

# GP Brief

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## Urgent care changes this winter

As the pressure on services continues with increasing demand, in this edition you will read about a range of initiatives which have been, or are in the process of being put in place, to improve timely access to urgent care across the Southern Derbyshire health community.

You will be aware of the £4.4 million additional winter funding that Southern Derbyshire CCG has successfully bid for to support health community developments to reduce avoidable admissions, particularly aimed at supporting frail elderly patients and those with long term conditions.

Following two recent urgent care summits held between commissioners the hospital, primary and community care and social care a programme of work was agreed. The monies made available will be utilised to support some of these primarily by focusing on enhancing community service provision to support patients at home and prevent acute admissions wherever possible.

*Developments commissioned by the CCG and now underway include:*

- Extension of community single point of access (SPoA) – access to a multi-disciplinary health and social care team through one phone call co-ordinating care for frail elderly patients. This service also co-ordinates access to out of hospital assessments and packages of care within two hours. Derby City SPoA will be extended for GPs, DHU and EMAS

from 8am-8pm, 7 days a week (from mid November 2013) and Erewash SPoA will be extended to include weekends 10-6pm (from 2nd November 2013).

- End of life rapid response service – Introduction of a rapid response end of life service by Marie Curie/ Treetops accessed via the SPoA (from 4th November)
- "My Health" Health coaching scheme – introduction of a telephone-based health coaching scheme for 100 patients with COPD. (From 1st November)
- Extension of RightCare plans – providing additional capacity in primary care to complete RightCare plans for

vulnerable patients.

- Primary care co-location at the Royal Derby Hospital – GP and Advanced Nurse Practitioner operating a primary care 'front end' service next to ED from 6pm every Friday evening and over the weekend. (from 8 November 2013 until end March 2014). This is not a service that will be communicated to the general public.

A range of initiatives also developed throughout the year by the Trust to effectively manage urgent care demands have also been very positive and well received.

*Read more about these overleaf.*



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## Now Open to Referrals

The new Private Patient Suite at the Royal Derby Hospital is now open to GP referrals for self pay and insured patients.

Derby Private Health provides exceptional standards of personalised care, ensuring patients receive first class, hotel style services, in the safest possible environment.

Private patient income will be reinvested back into NHS services for the benefit of everyone.



Please refer any patients interested in private health care to Derby Private Health on **01332 785200**.

## Supporting practices with high ED attendances

Emergency department consultants have formed an alliance with the top 11 GP practices with the highest ED attendances rates. Each practice now has a named ED consultant who is working with them to help reduce avoidable attendances.

Practice visits have highlighted uncertainty of appropriate access points when referring specific conditions such as orbital cellulitis and pregnant women with medical conditions. Discussions have also taken place around the DVT pathway and availability of scans. The ambulatory care centre offers this service 7 days a week with access to scans during the week.

The scheme is just getting off the ground and our ED consultants look forward to building closer working relationships at a local practice level. David Ainsworth, general manager for acute medicine, extended the invitation to practice managers to get in touch. David is happy to host a tour round the department for practice staff and to talk about future developments in this area.

To arrange something for your practice email: [david.ainsworth@nhs.net](mailto:david.ainsworth@nhs.net) or telephone: 01332 788134.

## Consultant Directory

To access our consultant telephone directory please visit [www.derbyhospitals.nhs.uk/primary/consultant-directory/](http://www.derbyhospitals.nhs.uk/primary/consultant-directory/) or view it on the GP App. To request access to the GP App please text the word 'APP' followed by your full name and practice name to 07917 650737.

## Access to advanced radiotherapy treatment

More than 50% of cancer patients treated at the Royal Derby Hospital are benefitting from access to inverse-planned IMRT (Intensity Modulated Radiotherapy), a form of advanced radiotherapy which reduces side-effects associated with standard cancer treatments.

Inverse-planned IMRT is able to match the shape of the tumour being treated, using a mosaic effect to ensure that very high doses of radiation can be targeted to the correct area, while minimising the damage done to surrounding healthy tissues.

Patients with prostate cancer have so far been the largest users of inverse-planned IMRT at the Royal Derby Hospital because the treatment can be targeted very precisely to avoid side-effects to the bladder and bowel.

For more information contact [wendy.steele1@nhs.net](mailto:wendy.steele1@nhs.net).

# Making urgent care referrals easier

Derby Hospitals Ambulatory Care and GP Call Triage Service has been presented to the House of Commons Health Select Committee by the Royal College of Physicians as evidence of what can be achieved to reduce admissions whilst maintaining a high quality service.

### Progress to date -

The combination of consultant triage of GP referrals, combined with the option to direct patients to a well equipped and staffed ambulatory care centre, has helped the Royal Derby Hospital to reduce its overnight medical admissions from the community by nearly 40%. We have also been able to provide a consultant advice service which keeps one in ten patients in the community and supports GP decision making in difficult cases.

The Ambulatory Care Centre now sees up to 50 patients a day. It is staffed by medical registrars working alongside GPs with an interest in secondary care medicine and is open to GP referrals Mon-Fri 9-19.00, weekends 12-18.00 with the last referral taken two hours before.

Dr David Staples, lead consultant for service development said "We are rightly proud of what the team has achieved but we

want to further streamline our service."

### Next Steps -

GP feedback from the last GP Brief has highlighted three key areas where you would like to see Bed Bureau improve: delays to answering calls; clarity of Bed Bureau's role in referrals; and delays in talking to speciality doctors.

As a result of your feedback we are focusing on improving Bed Bureau to ensure GPs are connected in a time frame to suit your 10 minute consultation windows.

In November we are introducing a new telephone system for Bed Bureau. The contact number remains the same (01332 789099). This will allow us to track call activity so we can improve the service you receive. Results will be published in early 2014.

We will also soon be introducing elements of clinical navigation to Bed Bureau to ensure that

common ambulatory problems are routed safely to the Ambulatory Care Centre without the need for a consultant discussion.

Look out for new ambulatory referral forms on the GP App - coming soon.

Within the next few months, starting with DVT and hyperkalaemia, Bed Bureau will begin to stream patients with appropriately selected conditions to Ambulatory Care, although consultants will still be available for advice if desired. This work will go hand in hand with other measures to help out our Emergency Department as the busy winter period approaches including direct EMAS admissions to MAU and Ambulatory care for carefully selected patient groups.

For more information, or to make comments or suggestions, please email: [david.staples1@nhs.net](mailto:david.staples1@nhs.net) or [david.nelson4@nhs.net](mailto:david.nelson4@nhs.net).

Did you know... you can also use the GP App to report unanswered calls and request a call back as soon as a Bed Bureau advisor is available? Simply click on 'Contacts/Bed Bureau call back'.

All urgent care referrals should be made through Bed Bureau. This allows us to prepare for a patient's arrival, identify the best area for admission, and give advanced warning to the relevant area by feeding directly into our electronic patient flow system. Without the use of Bed Bureau, these advantages are missed and delays are increased affecting patients and staff.



## Derbyshire Bowel Centre Screening -

### Faecal Occult Blood Test Screening (FOBT)

The FOBT programme has been running in Derbyshire since March 2007. Since January 2010 this has been for all people aged 60-74. During this time 73% of detected cancers have been successfully resected.

Uptake of screening has steadily risen from 55% in 2007 to 59.6% amongst 60-74 year olds across Derbyshire in March 2013. This is one of the highest uptake rates for a screening centre in the country.

Despite the overall uptake being very good, it masks variable uptake rates between 72.47% and 26.92% across the Southern Derbyshire CCG area. Clusters of low uptake can be identified in three of the South Derbyshire CCG localities and consultation with key CCG leads and other stakeholders to tackle this issue will take place in the near future.

### Important facts

- FOBT screening will miss around 25% of cancers. Patients need to know that if they have symptoms a negative FOBT does not mean they are OK. Referral is needed according to local protocols.
- Polyps are commonly found at colonoscopy in over 50% of patients
- Colonoscopy has been well tolerated by patients with 90% of patients saying that taking the bowel preparation is the worst part of the procedure.
- The screening centre had a successful Quality Assurance visit in January 2013

### Future Developments

There is a new national programme for 'Bowel Scope Screening' coming in 2015. This will be in the form of a single Flexible Sigmoidoscopy at the age of 55.

The aim of this programme will be to detect patients with colonic polyps who are at a higher risk of developing cancer later in life (a similar principle to cervical screening).

The Bowel Screening team very much hope we will be able to join in with this programme at inception.

For further information please contact Dr Andrew Goddard on 01332 786904.

### Surveillance of surgical site infection (SSI) following small bowel surgery

Derby Hospitals Infection Prevention & Control Team will be undertaking surveillance of surgical site infections (SSI) following small bowel surgery.

All patients undergoing these procedures will be telephoned at home 30 days post operatively to complete a post-discharge wound-healing questionnaire. If a SSI is indicated and a GP or healthcare professional examined the wound, we will contact the practice to discuss any signs/symptoms of infection that were noted at the time of examination.

If you have any questions or would like further information email: [justine.halliwell1@nhs.net](mailto:justine.halliwell1@nhs.net) or tel: 01332 788212.

## Focus on Derby City Integrated Continence Service

Derby City integrated continence service offers assessment and treatment options for all types of urinary incontinence, faecal incontinence and constipation for patients over 16.

The service is managed by clinical nurse specialists. It also covers Derby City nursing and residential home clients who have continence problems as well as offering advice and educational programmes to healthcare professionals in the community as required.

Continence problems can have a huge impact on quality of life and by offering comprehensive assessment and treatment patients are provided with individual and comprehensive continence strategies. This approach not only improves a patient's quality of life but also ensures that budgets for continence products, drug costs and costs of secondary specialist and surgical interventions are controlled.

### Referring

Referrals are made to the service either by GPs, healthcare professionals or by the patient themselves. Clinics are available at the Royal Derby Hospital, Peartree, Village Surgery, Revive, Osmaston Road Walk-in Centre and Coleman Health Centre.

All referrals have been streamlined to a single point of access, which provides quicker access for patients to the clinic of their choice.

All clinics are available via Choose and Book and are listed as "Continence Lower Urinary Tract – Nurse Led" in the directory.

### Self-referrals

Self-referrers should call the team to organise an appointment on 01332 789162.

## Outpatient letters go digital

Over 420,000 letters are currently posted to GP practices every year following outpatient and day case attendances. However, you have told us that there are often delays in practices receiving these letters and we have been working closely with Southern Derbyshire CCG to identify a way to provide you with this information faster and securely, ultimately improving patient care.

From October-December 2013 we are rolling out electronic outpatient letters, which will be seamlessly transferred directly to GP practices for you to view.

Improving the handover of patients back to primary care is essential and electronic letters will ensure that quality and safety are at the forefront of the care we provide across the health community with prompt timely and accurate information passed back to GP practices. This will ensure that you have timely access to information about your patients and are fully informed about the treatments your patients have received, particularly ensuring that you are aware of any changes to medication enabling you to best consider how this may change your patient's primary care requirements.

Ian Lawrence, GP commented, "The switch to electronic clinic letters has been a great piece of joint working between Southern Derbyshire CCG & Derby Hospitals. It should dramatically speed up the process as well as increasing safety for patients and improving efficiency for GP practices and the Hospital".

For more information please contact Andy March, programme manager on 01332 787416.



## New Consultants

### Mr Moneesh Patel, Consultant Ophthalmologist

*Education:* MBChB, FRCOphth

*Special interests:* Uveitis, Medical Retina (including wet and dry macular degeneration, diabetic retinopathy and vascular occlusions) and micro-incision cataract surgery

To contact Mr Patel email:  
[deborah.burrows@nhs.net](mailto:deborah.burrows@nhs.net) or  
tel: 01332 787512.



### Dr Maulina Sharma, Consultant Dermatologist

*Education:* During her specialist training and out of programme experience as teaching fellow in dermatology at Nottingham University Hospitals, she was involved in teaching medical students from Nottingham and Derby. She attained a Masters degree in Medical Education (MMedSci) from Nottingham University, with distinction for her dissertation thesis, 'Evolving patterns in undergraduate dermatology: a qualitative comparison in developing (India) & developed (UK) regions' (2012). At Derby, she is the Education Lead for undergraduate teaching in dermatology.

*Special interests:* With an interest Vulval dermatology and previously having worked closely with Genito-Urinary Medicine and Gynaecology teams at Nottingham, she hopes to develop and expand the vulval dermatology services for patients in Derby.

To contact Dr Sharma email: [maulina.sharma@nhs.net](mailto:maulina.sharma@nhs.net) or  
tel: 01332 254653.



## Update on Musculoskeletal Physiotherapy Outpatients at Coleman Health Centre

We are pleased to announce that the waiting list for MSK physiotherapy outpatients at Coleman Health Centre is currently 2-3 weeks for routine patients and less for more urgent.

We see all musculoskeletal conditions including lower limbs in adults aged 16 and over. All our patient notes are recorded on Systm One and are therefore visible to GPs on the same system. Please note all patients must be able to attend without the need for patient transport.

The department is staffed by experienced highly qualified senior physiotherapists. We work very closely with the Physiotherapy Outpatient Team at London Road Community Hospital and can refer patients as necessary to attend classes there. We are also able to refer for hydrotherapy at the Royal Derby Hospital.

If you require further information please contact Anne Storr on 01332 861197.

## Derby Birth Centre

We are delighted to inform GPs of the opening of the new Derby Birth Centre, a midwife-led, low-risk birthing centre based at the Royal Derby Hospital. Offering women a new choice of birthing experience in a relaxing purpose built centre providing a home from home experience with the reassurance specialist obstetricians are on hand if needed.

The Centre has 4 ensuite rooms and a water birth room. All rooms have sensory lighting, calming music, and soft home furnishings complete with swinging crib ready for the new arrival. The Derby Birth Centre offers women and their partners a new choice of care for the safe arrival of their newborn.

Community midwifery teams are fully briefed and will ensure women are aware of this new choice of birthing experience now available at the Derby Birth Centre.



For more information please contact Maggie Coombs, senior midwife on 01332 788178.

## Cancer Care in Derby - Bridging the gap

An educational event for primary care clinicians to discuss urology (prostate), upper GI and lung referral guidelines, patient pathways, new developments, survivorship and long term follow up, with tumour site lead clinicians.

4th December 2013, 6.45-9.15pm at the Royal Derby Hospital  
Cost: Free - CPD certificate of attendance 2 hrs

To register please contact [Victoria.cogger@nhs.net](mailto:Victoria.cogger@nhs.net).

## NCORE courses

**Head Injury Training** - support worker training for the head injured client in the community  
25th - 26th November 2013  
Cost: £100

**Practitioner on Trial** - accountability of healthcare professionals  
13th January 2014  
Cost: £130 - CPD certificate of attendance 6 hrs  
To book tel: 01332 254670 or email: [dhft.ncore@nhs.net](mailto:dhft.ncore@nhs.net).

