

Primary care matters

GP Newsletter

Welcome

In response to your feedback, we're including information about the consultants working at South Bristol Community Hospital and the sessions they are running, which we hope you find useful. We've also published a new GP Handbook for 2012/13 – details of where to get a copy and how you can notify us of any new information can be found on the next page.

We're always working to improve the services we offer, and this in this edition of the newsletter we feature a new unit at Bristol Haematology and Oncology Centre. The unit aims to provide round-the-clock support for patients undergoing cancer treatment. It has a dedicated advice helpline for patients and GPs.



The first phase of our new IT system, Medway, was successfully implemented last month. The system will be further developed to give GPs access to patients' details remotely; we'll contact you with more details in the coming months.

From 14 May to 22 June there will be major changes to the patient drop-off area between Bristol Royal Infirmary and Bristol Royal Hospital for Children. A barrier will be put up and staffed and access won't be allowed, unless it's an emergency. However people dropping off a child with mobility difficulties at the children's hospital will be able to do that and adults with mobility difficulties can be dropped off at the BRI's physiotherapy entrance further down Marlborough Street.

We're working hard to ensure that as many people as possible know about these changes, please find more information on our website.

Finally, this week we'll be hosting a free event for anyone interested in finding out more about nutrition in our hospitals. A senior specialist dietitian will discuss the challenges of ensuring all patients' nutritional needs are assessed and how special diets are catered for. The general manager of hotel services will also talk about how meals are sourced and delivered to patients.

The event takes place tomorrow (Wednesday 16 May) from 6pm to 7pm in the Trust Education Centre, Upper Maudlin Street.

To reserve a place, email foundationtrust@uhbristol.nhs.uk or call the membership office on (0117) 342 3764.

Deborah Lee
Director of Strategic Development

New emergency unit for cancer patients launched

A unit has been set up at the Bristol Haematology and Oncology Centre (BHOC) to provide an emergency assessment for cancer patients.

Acute Care, which opened in January, is for oncology patients who are receiving treatment at the BHOC. The unit can provide advice on treatment side effects and advancing cancer symptoms.

Patients can contact the unit on (0117) 342 2011 if they experience a sudden deterioration in their health, or with a general query 24 hours a day, seven days a week. GPs can also call the unit for advice on the management

of symptoms and information to help make the right referral choice.

Acute Care is managed by advanced nurse practitioner Tara Shine, supported by two additional nursing staff.

The unit has a designated area to handle all emergency calls and admissions in oncology and staff can identify potential emergencies and treatment complications at an early stage. The unit also provides reassurance and support to patients receiving treatment. It can also help to avoid the need for patients to go to the emergency department for an initial assessment.



Advanced nurse practitioner Tara Shine, who manages the new Acute Care unit at BHOC, with a patient

Day surgery services at SBCH

South Bristol Community Hospital (SBCH) has now been open just over a month; here we list more details about the day surgery services we're providing at the new site.

Day surgery is available to patients with lower level anaesthetic risks (ASA 1 and 2) which, as mentioned in last month's newsletter, will be determined at pre-op assessment clinics based at SBCH.

With a dedicated eye theatre, we are able to offer 10 ophthalmology surgical sessions a week and a further theatre allows us to carry out up to 10 general, urology, gynaecological and orthopaedic surgical procedures each week.

In addition, there are two endoscopy suites providing up to 20 sessions a week for colposcopy, gastro/hepatology, cystoscopy, lower GI and colonoscopy procedures.

Surgeons Paul Lamont, Jim Cook and Sheena Tranter are carrying out four surgical sessions each week for hernia,

varicose veins and removal of cysts and lipoma.

Orthopaedic surgeons Martin Gargan, Hywell Davies, Mark Jackson, Adrian Weale and Rouin Amirfezy undertake five surgical sessions each week between them, including removal of screws, metalwork and frames, CTS decompression, arthroscopy, hip or elbow injection and release of trigger finger or tennis elbow.

Faruck Quereshi undertakes one urology session weekly, including removal of epididymal cysts, meatal dilatation and frenuloplasty.

And Robert Anderson runs three sessions per week for gynaecological procedures, including colposcopy, excision and biopsy, D&C and hysteroscopy, with an additional nurse-led colposcopy session run by Yvonne Higgins.

For more information on the procedures available, visit www.uhbristol.nhs.uk

2011/12 performance overview

The Trust's final performance figures for 2011/12 were submitted to the Department of Health this month; the Trust's performance against the national access standards has continued to improve.

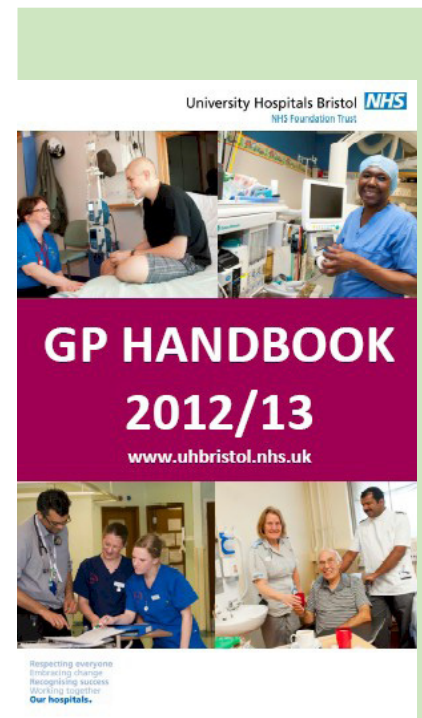
The improvements included meeting challenging target reductions in levels of MRSA bacteraemias and C. diff infections. Key national waiting time standards for Accident and Emergency maximum wait within four hours (95% standard), cancer and 18-week Referral to Treatment Times (RTT) were also achieved for the year as a whole. The consistency of performance across quarters also improved but the Trust failed to achieve the 95% A&E four-hour standard in the fourth quarter.

All cancer standards were achieved in three quarters, with one standard (62-day wait for treatment for patients

referred from a screening programme) not being achieved in quarter two. The 18-week RTT standards for admitted and non-admitted patients were achieved in each month of the year.

Year on year improvements were also seen in a number of other access standards, including the target time spent on a stroke unit, reperfusion times for patients suffering a heart attack (call to balloon times), last minute cancelled operations and 28-day re-admissions.

Although the Trust didn't achieve the national standard for operations cancelled at last minute for non-clinical reasons, significant reductions in levels of cancellations were achieved in the latter half of 2011/12. Improvements were made in re-admitting patients whose operations were cancelled within 28 days.



Your guide to who's who

You should have received a copy of the latest version of the Trust's GP Handbook for 2012/13 (pictured above).

There should be a copy for each GP at your practice, plus one for the practice manager.

Recent feedback shows that the GP Handbook is widely valued by practice staff, although a few incorrect contact details were highlighted.

The new version should contain the most recent information, including contact details for services available at South Bristol Community Hospital.

If you do spot any inaccuracies, please let us know by emailing gpliaison@uhbristol.nhs.uk.

If you need additional copies, call Amy Rich on 0117 342 3606 or email amy.rich@uhbristol.nhs.uk