

Primary care matters

GP Newsletter

Welcome

April marks the start of a new era for the Trust, as we move out of Bristol General Hospital and begin to provide a range of services at the newly opened South Bristol Community Hospital.



We hope that patients living in the area will benefit from the opportunity to receive treatment closer to home, including day case surgery for those who are assessed as suitable.

This Saturday (21 April) the Trust is switching on Medway, a new clinical and patient administration system which allows us to bring a number of our existing systems into one place and will make it quicker and easier for staff to have an overview of a patient's care.

The next stage of the implementation will allow GPs to remotely access information about the treatment their patients are receiving at UH Bristol, we will keep you informed about this as work progresses later this year.

And finally, you will shortly receive a copy of the 2012/13 edition of the GP handbook, which lists the services provided by UH Bristol, useful contact numbers and information about how to refer patients to us.

If you have not received a copy by the end of April, please email gpliason@uhbristol.nhs.uk

Providing care closer to home

We're delighted that the long awaited South Bristol Community Hospital (SBCH) is now open.

UH Bristol is the lead provider and we are running a number of services from the new hospital, including inpatient rehabilitation, day surgery, endoscopy, community dental services, diagnostics and a number of outpatient services.

If you have not yet seen the new hospital and would like to, contact Pat French on 0117 342 9833 and we will be delighted to show you around.

The day case services we will be providing are:

- Endoscopy
- Urology
- General surgery
- Minor gynaecological surgery
- Orthopaedics, including hip injections
- Eye surgery – cataracts and glaucoma
- Pain procedures.

Some general surgery, vascular clinics and outpatient services will also be available at SBCH, with a same day, one-stop pre-operative assessment service. These clinics will be available on Choose & Book.

Paediatric clinics will be available on Thursday afternoons, some starting from 19 April. Referrals should be made, as usual, to the Bristol Royal Hospital for Children, or via Choose & Book.

Patients will be triaged according to their address and will be offered Thursday clinics if they live in south Bristol. These clinics will include general paediatrics, diabetes, immunology, respiratory and nephrology.

We hope that providing local clinics will make it easier for our patients to access care.



If you haven't seen the new South Bristol Community Hospital (pictured) yet, please get in touch to arrange a visit

We are also looking forward to providing a range of maternity services for local mothers-to-be.

Moving the Whitchurch clinic into SBCH gives us more scope to offer antenatal and parentcraft classes and initial booking-in services, along with postnatal follow-up for mothers and babies.

We look forward to receiving your feedback about these services.

For more information about UH Bristol services visit www.uhbristol.nhs.uk

For more information about SBCH visit www.sbristolch.nhs.uk

Change for the better



Patient experience Inpatient surveys show we have met targets set by NHS Bristol

We actively seek patient feedback about our services and use this to drive improvements.

Through the Commissioning for Quality and Innovation (CQUIN) payment framework, NHS Bristol set the Trust two targets during 2011/12 to reduce the amount of noise at night on our wards and ensure that

patients have help to eat their meals, if they need it.

Progress has been measured via the Trust's monthly inpatient survey and we are pleased to announce that both targets were achieved.

Paul Lewis, patient involvement co-ordinator said: "The CQUIN results were fantastic, not only because they show that our services have improved, but because they demonstrate that patient feedback can play a key role in how hospital services are assessed by our commissioners."

The Trust is currently working with NHS Bristol to develop patient experience CQUIN targets for 2012/13.

For more information please contact Paul on 0117 342 3638 or email paul.lewis@uhbristol.nhs.uk

Performance: focus on cancer

In January UH Bristol met all of the cancer standards with the exception of the 31-day subsequent surgery standard.

We treated 93.1% of patients requiring subsequent surgery to treat their cancer within 31 days of the decision to treat, against the national target of 94%. However, we are expecting to achieve 94% standard for the quarter as a whole.

Unfortunately, there are sometimes situations where we have to cancel a patient's surgery on the day of their admission for reasons that are outside of our control.

This may be because the patient is no longer fit for treatment, or because we have had a very high number of emergency admissions overnight and no longer have a vacant Intensive Therapy Unit (ITU) bed to admit the patient to after their surgery.

Booking a date for surgery that is at least a week before the patient's 31-day breach date allows us to

re-schedule surgery within the national maximum wait if we do need to cancel at short notice.

During the last couple of months the Department of Health has been leading two national cancer awareness campaigns.

The national bowel cancer awareness campaign has included TV adverts alerting patients to symptoms and recommending they discuss the symptoms with their GP.

We've so far only seen a slight increase in bowel cancer referrals from GPs.

However, we've seen a more marked increase in referrals over the last six weeks following the local 'Blood in your pee?' campaign, which is aiming to raise awareness of bladder and kidney cancers.

In both cases we have coped well with the higher levels of demand by planning additional capacity ahead of these campaigns.

News in brief

In response to feedback received from ICE GPs, we have reviewed our service and are planning to provide a direct access abdominal ultrasound screening service from June 2012 at the BRI.

This will replace one previously provided at the Bristol General Hospital and we will provide more details of this new service nearer the time. In addition we're providing a new service at South Bristol Community Hospital.

The open access plain film imaging service is still available at the BRI.

The Vascular Studies Unit is exploring ways it can provide new services in the community and would be very interested to receive suggestions from GPs about what this might look like, particularly with regards to vascular risk assessment or leg ulcer services. Please contact us by email at Teresa.robinson@uhbristol.nhs.uk

Our MEMO GP support team at the Bristol General Hospital has relocated to our Marlborough Hill Workshops, BRI (below the Trust's Estates office).

GPs who call in with medical device repairs or service requirements should note the new address: MEMO, Bristol Royal Infirmary, Marlborough Hill Workshops, Marlborough Hill, Bristol BS2 8HW, call 0117 342 3333, email MEMOCentralResponse@UHbristol.nhs.uk or visit www.uhbristol.nhs.uk/memo

The Health Protection Agency (HPA) labs in Bristol recently put in place processes to improve electronic reporting of their investigations, particularly relating to the Lab Link system used by GU medicine. These changes will improve reports sent to GPs. There will be some modifications during the next month that should not affect users, however if you notice problems, email Dave Wright, HPA computer manager, at David.Wright@UHbristol.nhs.uk