

L&D Community

June 2018



LUTON &
DUNSTABLE
UNIVERSITY
HOSPITAL

www.ldh.nhs.uk/gps-professionals/

New pre-assessment service

The L&D is redesigning the way it prepares patients for safe surgery, improving the service for patients on a number of fronts.

We are aiming to open a new, single location, pre-assessment service on the ground floor of the hospital, replacing up to five locations currently in use.

The new service will offer patients the opportunity to drop-in to pre-assessment on the same day that they and their surgeon agree to proceed with planned surgery or to drop-in on another day that suits them better. This means that any issues that need resolving before surgery can be identified much earlier on, and addressed, to minimise any delays.

For the first time, we will have dedicated consultant anaesthetists working in the pre-assessment department every day of the week, which will give pre-assessment nurses access to medical expertise in a much simpler and quicker way. Similarly we will have a dedicated pharmacist every day, providing assessment to advise on medication. This means the service will also be able to give patients any prescriptions required for their surgery on the same day, reducing the need for patients to return just to collect a prescription.

We are also introducing a new assessment process, which will identify patients who are fit and healthy, and who need standard observations and swabs, but who do not have any issues that need discussing with a pre-assessment nurse. Those patients will be able to go home on the same day, knowing they have been safely assessed for their forthcoming surgery, with all the information they need, and will not need to return to the hospital until their surgery. This should be much more convenient for patients and means the pre-assessment nurses will have more time to spend with patients who have complicated health or social care issues.

Lastly we are introducing a new phone hotline for patients when the service opens so that if anything changes after they have been pre-assessed, or if they have any questions, they will always know who to call.

The new facility will open in September 2018.

Welcome to L&D Community, the newsletter for GPs, Primary Care Practitioners, Practice Managers and Practice Administrators who use hospital and community services from the Luton and Dunstable University Hospital.

Inside you will find about new clinical and administrative developments, service updates, such as new Consultants, changes to existing services, referral processes, useful contacts, clinic details, waiting times and E-referral updates. These are all designed to make the L&D referral process simpler and quicker saving you time and effort.

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Relocation of GP Phlebotomy and Anticoagulation Phlebotomy Services, Dermatology Outpatient Clinic and Sexual Health to Arndale House

Later this month adult GP phlebotomy, anticoagulation phlebotomy, Dermatology Outpatient Clinic and Sexual Health will be relocating to a newly refurbished, central location in Arndale House, in Luton town centre.

Around 80 Hospital staff in total will move to Arndale House including consultants, nurses, health support workers, admin teams, clerical teams and other support staff.

Each service will be accessible via the Community Hub's shared lobby before patients are directed to dedicated entrances for each department, giving patients discreet access and improved confidentiality.

We recognise that moving these services will increase travel time for some patients, however the new clinics will be more accessible by public transport and has more parking options with cheaper parking charges as well as all the local amenities located in The Mall.

GP Phlebotomy and Anticoagulation Phlebotomy Services

Adult GP phlebotomy and anticoagulation phlebotomy services will be relocated to Arndale House because the hospital is under significant pressure to support growth in

clinical services, and GP phlebotomy and anticoagulation services are not required to be delivered at the hospital. These services are offered at many of your GP surgeries.

The phlebotomy and anticoagulation phlebotomy clinics are currently provided in a very poor facility at the L&D and we know that this isn't good for patient experience. Arndale House provides a much improved facility, with a more spacious and comfortable waiting area and free Wi-Fi.

The move will see the introduction of pre-bookable, one-hour appointment windows to reduce long waiting times by spreading patient numbers across the day. Patients will still be able to walk in and wait on the day if they prefer the flexibility of a drop in service.

We will have L&D volunteers on site for the first few weeks to assist with additional patient queries, and will be collecting feedback to make immediate changes if necessary.

Some useful information for GP practices is listed below but to find out more about the relocation and to read the most up to date FAQs, please visit our website www.lidh.nhs.uk

Useful Information for GPs

Clinics start at Arndale House on Monday 4th June 2018.

We strongly advise GPs to inform their patients that they should call 01582 718968 between 10:00 – 12:00 and 13:00 – 16:00 to book a one hour appointment slot for their blood test. Walk in blood tests will be available on the day but

pre-booked appointments will take priority and have shorter waiting times.

Please inform your patients that if a member of your practice staff gives them a Blood Test Request Form that they need to book an appointment at Arndale House.

Patient Access - Opening hours:	Monday	Tuesday	Wednesday	Thursday	Friday
<i>Anticoagulation Patients only- Booked appointments as per anticoagulation dosage letter</i>	<i>NO CLINIC at Arndale House</i>	08:30 to 10:00	08:30 to 10:00	08:30 to 10:00	08:30 to 10:00
<i>All patients - Pre-bookable appointments</i>	08:30 to 16:00	10:00 to 16:00	10:00 to 16:00	10:00 to 16:00	10:00 to 16:00
<i>All patients - Walk in and wait</i>	08:30 to 16:00	10:00 to 16:00	10:00 to 16:00	10:00 to 16:00	10:00 to 16:00

All outpatients (patients who have a Blood Test Request Form given to them by a hospital doctor or nurse) and children (under 13) will continue to be seen in the hospital as well as the following patient groups:

1. Patients who require non-emergency patient transport or patients who have mobility issues which mean they rely on a wide based wheelchair or mobility scooter
2. Patients requiring specialised blood tests i.e. genetics testing for the Kennedy Galton Centre, booked GTTs and T-Spots
3. Anticoagulant patients who need to see an Anticoagulant Nurse

For more details about which specialised blood tests can be provided at Andale House please refer to the Patient Service Information leaflet that will be sent to your surgery directly.

Fasting blood tests

Please remind patients that fasting for blood tests is only required for:

1. Fasting cholesterol and Triglycerides (12 hours fasting)
2. Fast Blood Sugar (12 hours fasting)

Dermatology Outpatient clinic

The new space for Dermatology within Arndale House's Community Hub is specifically designed to suit the needs of a modern dermatology department that will facilitate further development and expansion of dermatology services.

All dermatology services will be provided at the new premises including phototherapy, which comprises three UVB cubicles, hand and foot as well as bath PUVA, a dedicated paediatric clinic and two modern and spacious skin biopsy rooms with a dedicated recovery area. Clinics will not necessarily be running on the same day as they do currently. Further details will be sent to you separately.

Dermatology will also be piloting an innovative teledermatology service that will facilitate faster specialist dermatological assessment for both inpatients and outpatients. GPs and secondary care physicians will continue to refer to dermatology in the usual way. This intermediate teledermatology service will enable appropriate triaging of patients, but may also replace

Useful Information for GPs

Clinics start at Arndale House on Monday 4th June 2018.

Opening hours are between 8:30 and 16:30 Monday to Friday.

If patients have mobility issues which mean they rely on a wide based wheelchair, mobility scooter or have to access clinics on a stretcher, please inform the dermatology secretaries on 01582 497561 or email dermatology.inbox@nhs.net in advance of the referral so that we can make arrangements for these patient to be seen on the hospital site.

some face to face consultations with the dermatology specialist where appropriate. The aim is to also provide high quality feedback to the referring doctor, thus contributing to education and training. Patients will be informed in writing should their appointment be directed to the teledermatology clinic.

Luton Sexual Health (LSH)

The new facility has been designed to provide a more welcoming and efficient sexual, contraceptive and HIV service to clients. It will offer a modern, professional setting to meet all their sexual and contraceptive needs on a largely one stop basis.

The purpose built space has allowed us to create more consultation rooms, separate sample taking rooms and extra counselling rooms to what is currently provide at the hospital. The waiting areas have been expanded and are spread across the department with the aim to reduce overcrowding and unnecessary movement between clinical and waiting areas.

The new consultation rooms will also allow us to re-launch our specialised training provision to a range of local professionals and medical and nursing students.



L&D sexual health team visiting construction site.

Useful Information for GPs

Luton Sexual Health clinics will open at Arndale House on Tuesday 29th May 2018. (Please note: LSH will be closed on Saturday 26th May 2018 for relocation).

Operational hours for both booked and Walk In clients vary between 9am and 7pm. Walk In sessions will be running throughout the main opening hours in order to prevent all patients arriving together at 9am. The Mall entrances/exits will be accessible even after the shops have closed to support these opening hours.

Luton Sexual Health remains a confidential open access, self-referral service.

Our main reception/booking phone number will remain the same, 01582 497070.

Please see our website for full details at www.lutonsexualhealth.org.uk

Update on the proposed merger between the L&D and Bedford Hospital

Work continues to progress the plans for the two hospitals to merge. A Full Business Case (FBC) for the merger was developed to help identify benefits for patients, possible improvements in service provision, opportunities for staff and any financial savings that could be made to put money back into patient care. This was submitted to NHS Improvements (NHSI) and is currently under review alongside a detailed financial plan.

The merger will result in a single NHS Trust, with one management team who will be responsible for services provided on the two existing hospital sites. Both sites will continue to deliver a full range of services including A&E, maternity and paediatrics.

A Joint Integration Board (IB) has been established in order to drive forward merger plans and integration activities. The IB meets fortnightly and consists of executive representatives from both Trusts. They have recently discussed possible timeframes and priorities for the merger. The date of the merger is dependent upon the IB receiving confirmation from NHSI that the capital is available to support our plans.

Over recent weeks, we have been reminded of the strong support that this proposal has – from clinical and non-clinical staff, our patients, the public and local politicians – and acknowledgement that our ambition to merge makes good strategic sense and will benefit patients and staff. This has been really encouraging.

It is an exciting time ahead and the merger presents various opportunities such as:

- Enabling more specialities to offer patients a full '7 day' service - this gives better patient care and will help to reduce waiting times
- A more resilient provision of 'on call' and 'out of hours' emergency cover for the expanded population and across all specialities
- Fully integrated systems and processes will make it easier for GPs to refer and reduce variations in the service provided across the county
- Fully supporting the work programme of the Sustainability and Transformation Plans (STP) and will ensure the region can provide more integrated health care for everyone
- Providing certainty for Bedford residents and Bedford Hospital staff after years of speculation about core services being closed
- Increasing opportunities to attract and retain the best staff to a larger, integrated Trust.

For more details and the most up to date information about the proposed merger, please visit the Merger Plans section on either of the hospitals' websites.

You can contact us to let us know your thoughts, or to raise any concerns, by emailing merger@ldh.nhs.uk

Dates for your Diaries 2018

GPs from all CCGs are welcome to attend the Trust's Saturday morning GP education meetings held in the Comet Lecture Hall. These meetings are held between 9.15am – 12.30 and free parking is available. These meetings are free to attend and consist of 3 hours of interactive, certified and accredited teaching with Q&A followed by a free hot lunch. All GPs who attend will receive CPD points. Please see below the schedule of forthcoming Saturday morning GP educational events for 2018.

Saturday 16th June 2018

- Diabetes/ Dr Saqib Mahmud & Dr Syed Mumtaz

Saturday 14th July 2018

- Paediatrics/ Ronald Misquith

Saturday 15th September 2018

- Rheumatology/ Dr Muhammed Nisar

Saturday 20th October 2018

- Palliative Care/ Dr Anthea Robinson

Saturday 17th November 2018

- Obs & Gynae/ Miss Neela Mukhopadhaya

Saturday 15th December 2018

- TBC

To secure your free place for any of the above meetings simply email Lesley.Tompkins@ldh.nhs.uk

New L&D Website

We have recently launched the Luton and Dunstable University Hospital's new website. It is now much easier to navigate around the site allowing patients and visitors to find the information they need easily and quickly.

Our Directory of Service, now titled 'GP's & Professionals' is still a major feature of the new site and has been made more accessible. The section highlighted in purple on the main page provides quick and easy to locate useful information for GP's, health professionals and their admin teams. Information includes referral information, pathway guidance, referral protocols, education and training, consultants and secretarial contacts, admin/e-RS updates and General/Service Manager contacts.

Please remind your clinical and admin teams of the web based service directory, designed to provide them with all the information they need to quickly arrange hospital care with us, for their patients.

If you are having difficulty locating information on our new website or would like to provide feedback, please email communications@ldh.nhs.uk.

Advice and Guidance – Non Urgent

The GP Forward View set out the need to improve GP access to consultant advice on potential referrals into secondary care. In 2016 Winpeny et al reviewed 183 studies published in the last 10 years on interventions in primary care aimed at improving the effectiveness and efficiency of outpatient services, including 8 studies on e-mail or phone requests for specialist advice. Several case studies demonstrate a reduction in patients requiring an outpatient attendance based on the advice given. There are different systems available for this and the CCG with the Luton and Dunstable Hospital have agreed the system to use is e-RS. Using this system enables an advice request to easily be converted into a referral and the historic information is available with the referral.

The reasons why a clinician may wish to seek Advice and Guidance:

- Asking another clinician/specialist for their advice on a treatment plan and/or the ongoing management of a patient.
- Asking for clarification (or advice) regarding a patient's test results.
- Seeking advice on the appropriateness of a referral for their patient (e.g. whether to refer, or what the most appropriate alternative care pathway might be).

Advice and Guidance on e-RS has been available at the Luton and Dunstable Hospital for many years. Recently the CQUIN has enabled a focussed change of approach at the hospital to facilitate an improved turn around rate. The national target is to respond to 80%

within 2 days. The usage of the system has been increasing since April 2017. The turnaround time for responses by the Trust in January 2018 was 81% and February increased to 85%. The system does enable a two way conversation between the GP and the Hospital Consultant.

The Trust does have some specialties with long waiting times for first appointments, using advice and guidance is worth considering if there is any uncertainty in the need for the referral.

To ensure quality of both referrals and responses, audits will be completed by both hospital clinicians and GPs. The time taken for this activity can be evaluated and best practice examples will be shared at learning events.

NHS is turning 70

The NHS is turning 70 on 5 July 2018. To mark the 70th birthday we will be celebrating the achievements and taking time to appreciate, recognise and thank the extraordinary staff who all work towards delivering the best patient care at the L&D.

The NHS is the UK's largest employer, with over 1.5 million staff from all over the world and more than 350 different

careers. We'll be telling the story of our everyday heroes', holding a series of staff engagement events and fundraising activities and hosting an exhibition to mark the important milestone.

If you have any memorable experiences, patient stories or photos you would like to share to mark the celebration please contact the L&D communications team.

2ww referrals

We are now able to see the referral information when you 'defer to provider'. This is very helpful but what we are finding is that several practices are deferring to provider and not attaching the referral proforma. Remember this must be attached within 24 hours. If possible it is best to attach at the same time. We have found on a few occasions we would have been able to offer a short notice slot but due to the referral information not being available the bookings have not been possible. The admin staff are spending a fair bit of time calling practices requesting they add the referral to the system.

Referral Assessment Services – send to Triage

These have been in for a while now. Just to remind you when you send to triage this means the referral is sent to the Consultant for viewing and decision making. This can take up to two weeks depending on the specialty. We will be sending letters to the patients advising them of our contact details and to reassure they have not been forgotten. Let the patients know it may take a while to hear from us.

Converting the UBRN

It is best for the patient to convert the UBRN themselves. They are more likely to choose an appointment date and time to suit themselves. If you do convert the appointment then please ensure you have had a conversation with the patient and they are able to attend on the date you have booked. It has been noted that when practices are converting the appointments on behalf of the patient there is a higher than average DNA rate.

Advice and Guidance

The use of advice and guidance has been increasing over the last few months. Please use the system if you are sending for advice, if an appointment is required then it is easier to convert the A&G into a referral request.

Directory of Service

Any time you are finding it difficult to locate services. If you have any thoughts on how we can improve then please let us know.

Consultants Starters and Leavers May 2018

May 2018 Imaging waiting times

STARTERS

Title	First Name	Last Name	Position	Start date at the Trust
Mr	Ahmed Abdul Kadir	Abdul-Karim	General Surgery Medical Consultant	08/02/2018
Dr	Mohammad	Ghazavi Khorasgani	Dermatology Medical Consultant	14/03/2018
Dr	Mariya	Karam	SCBU/NICU Locum Consultant	26/02/2018
Dr	Nadia	Rahman	Locum Consultant Urogynaecology	22/01/2018
Dr	Manoj	Sharma	Theatres Medical Consultant	08/01/2018
Dr	Abirami	Subanandan	Medical Consultant	02/01/2018
Dr	Samadara	Weerasuriya	Theatres Medical Consultant	19/02/2018
Dr	Vanessa	Zammit Ventura	Paediatric Medical Consultant	19/02/2018

Modality	Appointment wait
MRI	5 weeks
MRI Paeds/Ga	7 weeks
CT (Gen)	5 weeks
CT (Brain)	3 weeks
CT (Colon)	3.5 weeks
US(Gen)	5 weeks
US (MSK)	4 weeks
US (MSK Inj)	8 weeks
US (Paed Hips)	4 weeks
US Neck	6 weeks
NM (Bone Ortho)	3 weeks
NM (Bone Oncol)	2 weeks
DMSA	3 weeks
Mag 3	3 weeks
Cardiac	2 week
Gen Screen	9-10 weeks
Paed Screen	9-10 weeks
HSG	2 weeks
Arthrogram	5 weeks
Small Bowel	0 weeks
Sialogram	0 weeks
Plain Film Xray	3 week
Dexa	3 weeks

LEAVERS

Title	First Name	Last Name	Position	Leaving Date
Dr	Harsha	Gowda	SCBU/NICU Consultant	07/01/2018
Mr	Malcolm	Griffiths	O&G Medical Associate Medical Director	31/03/2018
Miss	Neveen	Khan	O&G Medical Locum Consultant	12/02/2018
Dr	Mahmud	Mustafa	Paediatric Medical Locum Consultant	28/02/2018

Paper Switch Off

We have been declared 100% switched off from paper referrals ahead of schedule. This is due to your hard work in the practices ensuring all referrals are added to E-RS in the first instance. Please continue to let us know if you are experiencing any difficulties with finding clinics on our 'Directory of Services'. At the end of March 71% of referral were received via e-RS. We expect to see this increase in April when the final services switched off to paper.

Referrals to first led Consultant clinics will be returned to the practice if not sent via e-RS. There are some exclusions to this, such as acute/urgent clinics, fracture clinic, EPAU, Obesity, Allied Health Professional, Diagnostics, Neurophysiology, TIA. Referrals will be sent back via e-mail and hard copy too.

The above are waiting lists for routine appointments. Urgent appointments are available in each of the modalities above.



**Luton and Dunstable
University Hospital**
NHS Foundation Trust

Phone Numbers

Priority GP Phone Line: 01582 492851
The L&D's main switchboard: 01582 491166
Direct Line for Out-Patients Booking Dept: 01582 561385 Fax: 01582 718177

If you have any queries related to the services we provide contact:

Amran Qurban
Head of GP Client Services
01582 718086
amran.qurban@ldh.nhs.uk
www.ldh.nhs.uk/gps-professionals/