

Primary Care Matters

Practice Staff Newsletter

Welcome



Welcome to the November issue of the Practice Staff Newsletter.

The inquest into the death of Luke Jenkins who died last year following cardiac surgery at the Bristol Royal Hospital for Children took place this month.

Her Majesty's Coroner determined that Luke's death, following a catastrophic haemorrhage and subsequent

circulatory collapse, was neither predictable nor preventable. She concluded that Luke had been cared for by the right people, with the right skills despite which he tragically died.

It will remain a great source of regret that, for Luke's family, their experience was not the positive one we strive for and we have already introduced new practices and additional training to ensure that children and their families are central to the way we deliver care going forward. The Coroner acknowledged in her summing up many of the improvements in our processes and communication with families that have already taken place.

The inquest into the death of Sean Turner is expected to commence in mid-January and I will provide further updates at that time.

This week, Bristol Royal Hospital for Children has been experiencing high pressures due to large volumes of attendances and admissions related to winter respiratory illnesses. We know that our surrounding hospitals are also experiencing similar pressures. Please help us by following the admission criteria in the referral guidelines. The key guidelines for Asthma and Bronchiolitis can be accessed via www.swretrieval.nhs.uk/gp_resources.htm

As we head into winter we are continuing to promote the importance of visitors not coming into our hospitals if they have had any symptoms of diarrhoea and vomiting in the last 48 hours. If you need to discuss the admission of a patient who has been in contact with norovirus please contact the clinical site managers via our switchboard on 0117 932 0000.

Deborah Lee
Director of Strategic
Development

Update to clinical document service

In last month's newsletter, we reported on the planned upgrade to our clinical document service ('CDS') which would convert downloaded documents into pdf, and which we hoped would significantly speed up this process for GP practices.

We are delighted to report that this has now successfully been implemented for many of our local practices, and feedback so far has included "happy secretaries, happy doctors" which is exactly how we planned it.

Along with the pdf conversion, this recent upgrade also included improved functionality for GP practices enabling them to search for a patient in our system and request a transfer of care if CDS did not correctly allocate a patient registered to their practice. If any practice wishes to discuss this upgrade or explore how CDS could improve efficiency of workflow by, providing electronic documentation relating to their patients in our care, please do get in touch with cdshelp@uhbristol.nhs.uk.

New Welcome Centre opens next month

Work on the BRI Welcome Centre is progressing to schedule with the new front doors set to open as planned on Monday 16 December. We are looking forward to providing a welcoming and bright entrance for the many thousands of patients and visitors who come through our doors each year.

The new retailers, Boots, Costa, Marks & Spencer, StockShop and WHSmith, are also working hard on building their stores. Towards the end of the week of 2 December the reception team will take over their smart new reception and waiting area, and the Patient Support and Complaints team will move into their offices to the left of the new main entrance. From Thursday 12 December Marks & Spencer and WHSmith will open for business, with the remaining stores, Boots, Costa and Stockshop, opening on the morning of Monday 16 December.

An official opening will be held in late January/early February to bring together the staff involved in the project, alongside the volunteers, retailers and our charitable partners among others.

Free event - current topics in microbiology and virology

University Hospitals Bristol is holding an event to discuss current topics in microbiology and virology on Thursday 5 December from 2pm to 4pm at Lecture Theatre 3, Education and Research Centre.

Topics include: Clostridium difficile update, antimicrobial stewardship, skin and soft tissue infections, norovirus and influenza. If you wish to attend please contact Angela Pollard Dept Bacteriology,

Level 8, Queens Building Bristol Royal Infirmary Marlborough Street Bristol BS2 8HW

0117 342 2879 or 0117 9299162
angela.pollard@UH Bristol.nhs.uk

Seasonal Flu

Keeping our patients safe is a critical priority and so far this season over 3,500 members of Trust staff have had the flu vaccine. This is a pleasing improvement on last year and we continue to encourage the remainder of our staff to have the vaccine to protect themselves and our patients.

UH Bristol dementia nurse wins national award



(Left to right: BBC Breakfast Presenter Bill Turnbull, Natalie Godfrey lead dementia nurse UH Bristol and Rachel Thompson Dementia Project Lead Royal College of Nursing)

Natalie Godfrey, lead dementia nurse at University Hospitals Bristol NHS Foundation Trust, has been awarded 'Best Dementia Nurse Specialist/Dementia Lead 2013' at the 4th National Dementia Care Awards. The awards acknowledge and reward those who have excelled in their work with people with dementia.

The judges said of Natalie:

We have chosen Natalie because she demonstrated an exceptional level of skill and knowledge in the field combined with tenacity and a positive /can-do attitude which results in her success as a leader of a trust – wide network of the Dementia Champions – while supporting the team to deliver on their aspirations. She also ensures that she never loses spirit of the patient with dementia in their journey through the hospital services.

Natalie Godfrey says:

"I feel very privileged to have a role that enables me to work with so many enthusiastic committed people, inside and outside of the Trust, to improve the care and support we provide to people with dementia and their families and carers.

"The last 18 months has brought challenge, but also many successes that would not have been possible without our network of dementia champions. It is to those champions that I dedicate this prestigious award."

Clinical news

From 4 November 2013, Bristol Haematology and Oncology Centre is changing its preferred Granulocyte Colony Stimulating Factor (GCSF). We will be switching to using Zarzio which is a biosimilar filgrastim instead of its previously preferred GCSFs lenograstim and pegfilgrastim. We have recently been informed that NHS England do not routinely commission use of pegfilgrastim so our prescribing of this medicine will stop almost entirely with immediate effect.

A further change in practice will be to offer patients the recently licensed sub-cutaneous (SC) formulation of trastuzumab (Herceptin). This has been commissioned by NHS England so we will start to offer this formulation of trastuzumab to patients with early or advanced HER2+ breast cancer within the next few weeks. The SC formulation is well tolerated, and studies showed that most patients preferred this preparation, although GPs should be aware that in the clinical trials, there were an increased number of flu like symptoms reported.