

Primary Care Matters

Practice Staff Newsletter



Welcome to the December issue of the Practice Staff Newsletter.

This month the Trust has been under severe pressure with rising attendances to our A&E departments, norovirus closing some wards to new admissions and a large increase in the number of children coming to us with severe respiratory problems. I know that winter puts pressure on all health and social

care services and I would like to thank you for your continued support to treat patients in the most appropriate settings.

On a more positive note, this month we have opened our new Welcome Centre which has greatly improved the environment and brought much needed services for patients, visitors and staff. We have also had positive feedback from women about our maternity services at St Michael's Hospital in a national survey published by the Care Quality Commission.

The Trust was recently highlighted in the Dr Foster Hospital Guide 2013, for having significantly lower than expected mortality rates over the past three years and noted as having lower than expected 28 day emergency readmission rates for patients treated on weekdays and weekends. Our consistently better than expected survival rates over the past three years are an indication of our constant focus on providing high standards of safety and quality of care to our patients, seven days a week. Care out of hours including weekends is as important as the care patients receive during the week and I am particularly pleased that our emergency readmission rates for patients treated on weekdays and weekends is lower than expected.

Finally, from Sunday 5 January to Friday 7 February there will once again be major changes to the patient drop-off area between the Bristol Royal Hospital for Children and the Bristol Royal Infirmary. This is caused by building work to redevelop our hospitals and is the last such closure before we open the new facilities in late April 2014. On weekdays, drivers will only be allowed access to the hospitals in emergencies or if they are dropping off children with mobility difficulties. Leaflets have been distributed to patients and the public to ensure all are informed of the changes.

We had excellent feedback from the 17 GPs who attended our infection control seminar on antibiotic prescribing and we are starting to work with CCGs and public health to continue to make progress in infection control, especially C.diff.

Dr Sean O'Kelly
Medical Director

Doors open at Welcome Centre

University Hospitals Bristol NHS Foundation Trust (UH Bristol) opened the front doors of its new Welcome Centre on Monday 16 December, as part of the wider redevelopment of the Bristol Royal Infirmary (BRI).

The £5 million Welcome Centre has transformed the entrance to the BRI by providing a bright, spacious area for the benefit of patients, visitors and staff.

Services include an outpatient booking service, patient support and complaints service, smart new reception and waiting area, and retailers including Costa Coffee, Marks & Spencer, Stockshop and WHSmith. Boots UK now operate an outpatient pharmacy service alongside a retail store, which means that patients can pick up prescriptions in the Welcome Centre up until 7pm weekdays or at a Boots UK community pharmacy outlet closer to their home.

Deborah Lee, director of strategic development, said: "We're delighted to see the main entrance to the Bristol Royal Infirmary completely transformed into a light, airy and welcoming space for our patients, visitors and staff. We know from comments we receive from patients and their families how important a good welcome is, and we hope that this new entrance into our hospital complex will better reflect the high quality of care and services we provide within the hospital."

"The development of this Welcome Centre has been made possible through our partnership with Capita who worked with us to develop the proposal which will be entirely funded through income we will receive from our retail partners. We're looking forward to working with them to provide a valuable range of facilities for all those who use our hospitals and will put the income generated back into supporting the delivery of excellent patient care."

UH Bristol continues to work with its non-commercial partners, including the Royal Voluntary Service which has recently extended its shop in the Bristol Royal Hospital for Children to provide a wider variety of refreshments.

Building work at the Bristol Royal Infirmary continues to progress on track with further new facilities nearing completion next year.

Women pleased with maternity experience at St Michael's Hospital

In the Care Quality Commission's (CQC) Survey of women's experience of maternity services 2013, women rated the communication they received during labour and birth at St Michael's Hospital as being better than the national average. St Michael's also scored higher than the national average for treating women with kindness and understanding after the birth of their baby.

Out of the 17 survey questions assessed by the CQC, UH Bristol scored in line with the national average on 14 questions and better than the national average on three.

Think ABC before A&E

This winter, the NHS has launched a campaign to help people in Bristol, North Somerset and South Gloucestershire choose the right health service when they are feeling unwell or are injured – allowing busy services like A&E to treat people who need them most.

Across the country, approximately 47 per cent of people attending an A&E department could have received the same service via their GP, by telephoning NHS 111 or by calling in at an NHS walk-in centre, minor injuries unit or urgent care centre.

Local people are being asked to Think ABC before A&E:

- Anytime free medical advice from NHS 111
- Book an appointment with your GP surgery
- Call in at your local minor injuries unit or Walk-in Centre

The campaign has been co-ordinated on behalf of Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (CCGs).

Dr Jonathan Hayes, the GP chair of South Gloucestershire Clinical Commissioning Group, said: "It's really important that people know exactly where to go for the right treatment. A&E departments are extremely busy, and people coming to them with a minor injury and illness may have to face longer waits, particularly if there are major or complex injuries brought into the department by ambulance.

"So before considering A&E we would ask that local

The survey covered 137 acute Trusts in England and received responses from more than 23,000 women who had a baby in February this year covering care during labour and birth and post-natal care.

Sarah Windfeld, head of midwifery at UH Bristol, says: "Our maternity services are always striving to improve the experience our patients have while they are under our care as staff recognise what an important event pregnancy, birth and the post natal period is for parents and their families. The feedback we get from women and their families is taken very seriously, discussed and action taken when a need to improve services is identified."

people really think about the best place to go for treatment or advice – that could be their GP, calling 111 for advice, talking to a pharmacist or visiting a Walk-in Centre or minor injuries unit where waiting times to be seen can be considerably less than A&E. Of course, in a serious life-threatening emergency do not wait, call 999 for immediate assistance."

Lesley Walford, an emergency nurse practitioner based at the Yate Minor Injuries Unit, said: "On average we can see and treat most people in under an hour – sometimes within minutes. We are a specific department for minor injuries – these are all we do so we don't have complex, major cases that take a lot of time to deal with."

The Urgent Care Centre based at South Bristol Community Hospital is led by Sarah Brierley, service lead. "Since the hospital opened in 2012 we have seen more than 58,000 patients at the Urgent Care Centre. Patients can come to us for a wide range of conditions such as sprains and strains, cuts and grazes and minor burns and scalds. We are also able to offer x-rays to assess suspected broken bones, saving people a long wait in A&E." The centre is run by Bristol Community Health, the Bristol-based social enterprise.

The campaign will run from Christmas 2013 to Easter 2014.

www.thinkabc.org.uk

Update on GP workshops

Please note the date for the next GP workshops second session has been changed. The GP workshops are now planned for the following dates:

6th February 2pm-5pm
25th February 2pm-5pm

Venue: Chapter House Lecture Theatre (Bristol Dental Hospital)

A draft agenda shall be circulated shortly by email/surveymonkey, but if you have any pressing items that you would like considered on the agenda please email gpliaison@uhbristol.nhs.uk

If you have any feedback about items in this month's newsletter please contact gpliaison@uhbristol.nhs.uk