

Primary Care Matters

Practice Staff Newsletter

Welcome



Welcome to the June edition of our Practice Staff newsletter.

Works on the BRI redevelopment and the Terrell Street Building in particular, continue. Level 5 of the new ward block is now operational and houses the new and expanded children's Clinical Investigation Unit (CIU), where staff will undertake procedures and provide treatment that means children will not have to stay in hospital overnight. In addition, a brand new

18-bedded day case unit is almost finished and will include two new day case theatres and provide the opportunity for new ways of working for us. Children will be able to come to the unit for a larger range of short day case operations and go home again the same day. The day case theatre suite and the CIU can be accessed from a separate entrance adjacent to the Bristol Heart Institute, giving more flexibility for parents and families to drop off or access disabled parking.

Bristol Haematology and Oncology Centre is now home to the first specialist unit for teenager and young adult cancer care. The Teenage Cancer Trust (TCT) unit, known as Area 61, was opened earlier this month by the TCT's patron Sarah, Duchess of York and world snooker players Judd Trump and Jack Lisowski. The unit will serve young people from Bristol, Bath, Somerset, Wiltshire, Gloucestershire, Devon and Cornwall, providing them with a facility where they will be treated alongside others their own age, by experts in teenage and young adult cancer care, which it is hoped will make a huge difference to both their experience but also their outcomes.

UH Bristol has once again been recognised by CHKS, a leading provider of healthcare intelligence and quality improvement services, as one of the top 40 hospitals among their 120 clients following a new evaluation of key indicators of safety, clinical effectiveness, efficiency, patient experience, quality of care and health outcomes. Although the external challenges we face do not diminish, we know that focusing relentlessly on delivering best care to patients is the right thing to do and this is further evidence that the fundamentals of care at UH Bristol are strong.

The start of the independent investigation of children's



Sarah, Duchess of York opens Area 61 at BHOIC

cardiac services in Bristol – known as the Bristol Review – was announced this month. We welcome this review and look forward to assisting as it gathers the views of patients and families over the coming months. It's important that families who wish to share their views on the care provided by our children's heart unit can do so easily and through a variety of accessible channels. We will make sure that Eleanor Grey QC and her team have

full and unfettered access to the information they need and our expert clinical staff, managers and members of the Trust Board will be available to talk to the panel and answer their questions during the course of the review.

Additionally, in the coming months, further inquests for children with heart conditions are listed and, although the circumstances in each case are different, they will doubtless attract media attention. If you have parents who are concerned about any aspect of their children's care, please encourage them to contact the service by calling the Cardiac Liaison Nursing Team on 0117 342 8286. General contact with clinical cardiology colleagues should continue through the usual routes.

Invitation to a free half day workshop

You are invited to a half-day session hosted by UH Bristol's infection prevention and control team and consultant microbiologists on current topics in microbiology and virology.

When? Thursday 11 September, 2:00pm - 5:00pm

Where? Seminar Room, Level 7, Bristol Heart Institute

For more details or to book your place please contact angela.pollard@UH Bristol.nhs.uk or call 0117 342 2879

Need to switch to CDS? 9 weeks to go until 1 September fax switch off

We continue to be pleased with the number of practices who are successfully migrating to receiving documents from us electronically using our clinical document service (CDS), ahead of UH Bristol phasing out the faxing of patient sensitive information from 1 September.

If any practice remains concerned about how this change will impact on workflow, please do get in touch with Maxwell.Allen@uhbristol.nhs.uk who will be happy to support you.

One practice which successfully started using CDS to retrieve all patient letters and discharge summaries in April 2014 was Maytrees. Assistant practice manager Lynne Harris reports that they are now retrieving all patient documents electronically using CDS, and the transition for them has been very smooth. Maytrees currently only has three staff using CDS – Lynne and another member of the admin team download the documents once per day, every day, in a 'batch', which are then passed on to the reception team to workflow. Maytrees has also used CDS on several occasions to look up patients, which was both straightforward and helpful.

If your practice (across any area of BNSSG) is still considering the merits of changing to CDS, Lynne is happy to receive calls from you to reassure that this solution can work for you. You can contact Lynne via lynne.harris@gpl81648.nhs.uk or on 0117 951 0042. To discuss changing to CDS please contact Maxwell.Allen@uhbristol.nhs.uk

Better signage for BRI, BHI and BHOC

A new signage system has been created to make it easier for our staff, patients and visitors to navigate UH Bristol hospitals. The first phase will be rolled out across the Bristol Royal Infirmary, Bristol Heart Institute and Bristol Haematology and Oncology Centre in the coming months. New signage will be installed in the remaining Trust sites, including the Bristol Royal Hospital for Children, St Michael's and the Bristol Eye Hospital, later in the year.



The changes mean that many wards across the Trust will be re-numbered with a code, outlining the zone, floor level and location number. Maps of the signage system will be available across the hospital sites and patients coming in for an appointment will be given the new location details in their appointment letters. This approach has been developed with experts in the field so we do hope that this will significantly improve the ease of navigation around, what we know to be, a complex site.

We will include further details in the next newsletter.

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

Midwifery-led birthing unit celebrates its first anniversary

The midwifery-led birthing unit at St Michael's Hospital Bristol has celebrated its first anniversary this month after a successful year.

Sarah Windfeld, head of midwifery, said: "The midwifery-led unit at St Michael's has been open a year now and I am delighted that the service has been able to provide improved choice for healthy women with low risk pregnancies and support normal birth."



Chelsea and Mike with baby Neveah

On its own first birthday, the unit welcomed two more babies to proud parents. Chelsea Knill gave birth to Neveah Jones at 5.49am, reaching the hospital 29 minutes before giving birth. Chelsea and her partner Mike Jones said: "The midwifery led unit is brilliant, the staff feel like friends and the advice and information we have been given is very helpful. We felt very comfortable and at ease."

Since opening on 17 June 2013, midwives have helped deliver over 800 babies accounting for 20 per cent of the total number of births at St Michael's in the last year.

The unit offers mums-to-be a safe alternative to giving birth in a traditional hospital setting or at home. The birthing unit is suitable for women with uncomplicated pregnancies who wish to give birth in a home from home, non-medical environment. For more detail about the unit please see this link