

Primary care matters

Practice staff newsletter

Welcome

Welcome to the May edition of our practice staff newsletter. May has been a significant month for health services in greater Bristol as we have seen some huge changes in the way care is delivered in the city. We have seen specialist



Dr Sean O'Kelly
Medical Director

paediatric services move from Frenchay Hospital to Bristol Royal Hospital for Children, and Frenchay Hospital A&E close and reopen at the new Brunel building at Southmead Hospital Bristol. We have worked closely together with our colleagues at North Bristol NHS Trust to ensure these moves have gone smoothly and early signs are that this joint work has placed us in good stead for a set of successful moves. These changes are also affecting other NHS services, and we are working with clinical commissioning groups, community providers, GPs and the ambulance service to ensure patients in our area continue to receive good quality, appropriate care.

Our own redevelopment programme continues to progress to schedule. We have seen the first few patients arrive successfully for treatment via air ambulance since our new helideck opened on the roof of the BRI on 7 May, enabling our Trust to fulfil its role as the paediatric

major trauma centre for the South West and regional centre for primary angioplasty.

We will take possession of the first floor in our new ward block at the end of this month, which will accommodate our paediatric clinical investigation unit and day case surgery services from late June. I look forward to sharing more about the next stages of work taking place at our hospitals over the coming months.

This week we welcomed a team from NHS England to our hospitals, who have begun a review into paediatric congenital cardiac services. The team is visiting all centres in England currently providing these services and follows the Safe and Sustainable Review of Children's Heart Services which was abandoned last year; this review is expected to make recommendations about how these services should be developed in the future.

At the time of writing we are also awaiting further detail on the nature of the review by Sir Ian Kennedy into the concerns raised by a small number of families whose children had been cared for in the children's hospital. Our commitment is to engage fully with the review with the aim of restoring some of the lost trust and confidence in the service. We will keep you updated on the review as it progresses.

New cancer facility opens

UH Bristol has opened a new community chemotherapy suite, providing treatment closer to patients' homes. Based at Concord Medical Centre, Little Stoke, the suite is staffed by highly qualified nurses who will deliver the same standard of treatment offered at Bristol Haematology and Oncology Centre (BHOC).

The facility was opened by Filton and Bradley Stoke MP Jack Lopresti who underwent a three month course of chemotherapy for bowel cancer at BHOC last year.



Workshops set for October

There will be another opportunity for you to discuss with us what we can do better as a Trust and where you can help us improve our services, at our next primary care communications workshops (formerly known as GP communications workshops), which will take place in October.

We have already held four of these communications workshops in the last 12 months; updates on our progress on the action plan developed from these workshops are available here.

This is your opportunity, whether you are a practice manager, GP or member of the administrative team of your practice, to identify where things do not work as well as they should and how we can work better together. We will be in touch with more details on dates and venue next month.

South Bristol Community Hospital turns two

More than 1800 people a week are now treated at South Bristol Community Hospital, which opened in March 2012. The hospital has over 40 clinics a week in areas including cardiology, dermatology and ophthalmology. In addition to its extensive outpatient services, the hospital, which has over 250 staff,

also provides inpatient rehabilitation for people who have suffered strokes. There are also midwifery, dental, audiology and care of the elderly services, along with rehabilitation, chemotherapy, day surgery and diagnostics. To find out more go to this link



Save the date: 5 June

You are invited to attend an open event on 5 June at UH Bristol to explore the choices we face to help inform the future direction of our hospitals and our strategic plan for the next five years.

The event will take place from 7.00pm to 8.30pm (doors open at 6.30pm)

in Lecture Theatre 1, Education and Research Centre, Upper Maudlin Street, Bristol BS2 8AE.

To reserve your place please contact Tony Watkin on 0117 342 3729 (answerphone) or via email: tony.watkin@uhbristol.nhs.uk

14 weeks to go until we stop faxing

Hopefully all BNSSG practices will now have received a copy of the letter from Paul Mapson, our finance director, outlining our plans regarding the elimination of patient identifiable faxing. We remain on target to switch off faxing patient letters and discharge summaries from 1 September 2014 – if your practice did not receive a copy of these documents, a copy can be obtained by contacting gpliaison@uhbristol.nhs.uk

Patient safety remains at the heart of this initiative. To this end, project leads were delighted to have been able to attend the Bristol Practice Manager and Clinical Fora to offer further support and listen to concerns, and would like to thank attendees for their positivity and warm welcome.

We were particularly pleased to receive feedback regarding the straightforward transition of some practices who were not previously using CDS, but now find this solution a helpful tool.

Visits for the North Somerset and South Gloucestershire Provider Forums are scheduled to take place in June and July.

If you are a Bristol practice, or if you are a North Somerset/South Gloucestershire practice that refers reasonable numbers of patients to UH Bristol, and you do not currently receive your documentation electronically using our clinical document service, please be assured we are happy to offer as much support to you as possible/required.

Additionally, Fishponds Family Practice, Westbury-on-Trym Practice, The Armada Family Practice, The Easton Family Practice and The Maytrees Practice are already operating on a 'gold star' paper light basis, and would be happy to receive calls from practice managers concerned about this change or simply just wishing to understand how this can be achieved in their own practice.

Reminder about changes to paediatric clinics

Following changes to a number of children's services previously operated by North Bristol Trust, please remember to send referral letters for the following paediatric 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 at Southmead, Cossham and Thornbury Hospitals 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.

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