

Primary Care Matters

Practice staff newsletter

Welcome

Welcome to the November edition of Primary Care Matters. November has been a milestone month at UH Bristol. We have opened two of our new wards on levels three and four of the new block, but perhaps more poignantly, we have seen the final inpatient wards leave the Old Building.



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

The Bristol Royal Infirmary's Old Building opened in 1735, and has provided healthcare to the people of Bristol ever since, and so the closure of the oldest part of the Trust's estate marks one of the most significant milestones in the redevelopment programme, which will ultimately lead to all patients receiving their

treatment in state of the art environments which support the use of 21st century models of care.

These new models of care will be delivered by us embracing the changes and working differently. As an example, last month we launched a "managed beds" policy, to ensure that pathways are clear for patients receiving both elective and emergency inpatient care in our hospitals. In the month since this way of working began, cancellations for lack of an available bed have fallen dramatically, utilisation of operating theatres has improved from 88% in September to 92% in October, the number of surgical cases through Hey Groves and QDU has increased by more than 10% and the number of times when there have been large numbers outliers in surgical areas has reduced. This also is transformation in practice.

New medical assessment units open at the BRI



Two brand new, state-of-the-art, medical assessment units opened this month at Bristol Royal Infirmary, bringing patients at the city centre hospital the best possible care in a spacious, modern, welcoming environment.

The 32 bedded Medical Assessment Unit (MAU) is on level three of the recently constructed ward block, and features a combination of four bed bays and single bed rooms, offering patients greater privacy and dignity.

The Older Persons Assessment Unit (OPAU) is on level four of the ward block, and is designed to cater to the specific needs of older patients visiting the hospital. The unit has 30 beds, again combining single rooms and four-bed bays.

Helen Bishop, deputy head of nursing for the division of medicine, has been heavily involved in the development of the new units: "They're excellent; far more spacious and modern. I can't say enough about how these new

wards will improve the environment for our patients."

The £92 million ward block features a large central atrium, which contains "Terrell", a large art installation that also serves to reduce unwanted echoes in the open space. The patient environment is enhanced by photographic art produced by Simon Roberts, with each floor featuring a distinct theme. All the art projects – as well as four individual rooms in the OPAU – are being generously funded by the hospital's charity Above & Beyond, through their Golden Gift Appeal.

"These units are the second tranche of wards to open in the new building," said Deborah Lee, Director of Strategic Development at University Hospitals Bristol.

"They deliver a significant improvement in the standard of accommodation for our patients and staff and will enable us to transform the way in which we deliver care to our patients.

"We aim to deliver the very best clinical outcomes, along with a patient experience that is second to none."

Discharge Summary Queries – re-launched service

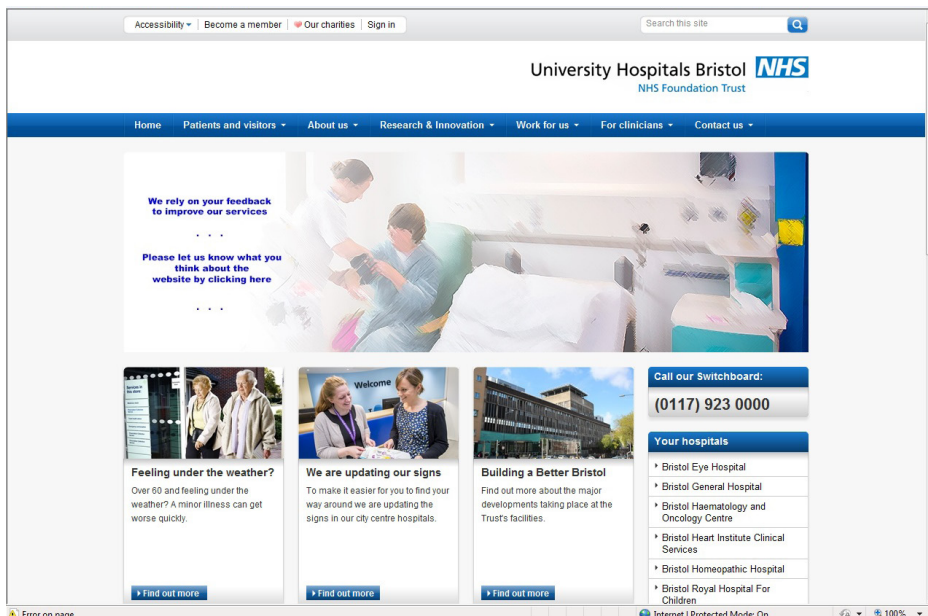
Have you ever tried to chase up a discharge summary from UH Bristol, or received a summary from UH Bristol for a patient who is not registered to your practice?

Have you ever received a discharge summary from UH Bristol that is difficult to understand, incomplete or missing vital information?

If you experience any of these issues, please e-mail ubh-tr.dischargesummaries@nhs.net providing details including the patient's name and NHS number and we shall follow up your query.

Alternatively, if you need to chase up an urgent summary, please telephone 0117 342 2194.

UH Bristol website review



The Trust is currently in the process of reviewing its website by sending a survey to the public, patients and other partners. Our recent Primary Care Communications survey highlighted some areas for improvement, so we would welcome any further feedback from GPs and Practice staff specifically about our Website. If there are any points you would like to raise about the site, please see here for the survey.

New signage at UH Bristol

Following the recent changes to signage at UH Bristol, we are encouraging GPs to ensure their patients are being sent to the correct locations for their appointments.

All clinics and wards have changed names, and have a location code to make them easier to find.

For example, Clinic 9 is now Clinic A410.

For your convenience, and to help you direct your patients appropriately, a full list of the new location codes, with their corresponding 'old' names, can be found here.

GPs and Practice Managers: look out for...

December's GP Communications Workshop.

A communication workshop for GPs, practice managers and admin staff will be held at Chapter House, Bristol Dental Hospital, on 2 December at 2pm.

All GPs and practice managers are most welcome.



At this session, we shall be discussing:

- An update on what UH Bristol is currently doing
- An update of UH Bristol's clinical document service ('CDS') and the fax project
- An opportunity for open discussion/discussion by theme in a structured break out session.

The booking form can be found here – please return this to gpliaison@uhbristol.nhs.uk