

# Primary care matters

## Practice staff newsletter

### Welcome

Since the start of this year we, along with neighbouring Trusts, have experienced several weeks of unprecedented pressure on our services. This has meant admitted patients have not been flowing through our hospitals as they should, and as a result clinical teams have had to make difficult decisions about prioritising patients.

Our performance against key access targets has suffered as a result and the number of patients who are medically fit to be discharged, but remain in our care, is inappropriately high. Thank you for any actions you have taken to help relieve the pressure at our doors.



Dr Sean O'Kelly  
Medical Director

We accept we need to break this cycle of continuing disruption and so are committing ourselves to a significant intervention called Breaking the Cycle Together. From the end of this month we will focus our collective energies on resetting our operational processes over the course of a single week (starting 31 March) and I am pleased to say our partners in

Bristol Community Health and in social services are fully on board.

The directors and I will join the wider organisation in supporting this and will see with our own eyes the issues that get in the way of delivering high quality care and outstanding patient experience.

On a separate note, we have welcomed the announcement that Sir Ian Kennedy will undertake an independent review of paediatric cardiac services in Bristol in the coming months; our aim now is to work in partnership with the families and Sir Ian to demonstrate

the safety and quality of the service, address any residual concerns that the review may highlight and most importantly, restore trust and confidence in the service for the families who continue to rely on us, and the staff who work committedly to deliver the very best care. It is critical to remind ourselves that this service is delivering demonstrably good clinical outcomes and, importantly, our patient surveys demonstrate a positive experience of the service for 99% of our families.

### Your feedback

Thank you to those of you who attended the latest GP communications workshops in February.

We were able to update practices on the progress of our initial GP communications action plan, particularly around improvements to the Clinical Document Service (CDS), outpatients projects, discharge summaries and clinic letters (including digital dictation).

Further detailed work and engagement with practices is now planned and we will update you on this here.

Our aim is to follow up on further actions in groups or individually.

Full notes and slide packs from the workshops will be shared with practices along with dates for our next sessions soon.

### Cellulitis patients required for trial

Adjunctive Clindamycin for Cellulitis (C4C) is a new trial that requires help from all local GP practices. For this study we are encouraging the referral of cellulitis patients to the GP Support Unit or the Joint Clinical Research Unit at the Bristol Royal Infirmary (BRI).

**There is no extra work involved for any primary care practice, other than informing the patient about the trial during the initial consultation.**

If you have a patient that presents to you or your nurses with cellulitis and they would like to have specialist care and support for their condition, please call the Cellulitis (C4C) team on 0117 342 3253 or 07876 027 880 to make an appointment for the patient.

We'd prefer to see them as soon as possible.

Our website provides details of the study. Please visit [www.bristolcellulitis.org](http://www.bristolcellulitis.org) for details. There is a downloadable patient information sheet which gives an overview of the study.

If you need further information about inclusion/exclusion criteria, please contact us on the numbers above or email [bristol.cellulitis@uhbristol.nhs.uk](mailto:bristol.cellulitis@uhbristol.nhs.uk)

If you are part of the Primary Care Research Network and suitable patients are referred to the GP Support Unit in the BRI, your practice will be credited within the Primary Care Incentive Scheme.

## NHS.net pilot – progress

Following feedback around difficulties contacting the hospital and concerns about sharing patient sensitive information over the phone, a pilot to use nhs.net to resolve routine patient queries securely started in December.

As a starting point, nine generic specialty accounts were generated within nhs.net to enable queries to be emailed through from GP practices.

Each specialty email account is monitored by a rota of administrative staff who regularly check the accounts to retrieve, acknowledge and redirect messages as appropriate. Our admin staff are committed to the retrieval, acknowledgement and redirection

of queries within four hours' receipt of the incoming message; though complete resolution of the query may take longer than four hours dependent on the issue.

One practice that has found this pilot particularly helpful is Grange Road Surgery, whose admin staff and GPs are now fairly regularly forwarding queries to the specialties involved in the pilot using this route.

They have commented that they are very pleased with the service, and resolution of queries has been quicker than previously experienced.

Any practice wishing to take part in this pilot can contact [julie.marshall@uhbristol.nhs.uk](mailto:julie.marshall@uhbristol.nhs.uk) for a list of our generic specialty accounts.

## Primary Care Dietetic Services

The UH Bristol Dietetics Service would like to advise and remind GPs in Bristol that in addition to the secondary care service, the department also provide primary care dietetic services available for GPs to refer into. The services take an individual patient-centred approach, providing personally adapted advice on nutrition taking into account patients' needs.

### AWMS

The Bristol Adult Specialist Weight Management service was established in 2010. It is a team of five dietitians (3.4 WTE) who provide both 1:1 and group sessions to support individuals to make lifestyle changes to their diet and activity levels to improve their health and achieve weight loss. For more information please contact service manager Marie Bird on 0117 9598921 or email [aswms@UNBristol.nhs.uk](mailto:aswms@UNBristol.nhs.uk)

### Adult Primary Care Service

In addition to the weight management service a specialist primary care dietitian provides a

general outpatient dietetics service to patients over the age of 16 from GP practices primarily located in the south and west of Bristol. Clinics are held four times a week, morning and afternoon, with a choice of locations at BRI or South Bristol Community Hospital.

Home visits or telephone assessments for patients who are housebound are also available on GP request.

Referrals can be made for dietary management of a variety of conditions including the following: diabetes (1:1 consultations, not group education); cardiovascular disease; malnutrition; gastrointestinal problems including coeliac disease and IBS; diagnosed micronutrient deficiencies.

Details of referral criteria and forms can be found on the GP portal. Additionally electronic copies were emailed to all relevant practices last year. Please contact Sophie Cabaret, Primary Care Specialist Dietitian, on 0117 3423030 or email [sophie.cabaret@uhbristol.nhs.uk](mailto:sophie.cabaret@uhbristol.nhs.uk).

## BUILDING A BETTER BRISTOL

### Major changes to specialist children's services in Bristol

As part of a wider reorganisation of the city's healthcare provision, on Wednesday 7 May specialist children's services will move from Frenchay to Bristol Royal Hospital for Children. This includes children's A&E services.

So from 7 May seriously ill children should be taken to Bristol Royal Hospital for Children. We will be sending out posters and flyers in the coming weeks as part of a wider campaign to publicise this change, but please help us to spread the word.



Inside the new BMT unit at BHOC

### Changes at Bristol Haematology and Oncology Centre (BHOC)

In the last week we have welcomed the first bone marrow transplant (BMT) patients to the region's first dedicated adult BMT unit at BHOC which will enable seriously ill patients who often require very long and intensive courses of treatment to have all of their care delivered in one place. A dedicated unit for teenagers and young adults with cancer will be equipped this week and will open at the end of the month.

If you have any feedback about any items in this month's newsletter please contact [gpliaison@uhbristol.nhs.uk](mailto:gpliaison@uhbristol.nhs.uk)