system are standardised to meet recent guidelines and all fill volumes have a clear level indicator on the labels. The ICE system will be updated to reflect the collection bottles to use.

Points to Note:

1. The new system will come into effect on 1st April 2019 for all existing users of L&D pathology services.
2. There will be an initial 2 weeks supply of the new blood bottles to be sent to each GP surgery from 18th March 2019.
3. Current versions of collection needles **are not** compatible with the new system.
4. We have arranged for your current provider (listed below) to order and supply the collection needles that are compatible with the new system.

Please contact them to order the new collection needles required, but for information the new products will be:

MPC	NPC	UOI	Base Description	Secondary Description
450040	KFK023	100	Blood Collection Needle 21G	Visio Plus Flashback Green Needle 21G x 1 1/2"
450041	KFK017	100	Blood Collection Needle 22G	Visio Plus Flashback Black Needle 22G x 1 1/2"
450230	KFK287	50	Blood Collection Support Product Safety Tube Holder	Quickshield
450085	KFK137	24	Blood Collection Set Safety with Holder 21G	Green needle 19cm tube with luer adaptor + holder
450086	KFK138	24	Blood Collection Set Safety with Holder 23G	Blue needle 19cm tube with luer adaptor + holder
450263	KFK111	100	Blood Collection Support Product Holder	Holdex Eccentric Holder Sterile single use

5. Orders for the new blood bottles can be gained by downloading a new L&D Pathology Supplies Order Form which will be made available from the GP website via www.ldh.nhs.uk/gps-professionals/gp-admin-updates
6. Pathology cannot receive orders by Fax or Telephone. From the 1st April 2019 orders must be sent through by email to: ldh-tr.pathologysupplies@nhs.net
7. If current stock levels are high, excess stock can be returned via the Pathology courier service to the L&D Pathology Department, prior to conversion.
8. After April 1st, left over stocks of the old blood bottles and collection needles can be returned to the L&D Pathology Department for use and/or disposal, or they can be collected by Greiner after the start date.

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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 out about new clinical and administrative developments, service updates, such as new Consultants, changes to existing services, referral processes, useful contacts, clinic details, waiting times and 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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9. Each surgery will be contacted in due course by Greiner to arrange on-site training between 18th and 29th March. If there is a preferred date and time, please contact as per below and Greiner will try and accommodate it as best they can:
 - Helen Storer, Sales Manager, Greiner, via email: helen.storer@gbo.com
10. If you would like a preview of the system please follow the links below:

Vacurette Safety Blood Collection Sets:
<https://www.youtube.com/watch?v=OIJ0nZs32a0>
Vacurette Quickshield Safety Tube Holder:
<https://www.youtube.com/watch?v=ENfmNbrF7hQ>

This article along with the links and downloads can be viewed on our GP Admin Updates page of our GP website www.ldh.nhs.uk/gps-professionals/gp-admin-updates

MRI Department Upgrade

The MRI suite has undergone a recent transformation including a reconfiguration of the layout with installation of a 3rd state of the art, Ingenia 1.5T MRI scanner, new inpatient bed bays a new dedicated outpatient seating/changing areas.

The transformation also includes an upgrade of existing magnets to dStream Philips and a better supporting infrastructure inclusive of chilled water supply and air handling unit. The overall suite provides our patients with a friendly, more comfortable and calming environment which will help reduce patient anxiety and maximise the interaction between staff, patients and their relatives.

The addition of a new MRI scanner will also significantly improve waiting times because of additional scan capacity and the new scanner can offer an immersive, multi-sensorial experience during the scan which helps to put patients at ease during their procedure.



MRI Department team

New Adult Community Speech and Language Therapy Service

In April 2018, the L&D took over the community and outpatient Speech and Language Therapy (SLT) services for Luton CCG. The service is now fully staffed and there are three SLTs in post offering outpatient and domiciliary appointments to patients with acquired communication and swallowing disorders in Luton. The Team offers a prompt and timely service and is able to respond to all requests for support with adults with communication and swallowing difficulties. Nursing home training has already started, and Lee Silverman Voice Treatment intensive therapy for people with Parkinsons Disease is being delivered where appropriate.

The Team can offer assessment and therapy for people with communication and/or swallowing difficulties due to a variety of conditions such as stroke, progressive neurological conditions, brain injury. Multidisciplinary clinics have also started at Keech Hospice. The Team are happy to receive requests for training and referrals are welcome via ICE, letter or email to ldh-tr.sltdh@nhs.net

An Early Supported Discharge Service Speech and Language therapists has just been recruited and the Team is looking forward to offering a high quality acute community stroke and inpatient rehabilitation service over the next few months. If you have any queries, the SLT team can be contacted on 01582 497049.

Summary Care Record – Additional Information

Summary Care Records (SCR) are an electronic record of important patient information, created from GP medical records. They can be seen and used by authorised health and care professionals involved in a patient's direct care. At a minimum, the SCR holds information about current medications, allergies and adverse reactions. 55.2 million patients have consented to a SCR. These records are viewed 150,000 per week, meaning that 913 records are viewed per hour in different healthcare settings. Patients can ask for Additional Information to be added to their SCR, such as:

- Long-term health conditions
- End of life care information
- Significant medical history
- Vaccinations and immunisations
- Reason for medication
- Personal preferences
- Communication preferences

The General Medical Services (GMS) contract requires GPs to identify patients with moderate or severe frailty and encourages the inclusion of Additional Information in the SCRs to provide health and care professionals with more information when patients are presented at the point of care. SCRs benefit patients because key information does not have to be repeated to the different healthcare professionals. Clinicians receive accurate, timely information, aiding the delivery of good quality healthcare.

A&E clinical users report that 40% of patients have medication errors identified when SCRs are viewed and Out of Hours clinicians report that 49% of patients were guided to a more appropriate care pathway when their SCR was viewed. For more information on how to sign your patients up to this valuable service, please go to <https://digital.nhs.uk/services/summary-care-records-scr/additional-information-in-scr> If you have specific questions, please email scr.comms@nhs.net

Non-Medical Prescribing Conference 2018; Adding Value

The non-medical prescribers (NMP) at the L&D Hospital have been running their annual conference for several years; this is to update on changes affecting non-medical prescribers share good practice and refresh. The learning is an important part of the conference but the networking that takes place between all attendees it is also of benefit.

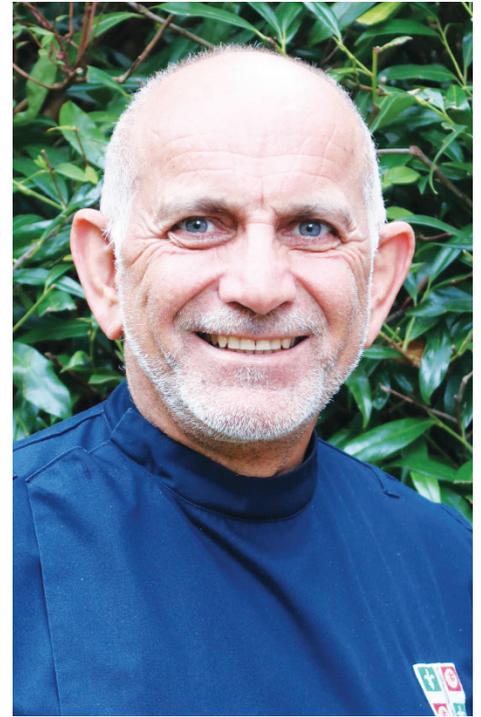
The conference took place on the 25th January 2018 and saw a large number of NMPs from the Trust, community, GP nurses and those currently studying for NMP qualification. Attendees represented all the specialities throughout the hospital and community setting. A total of 79 NMPs attended, from Bedfordshire, Cambridgeshire and Hertfordshire.

The afternoon covered the following areas;

- Renal function and prescribing
- Cardiology, medications used in cardiac conditions
- NMP audit feedback, what can we do to improve on care given
- Prescribing antibiotics.
- NMP and adding value legalities

The conference was a great success which was reflected in the feedback from the delegates.

*Co-Chairperson: Huseyin Huseyin
MS Advanced Nurse Practitioner
Clinical Operational Lead - Neurology*



Paediatric Epilepsy Education for GPs and practice nurses

Wednesday 15th May, 6pm-8.30pm

Venue to be confirmed nearer the time, event includes dinner

The L&D Paediatric Team are running an Epilepsy and rescue medication education session for GPs and practice nurses. It is free to attend and we would like to invite all GP and practice nurses colleagues who are interested to attend. The sessions will focus on Buccal midazolam rescue medication training and advice, and MHRA guidance update including Valproate. The event will also give you the opportunity to meet with other GPs and the L&D's Paediatric Epilepsy team.

To register your interest and suggest topics for discussion, please contact Dr Vana Gandhi, Paediatric Consultant on 01582 497203 or vana.gandhi@ldh.nhs.uk

Parent and Carers Rescue Medication Education Event

Tuesday 2nd April 2019, 5.30pm – 8pm Children's Outpatient Department, L&D.

The L&D Paediatric Team are running another parent and carers rescue medication education session for all parents and carers of children on emergency rescue medication with or without a diagnosis of epilepsy.

Please share the event information to any of your patients and carers who you feel would benefit from attending. The sessions will focus on Buccal midazolam rescue medication training and will provide a Basic Life Support Skills refresher. It also offers a chance to meet the Paediatric Epilepsy team and other parents. A poster for this event can be downloaded by visiting www.ldh.nhs.uk/gps-professionals/consultants-and-services/paediatrics

To book a place, please contact Carol Lander, Paediatric Secretary on 01582 497203 or by email at c.lander@nhs.net

Improving the Experience of Unpaid Carers at the L&D

Following a recent joint presentation at a regional NHS England Carers workshop, the L&D's Patient Experience Team, 'Carers in Bedfordshire' and our Carers Lounge Co-ordinator have developed a pilot 'Carers Pack' scheme aimed at improving the experience for unpaid carers accompanying their loved ones into the hospital.

The hospital has embraced 'John's Campaign', which is a national initiative, allowing carers to stay with patients during their stay. However, some carers are still challenged by staff so this initiative will help to identify unpaid carers to staff, and providing them with useful information and access to concessions.

The Carers Pack includes either a lanyard or bracelet, information leaflets, contact information, a pass enabling them to get reduced cost meals in the hospital restaurant and concessionary parking forms. The wallet also contains a comment card to gather feedback about their experience.

We plan to launch a three month pilot in March to carers from Bedfordshire with the intention of rolling it out to carers in Hertfordshire after the initial evaluation.



L&D Carers Pack contents

Head and Neck Cancer (HNC) Specialist Speech and Language (SLT) Therapy Outreach Service

The aim of this pilot project is to provide specialist SLT from the surgical hub at the L&D to Bedford Hospital and the surrounding community, as well as address SLT palliative care needs for HNC patients across Bedfordshire and Luton.

Outcomes so far:

- Improved access to specialist SLT from diagnosis to end of life
- Improved equity across the service for patients with HNC
- Improved MDT working
- Improved patient/carer experience
- Prevention of unnecessary hospital (re) admissions (Advance Care Planning around risk feeding and supporting patients to die in their place of preference)
- Reduction of complications/delays to treatment by providing timely assessment at the time of diagnosis.

Patients with communication and swallow problems as a result of HNC are now able to access specialist SLT throughout their cancer journey regardless of where they live in Bedfordshire. The ongoing funding of this service would mean that patients can continue to receive more rapid access to SLT as well as being able to receive care closer to and in their own homes, particularly those on a palliative pathway.

The service, which started in January 2017, is hosted by the L&D in partnership with Macmillan.

For further information about this service please contact either: Jenny Hunt, Macmillan Clinical Lead SLT or Monique Hinds, Macmillan Specialist SLT

Jenny.hunt@ldh.nhs.uk

Monique.hinds2@ldh.nhs.uk

Tel: 01582 497049

Cardiology Open Access Transthoracic Echo Service

The Open Access Transthoracic Echo Service (OATTES) was developed to offer GPs direct access to a transthoracic echo and accompanying report without the patient needing to be seen in the Cardiology clinic.

The aim of the service was to provide high quality, straight to test investigation within 6 weeks. Indications for referral include:

- Cardiac murmur
- Monitoring of known murmurs (where appropriate)
- Suspected Left Ventricular Hypertrophy
- Cardiomegaly on chest x-ray
- Screening for cardiomyopathy

NB. Please refer to the Suspected Heart Failure Clinic for those patients in whom you suspect new chronic heart failure with a raised BNP. This is a one stop clinic comprising of an echo, ECG and clinician review.

All referrals to the service are made via ICE and patients must be at least 16 years of age.

Following the echocardiogram, a report is compiled and made available to view on ICE within 24 hours. This includes a comprehensive summary of the findings. Any critical findings are highlighted directly to a Cardiologist and an appropriate management plan initiated. The referring GP or duty doctor would be informed of any action to be taken, in the context of significant abnormality by either primary or secondary care on the same day as the test.

3429 transthoracic echocardiograms have been performed as a result of referrals to this service. We have received positive feedback regarding this service. If there are any further ways that we can improve please let us know.

Gynaecology GP Study Day, Saturday 23rd February 2019

The L&D Gynaecology Team have arranged a GP study morning scheduled for Saturday 23rd February 2019 between 9am-12 in the L&D Lecture Theatre, COMET.

The agenda for the study day will focus on GROW services, specialist obesity clinic, outpatient hyperemesis treatments, ESMYA shared pathway, two week wait pathways, new updates in fertility and primary HPV screening etc.

The Gynaecology Team look forward to welcoming you all to this event. To book your free space please email

Hayley.Seabrook@ldh.nhs.uk

Gynaecology Outpatient Service Moving to New Location in Trust

The Gynaecology outpatient service will shortly be moving to a new dedicated Gynaecology Health Centre (GHC) which is situated at the front of the hospital site closer to A&E and the dedicated gynaecology theatre. The move will introduce new and improved patient pathways of care including a dedicated hyperemesis suite and extended opening hours for our acute gynaecology service. The move will enable us to meet the CQC required recommendations around separate waiting areas for patients who are pregnant and those who have may have encountered a pregnancy loss with an increased seating capacity from the current area.

There will be improved provision for scanning which will assist with quantity of scans offered for both gynaecology and obstetrics patients and to help maintain compliance with national initiatives such as GROW. The move will enable expansion of our Fetal Medicine Service into the vacated Early Pregnancy Clinic, more clean room capacity to allow additional procedures and help meet national targets in areas such as cancer and diagnostics. The unit will provide a dedicated counselling room for use across the Women's and Children's Division for sensitive conversations with patients and parents.

L&D Radiology Department introducing New Imaging Notification Process for GPs



The Imaging Department will be phasing out the use of fax machines to deliver Imaging alerts for abnormal results to GPs by the 1st of March 2019. The new e-Imaging Alert process is described below:

- **From the 1st of March**, all Urgent Imaging Alerts shall be sent to GP surgeries generic nhs.net email address via the Imaging Department's secure nhs.net email address below.
- The Imaging Alert shall contain: Image type, patients NHS, Hospital Nos, DoB so GPs can access ICE to view more details. Surgeries not on our ICE system shall have additional related information and images attached to the alert email.
- To ensure receipt of the alert by the Imaging Dept the alerts will contain a 'read receipt'.
- If a 'read receipt' is not received by the Imaging Dept from the GP Surgery within 2 working days, a follow up will be sent until a read receipt is received and the processed can be closed by the Imaging Department.
- **Surgeries are responsible for monitoring their generic emails regularly and complying to avoid their mail boxes being overloaded with reminders.**
- If GP surgeries have any queries at any time the should be directed to the following email address: ldh-tr.imagingsecretaries@nhs.net
- GP Surgeries that fail to follow the above will be contacted to discuss their issues

Imaging Rejections:

- Rejection of Imaging requests will be sent via AdminMedicalImaging@nhs.net a delivery receipt will be requested and the referring clinician should be informed immediately.
This account does not accept incoming inquiries.

L&D Emergency Department Discharge Summary Feedback

In October 2018, the Trust launched its new Emergency Department discharge summary in response to feedback from GPs and in order to meet new national standards.

It has now been three months since the new summary was introduced and the ED Team are keen to hear GPs feedback.

In order to be able to identify common issues or themes and provide targeted training as required, the team require specific examples of ED discharge summaries which you may feel have fallen short of your expectations to manage your patient's care. Please send any examples, with a brief description of your issue/concern, to ldh.gpsupport@nhs.net and feedback will be given in due course.

Thank you for your ongoing feedback, we are extremely grateful for your contribution. Your comments and suggestions also help to support and focus the internal quality audits being undertaken at the hospital.

GPs in Luton and Bedfordshire CCGs have access to the Urgent Connect Phone Advice & Guidance service that connects them to a team of healthcare professionals at Luton and Dunstable University Hospital.

The service is for the GPs to use when considering whether or not to send/refer a patient to the hospital. It further allows them to explore more suitable alternative pathways available to the patient - avoiding unnecessary referrals and admissions and ensuring that patients who are referred are correctly signposted. Calls are currently being answered in just under a minute.

- GPs can access the service by calling their surgery's unique Dial-In Number (shown on their Practice Poster) or via the Consultant Connect App (available on App Store/Google Play).

List of available specialties:

- Acute Adult Medicine Advice Line – supporting Primary Care colleagues in their decision making with acute medical advice & guidance
- GP Liaison Team Line – to discuss surgical, medical and DME referrals and to signpost patients appropriately
- Paediatrics Consultants for Advice & Guidance – advice for minor paediatric injuries and illnesses
- P.A.U for Urgent Paediatrics Referrals –serious and urgent paediatric advice

NHS and Fax machines

Many of your practices will have already phased out fax machines in line with NHS requirement to stop using them by April 2020. The L&D still has several fax machines in use for some referral processes. Alternatives are currently being worked on and you will be notified separately as the changes are made. The Outpatients Department still has two fax machines as a contingency however should either of them break then we will not replace them.

Advice and Guidance: These requests should be sent through NHS E-RS. This is a secure audited method of requesting clinical advice from a Trust Consultant. Using this system will negate the need to post or fax letters. The turnaround time is 2 days.

For Referrals: All first appointment requests for Consultant first led appointments (accept agreed exclusions) should be sent via the NHS E-RS.

Outpatient general enquiries: via email at ldh-tr.outpatients@nhs.net

*NB this is for queries only and not for sending referrals unless pre authorised.

Cancer 2WW: Referrals can be sent via E-RS or emailed to ldh-tr.outpatients2wwreferrals@nhs.net

L&D Recruiting New Non-Executive Director (NED)

The Luton and Dunstable University Hospital NHS Foundation Trust is seeking new Non-Executive Directors to join its unitary board and would like one of those NEDs to have GP experience combined with an understanding of healthcare commissioning.

With strong financial performance, the Trust has a national reputation for delivering high quality care as it is one of only a few Trusts nationally to meet the A&E and cancer treatment targets.

As an NED you will:

- Work with fellow directors to set the Trust's strategic aims to ensure resources are in place for these to be delivered
- Provide independent judgement, advice and providing inspiring leadership within a framework of prudent controls enabling risks to be assessed and managed whilst promoting the highest standards of probity

- Act as an ambassador for the Trust by upholding its values and engaging with stakeholders
- Chairing and participating in Board subcommittees or working groups

The Trust requires outstanding private or public sector individuals with significant senior/Board level expertise. We strongly believe that our Board should reflect the diverse communities that we serve and work within and we welcome applicants with experience and expertise in this area.

For further information please visit

www.veredus.co.uk

quoting reference 931119.

For a confidential discussion please contact our retained consultants:

Reece D'Alanno on 07711 779022,

reece.d'alanno@veredus.co.uk or

Annette Sergeant on 0207 932 4393,

annette.sergeant@veredus.co.uk

Closing date: Monday 25th February 2019

January 2019 Imaging waiting times

Modality	App wait	Report wait
MRI	5 weeks	3 weeks
MRI Paeds/Ga	6-7 weeks	3 weeks
CT (Gen)	6 weeks	3 weeks
CT (Brain)	2.5 weeks	3 weekss
CT (Colon)	4 weeks	3 weeks
US(Gen)	7 weeks	No wait
US (MSK)	7 weeks	No wait
US (MSK Inj)	16 weeks	No wait
US (Gynae)	6 weeks	No wait
US (Paed Hips)	6 weeks	No wait
US Neck	6 weeks	No wait
Cardiac	4 weeks	1 week
Gen Screen	9 weeks	1 week
Paed Screen	9 weeks	1 week
HSG	3 weeks	1 week
Arthrogram	5 weeks	1 week
Small Bowel	4 weeks	3 weeks
Sialogram	7 weeks	2 weeks
Plain Film Xray	4 weeks	3 weeks
Daxa	3 weeks	No Wait

The above are waiting lists for routine appointments. Urgent appointments are available in each of the modalities above. Currently waiting times for GP reports for MRI, MRI Paeds/ Ga, CT (Gen), CT (Brain) and CT (Colon) are currently 4-5 weeks. All other modalities will be reported to GPs in less than 10 days. Urgent results reporting shall be given priority with reports provided to GPs asap.

Consultants Starters and Leavers November 2018

STARTERS

Title	First Name	Last Name	Start date	Position Title
Mrs.	Ashish	Banerjee	03/12/2018	Consultant Restorative Dentistry
Mr.	Debabrata	Biswas	03/12/2018	Consultant Otolaryngology
Mrs.	Meena	Ranka	12/12/2018	Consultant Restorative Dentistry
Dr.	Ashish	Ravindranathan	29/10/2018	Consultant Paediatrics
Mr	Mohamed-Saeed	Seedat	21/01/2019	Consultant Orthodontics
Dr.	Deborah	Shaw	11/11/2018	Consultant Intensive Care Medicine
Dr.	Seema	Sukhani	26/11/2018	Consultant Paediatrics
Dr.	Naveen	Condati	05/11/2018	Consultant Imaging
Dr.	Lisa	Nicholls	19/11/2018	Consultant Anaesthetics

LEAVERS

Title	First Name	Last Name	Start date	Position Title
Dr.	Ahmed	Abdul-Karim	22/10/2018	Consultant General Surgery
Dr.	Sarumathi	Dhanapal	31/10/2018	Consultant Paediatrics
Dr.	Harsarn	Flora	12/12/2018	Consultant Haematology
Dr.	Yogaraneer	Marianayagam	30/11/2018	Consultant Histopathology
Dr.	Suvidya	Rajendran	13/01/2019	Consultant Obstetrics and Gynaecology
Dr.	Deborah	Shaw	11/10/2018	Consultant Intensive Care Medicine

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

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/