

# Primary Care Matters

## Practice Staff Newsletter

## Welcome



Welcome to the April issue of our Practice Staff Newsletter.

We are seeing a lot of changes taking place across our hospitals, not only changes in ways of working, but physical changes to our estate as our building programme and redevelopment work nears completion. The next important milestone for the Trust

is the transfer of specialist children's services from Frenchay to Bristol Royal Hospital for Children. Between 6 and 7 May, paediatric burns, neurosurgery, plastic, orthopaedic and emergency services will move from Frenchay Hospital, with the management of these services transferring from North Bristol NHS Trust to University Hospitals Bristol Foundation Trust.



Together UH Bristol and North Bristol NHS Trust have planned this centralisation of services for many years. The move to centralise inpatient and specialist services at the children's hospital was recommended in the Kennedy Report in 2001 and later described in the 2005 Bristol Health Services Plan. The changes bring us new

facilities including a 16-bed neurosciences ward, a four-bed burn centre, six high dependency beds, specialist theatres for burns and neurosurgery, a hybrid theatre to enable complex cardiac procedures, two day-case theatres, and additional diagnostic and outpatient facilities.

Choose and Book services are being updated to reflect the changes that are taking place. You can read more about how these changes may affect you below, along with improvements we are making to ensure our working practices are even safer and more efficient.

Paediatric emergency services will transfer at 7.30am on 7 May, and from this time any seriously ill or seriously injured child, up to the age of 16, should be taken to Bristol Royal Hospital for Children. Southmead Hospital Bristol will offer a minor injuries unit for children and adults, alongside an adult emergency department after the closure of Frenchay Hospital on 19 May.

Deborah Lee  
Deputy Chief Executive and  
Director of Strategic Development

## Paediatric clinics at Southmead, Cossham and Thornbury Hospitals to be managed by UH Bristol

From 7 May UH Bristol will also take over administration of paediatric clinics at Southmead, Cossham and Thornbury Hospitals. With immediate effect, please send referral letters for the following clinics to Bristol Royal Hospital for Children, where clinical staff will triage letters and administrative staff will schedule appointments:

- Diabetes
- Respiratory/allergy
- General surgery
- Urology
- General Paediatrics

The clinics will continue to run on these sites with no change to the clinical team. Please note in the referral letter that the patient wishes to be seen at Southmead, Cossham or Thornbury. Patients will receive their appointment letters for these clinics from UH Bristol.

## Changes to cleft services

The South West Cleft team is also moving from Frenchay Hospital to the University of Bristol Dental Hospital.

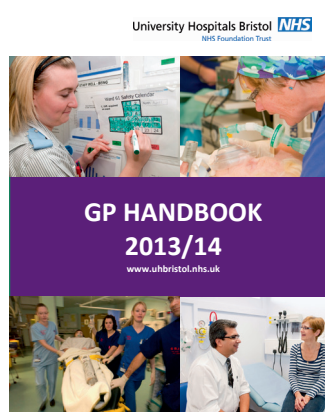
Inpatient care moves on 7 May along with the rest of children's specialist services, with children's inpatient care to be provided by Bristol Royal Hospital for Children.

Adult inpatient care will eventually be provided at Bristol Royal Infirmary. All outpatient appointments will take place in Bristol Dental Hospital from the end of August 2014.

## Oral & maxillofacial surgery and orthodontic moves

We would like to remind you that oral and maxillofacial surgery and orthodontic services will move from Frenchay Hospital to Southmead Hospital Bristol from Monday 19 May. All referrals will continue to be centrally managed via Bristol Dental Hospital/ Fast Track office as appropriate.

## GP Handbook 2014-15 - update



Every year UH Bristol publishes a handbook for GPs which contains information about the services we provide and useful contact information in both hard copy and online. Hard copies are normally sent to GP practices in April each year.

However, due to the huge number of changes that are happening across both the BRI site and Bristol as a whole in 2014 we have delayed the publication of hard copies of this year's handbook until later in the year. Changes are beginning to gather momentum as

projects come to fruition and these will be communicated over the coming months. To keep up to speed with changes, we will update our website version of the handbook here and we shall note changes here. If you have any feedback, queries or think that anything in the handbook needs to be amended please contact us at [gpliaison@uhbristol.nhs.uk](mailto:gpliaison@uhbristol.nhs.uk)

## Changes to faxing - 18 weeks to go!

UH Bristol has for some time now been looking at ways to improve patient safety, by providing information more quickly and safely, and improve our information governance risk. One such project plans to cease faxing of patient sensitive information as part of a phased programme, completing by the end of March 2015. This decision has also been influenced by the Department of Health's plan for the NHS to become paperless by 2018.

From 1 September 2014 Bristol practices will be required to access clinic letters, discharge summaries and patient correspondence electronically via the Clinical Document Service (CDS). For further information about CDS contact [cdshelp@uhbristol.nhs.uk](mailto:cdshelp@uhbristol.nhs.uk). All other practices shall revert to post unless specific arrangements for access to CDS are made with individual practices who are interested in taking this route. Leads from the Trust will be visiting Practice Manager and Clinical Forums in the coming weeks to offer support and receive feedback. Queries can also be fed back through [gpliaison@uhbristol.nhs.uk](mailto:gpliaison@uhbristol.nhs.uk)

For full details of the proposal and supporting documents please contact [gpliaison@uhbristol.nhs.uk](mailto:gpliaison@uhbristol.nhs.uk)

## TIA referral system on ICE

The TIA (Transient Ischaemic Attack) outpatient clinic at the Bristol Royal Infirmary now operates a referral system on ICE. We would prefer GP practices to refer to the BRI TIA clinic using this method where possible. The advantages of referring patients using ICE are:

- You can make the referral from your consulting room
- There's no need to have to find the correct paper form
- There's no need for any other member of practice staff to be involved in faxing the form to the clinic, phoning to check they have the correct fax number, checking that the form has arrived etc.
- The name of the referrer, date and time of the referral will be clear
- It is eco-friendly (paper free)

We would prefer to use [nhs.net](http://nhs.net) accounts to send the preliminary, handwritten clinic report back to the practice once we have seen the patient. This will provide more reliable communication that will be easier for GPs to access. The [nhs.net](http://nhs.net) account is the only secure method of emailing patient sensitive information.

Please contact [June.Weller@UHbristol.nhs.uk](mailto:June.Weller@UHbristol.nhs.uk) with your details.

## Sexual health and reproductive health matters event – 15 May

Bristol Sexual and Health Services (part of UH Bristol) based in Central Health Clinic, Tower Hill, host an annual updating day on sexual and reproductive health matters.

This clinical update is aimed at primary care doctors and nurses. This year's event will be held on 15 May at the Bristol Marriott Royal Hotel. If you are interested in attending please contact the event organiser Shonda Powell: [shonda@spcorporateservices.com](mailto:shonda@spcorporateservices.com)