

# Primary care matters

## Practice staff newsletter

### Welcome

Welcome to the September edition of Primary Care Matters. Last week, UH Bristol welcomed an inspection team from the Care Quality Commission to our hospitals.



**Dr Sean O'Kelly,  
Medical Director**

More than 50 inspectors spent three days assessing the quality of our services, visiting all of our individual hospital sites, informed by consultation with local people and other stakeholders such as the CCG.

The inspection felt very positive, with many areas of good practice being described alongside observations of a number of the challenges we face every day, such as flow through our hospitals.

The final inspection report isn't expected until early December but the Trust was delighted that inspectors took the time to note the quality of children's services, maternity care and our approach to end of life care – critical services for our local communities.

The inspection has been a great opportunity to examine the way we deliver care and I am sure will go on to provide a catalyst for even better care in the future.

## Sally Davies to give Blackwell lecture

The inaugural Elizabeth Blackwell Public Lecture: 'The drugs don't work: the global threat of antibiotic resistance' will be given by Professor Dame Sally Davies, Chief Medical Officer for England and Chief Scientific Adviser for the Department of Health.



The event will be held on 26 November 2014, 6pm, at the University of Bristol, Wills Memorial Building, Great Hall.

Dame Sally Davies has played a major role in the formation of the National Institute for Health Research and has spoken on many topics of major importance in public health, including the threat of antibiotic resistance and the normalisation of being overweight.

The lecture is named after Elizabeth Blackwell, the first woman to receive a medical degree in the USA and to be placed on the UK's medical register.

Elizabeth was born in Bristol in 1821 and returned to the UK in 1859 to lecture at a social sciences congress held on the site now occupied by the Great Hall. Elizabeth Blackwell worked tirelessly throughout her life to improve public health.

The Elizabeth Blackwell Public Lecture will be given annually by a high profile woman in the field of public health or preventative medicine.

Support for the lecture came from a generous donation from the descendants of Elizabeth Blackwell, who visited Bristol in July 2013 for the launch of the Elizabeth Blackwell Institute.

The lecture will be followed by a drinks reception. The event is free to attend but registration is required.

Please visit this link to register.

## Building a Better Bristol update

Last month saw surgical services move into the new ward block – the moves went very well and patients and staff are now reaping the benefits of these modern facilities.

October will see the remainder of surgical wards moving into their refurbished areas and enable the new models for planned care to commence – more about this next time.



Following the approval of UH Bristol's planning application for the installation of a new façade on the Queen's Building, a contractor – D&B Façades – has been appointed to install the new frontage. A mock-up of the design is expected to be created during October, prior to the full structure being installed.

## Patient environment scores strong at UH Bristol

The Patient-Led Assessment of the Care Environment (PLACE) report, published by The Health and Social Care information Centre, aims to provide a snapshot of how an organisation is performing against a range of non-clinical activities that impact on the patient experience of care.

These are: cleanliness; the condition, appearance and maintenance of healthcare premises; the extent to

which the environment supports the delivery of care with privacy and dignity, and the quality and availability of food and drink.

Thousands of members of the public joined forces with NHS staff to lead the assessments, which took place at healthcare providers nationwide between March and June this year.

This year's PLACE scores for UH Bristol are:

	UH Bristol organisation score	National average score
Cleanliness	98.86%	97.3%
Food and Hydration	91.6%	88.8%
Privacy, dignity and wellbeing	94.11%	87.7%
Condition and Appearance	92.58%	92%

## GPs and Practice Managers: look out for...

### Primary Care Communication Workshops

Following the success of events earlier in the year, dates, times and locations have been confirmed for the forthcoming Primary Care Communication Workshops.

The workshops will take place between 2pm and 4.30pm on 13 November at South Bristol Community Hospital, and at the same time on 2 December at Chapter House, Bristol Dental Hospital.



### GP and Practice Manager Surveys

We are surveying local GP practices about your views on communication with UH Bristol – the factors that are important to you and the areas where you would most like to see improvement.

The results will inform a programme of work to help us improve our partnership working by gaining a better understanding of mutual issues.

The surveys can be accessed by clicking:

- Here for Practice Managers
- Here for GPs

It should only take a few minutes of your time, and we are very keen to gather the views of as many GPs and practice managers as possible.

## Vascular Services update

From 6 October, the running of vascular clinics at the Bristol Royal Infirmary and South Bristol Community Hospital will be taken over by North Bristol NHS Trust.

Importantly, for patients the clinic locations remain the same – in the local hospitals that, from October, join North Bristol as part of a new vascular network.

The network is clinically led by Marcus Brooks, consultant vascular surgeon at University Hospitals Bristol, and patient safety and quality lead David Mitchell, consultant vascular surgeon at North Bristol NHS Trust.

Patients whose care is ongoing have received information explaining these changes and we will be publicising it in outpatient areas.

The vascular inpatient beds will close at University Hospitals Bristol on the 6 October, after which dates patients requiring inpatient care will have to travel to the new MAC at Southmead Hospital.

The vascular network will continue to support the local care of patients when possible through agreed pathways of care with the stroke network, diabetic foot multi-disciplinary teams and community rehabilitation services.

The network hospitals will continue to provide outpatient services, vascular studies and diagnostics and are the 'front door' for the majority of patients to the vascular service.