

# NUH GP Newsletter

## Issue 2 – October 2010

**Welcome to issue 2 of the GP newsletter from Nottingham University Hospitals NHS Trust (NUH).**

Please feedback any comments or suggestions on how we could further improve this newsletter to Oona Kirkland, by e-mail to [gpfeedback@nuh.nhs.uk](mailto:gpfeedback@nuh.nhs.uk) or call 0115 969 1169 extension 76030.

Topics in this issue include:

- GP Evening Event at NUH
- E Discharge To Take Out Medication (TTO) Pilot to Start
- Extended Angioplasty services at City Hospital campus from 18 October
- New Imaging Call Centre
- Clinical Coding
- GP Referral for Andrology Services - Update
- Updated Child Death Review
- Car Parking - Good News for Patients
- Trust headquarters has moved
- Diabetic foot clinic moves from QMC to City Hospital
- Pink cards for respiratory patients
- Foundation Trust Membership
- Transforming Community Services

## GP Evening Event at NUH

Over the past few months we have been out and about, meeting with you at various meetings and events. Many of you have asked

for a meeting between yourselves and the senior management team at NUH, to discuss operational issues and build a better relationship between us. This is becoming increasingly important with the implementation of the new white Paper "Liberating the NHS." As a result we are planning a supertime event at 7pm on the 20 October at the Cityside Restaurant, City Hospital campus. We do hope you will be able to attend. You should receive a personal invitation, but let us know if you want to come and have not heard from us. If you have any questions about the event or would like to raise a particular issue on the 20 October, please let us know. We want to have the right people from NUH at the event so forward notice would be helpful. Please email [gpfeedback@nuh.nhs.uk](mailto:gpfeedback@nuh.nhs.uk).

## E Discharge To Take Out Medication (TTO) Pilot to Start

Over the past year a small group of clinicians, pharmacists, managers and ICT specialist have been working together to add a TTO medication section to the e-discharge process. A pilot began on 28 September in the paediatric wards E17, E38, E39, D33, D34, D35, CSSU and in ambulatory care. Following an evaluation of this pilot, we hope that the e-discharge TTO package will be adopted by all inpatient areas and be available to all GPs who are able to accept e-documents. For those who are not, the e-document will be printed off and sent to the practice. This system will replace the current PRIDE Card system. Should you have any or comments please send them to [gpfeedback@nuh.nhs.uk](mailto:gpfeedback@nuh.nhs.uk).

## Extended Angioplasty services at City Hospital campus from 18 October

From 18 October 2010 the Angioplasty service at the City Hospital campus of Nottingham University Hospitals NHS Trust will begin to accept all STEMI patients throughout the 24 hour period 7 days a week (currently 9-5 Monday to Friday).

All relevant emergency services staff have been informed and provided with an updated crib sheet.

In the first instance patients from the Nottingham area with symptoms of acute myocardial infarction should be referred to the Acute Cardiac Unit on the City Hospital campus. Further expansion of this service to patients from the wider Trent area is planned for the future.

All GPs and other relevant clinical and emergency services staff will be notified of any future changes to this service using recognised and approved communications channels.

For further information or clarification please contact Paddy Ellis, PPCI Project Manager on 0115 969 1169 ext: 56234.

## New Imaging Call Centre

Following feedback from our patients and GPs about the slow response times to phone calls, we've set up a Better for You whole hospital change programme project to improve access to the booking system for imaging. As a result of the project a new imaging call centre opened in September, with the aim of responding to phone calls more quickly. There will also be a dedicated phone line for urgent GP queries on 0115 9194431. A dedicated email for less urgent queries is also being discussed. If you

have other comments or suggestions please email us at:  
[gpfeedback@nuh.nhs.uk](mailto:gpfeedback@nuh.nhs.uk).

## Clinical Coding

Some GPs are concerned that patients they want to admit to hospital are being directed to the emergency department (ED), undergoing a further assessment and then being transferred. We have worked with the finance, clinical coding and medical team who work in ED to investigate what is happening. On average there are approximately 200 ED attendances in a 24 hour period. We were unable to find any patients who had been referred for admission by their GP between 9am and 5pm had been assessed and admitted through the ED department. If a patient is referred by their GP, or out-of-hours service, the patient may access services through the ED department. To test this we have requested information from GPs about patients they have referred, so we can track their admission through our systems to ensure agreed processes are being followed. Should you have any patients you have a concern about please email them to [gpfeedback@nuh.nhs.uk](mailto:gpfeedback@nuh.nhs.uk) and we will arrange to have your patient's journey tracked where appropriate. We will only be able to undertake this work on a small and random selection to audit agreed processes or investigate specific cases which do not appear to follow the usual and expected coding procedures.

## GP Referral for Andrology Services - Update

The Andrology Lab would like to remind GPs that when making a referral the patient must follow the testing procedures carefully. These can be found at [www.nuh.nhs.uk/andrology](http://www.nuh.nhs.uk/andrology).

*We are here for you*

#### Key Information:

- Patients must make an appointment after reading the instructions for specimen collection.
- Referrals must be made on andrology lab request cards not pathology requests. For more supplies please contact andrology.
- Directions to the department are available on the outpatient information leaflet, which can be downloaded from [www.nuh.nhs.uk/andrology](http://www.nuh.nhs.uk/andrology)
- Doctors referring high risk patients should make appointments directly with the lab.

## Updated Child Death Review

Following any death of a child a review is carried out. [More details on the updated review process are available via this link.](#)

## Car Parking - Good News for Patients

A new car park has opened at the Queens medical Centre on the former multi-storey site providing an extra 150 spaces. NUH is investing £3 million to improve car parking facilities across both hospital sites. Today we have 950 spaces for staff and 450 for the public. By summer 2012 we plan to have approximately 1,300 for staff and 600 spaces for the public. This exceeds the numbers available before the closure of the multi storey car park and should improve facilities for visitors to the campus.

## Trust headquarters has moved

In early September the Trust headquarters moved from Queens Medical Centre to the City

Hospital campus, to make way for clinical and research facilities. The new address is:

**Trust HQ  
Nottingham City Hospital campus  
Hucknall Road  
Nottingham  
NG5 1PB**

To contact HQ staff, ring the City Hospitals switchboard on 0115 969 1169 and asking for the staff member by name.

## Diabetic foot clinic moves from QMC to City Hospital

NUH has a nationally renowned service for diabetes patients in relation to foot care and treatment. This service is mainly delivered from a purpose-built and state-of-the-art unit, called Dundee House on the City Hospital campus, offering circulatory, plastering and podiatry services.

From 17 November the foot clinic which is currently provided at QMC will move to Dundee House. This will provide high quality services under one roof, for the convenience for all of our patients. This move will affect 80 patients, all of whom have already been informed of the changes.

There is a Medilink bus every 10 minutes between QMC and City which runs through out the day [Insert link to medilink timetable.](#) There is ample parking for patients close to the building for those with mobility problems.

[The Medilink timetable can be accessed from this link.](#)

If any patients have concerns or queries please ask them to call Trudi Cooper on 0115 9691169 ext 55873. For further details about diabetic foot

*We are here for you*

services provided by NUH click here.

## **Pink cards for respiratory patients**

An old idea for many LTC respiratory patients is being given new impetus as “pink cards” are re-launched to help navigate ‘right patient, right place – first time’ at NUH respiratory wards – Fleming and Southwell.

The pink cards will provide GPs, ambulance crews and community services with a single point of contact telephone number that can be contacted 24/7 for advice on whether a patient requires advice, assessment or admission.

From 15 November 2010, pink cards will be issued to all COPD patients attending NUH, with health professionals in the community being issued with supplies to pass on to existing patients.

In smaller numbers the pink card scheme is also being utilised by Cardiology and Renal. All specialties cards will have individual contact details.

For more information about pink cards, please contact John Gray 0115 969 1169 extension 56750.

## **Foundation Trust Membership**

NUH continues to progress its Foundation Trust membership. Currently we have many GPs registered as members (not all of them local) and are very keen to have more.

Your knowledge and expertise of healthcare needs of the local population is essential in the provision of secondary healthcare. If you are interested in learning more either contact us at

[ft@nhs.nuh.uk](mailto:ft@nhs.nuh.uk) or if you wish to join, go to <http://www.nuh.nhs.uk/ft>.

We look forward to hearing from you.

Should any of your staff team or patients express an interest in becoming a member please direct them to the above sites.

## **Transforming Community Services**

As many of you will be aware, local PCTs are currently divesting their community provider arm services to other providers. As yet it is not clear what the community services landscape will look like. NUH is committed to working with all new providers to ensure the highest quality of services is delivered to patients in Nottingham.

If you have any comments or questions relating to this newsletter please contact Oona Kirkland, by e-mail at [gpfeedback@nuh.nhs.uk](mailto:gpfeedback@nuh.nhs.uk) or call 0115 969 1169 extension 76030.

**This document can be provided in other formats and languages. Please contact 0115 969 1169 extension 76030 if you would like a copy.**

*We are here for you*