April 2015

This briefing is for GPs, practice staff and others in primary care, on changes and developments at the Oxford University Hospitals NHS Trust (OUH). It has been prepared by the OUH and will be circulated on a regular basis. You can also read it on www.ouh.nhs.uk/services/gp-bulletin

If you have any comments or suggestions, please contact susan.brown@ouh.nhs.uk

Any feedback on web issues please email to web.editor@ouh.nhs.uk

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Latest news

• New children’s outpatient area opens at the Horton
• Innovative one stop shop for young patients with spina bifida
• OUH first in world to use new baby measurement standards
• Oxford team researches new treatment for heart failure
• New equipment at NOC to help stroke victims
• Work on new welcome centre at the JR means no vehicle access to the front entrance
• RAF nurse at OUH honoured for her work
• World first TB vaccination trials at OUH
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1. Key performance measures

Please see the latest summary of our performance against key standards and indicators

Healthcare associated infections
  - MRSA and C.difficile: latest figures

2. Clinical articles and referral protocols

Directed Bookable Services
As you know, currently most services at the OUH are booked through GP CaB systems using an indirect bureau. Directly Bookable Services (DBS) offer the advantage that the patient can have direct access to a date and time for an appointment. If appointments are not available, by selecting ‘Defer to Provider’ the list of patients waiting for an appointment electronically sits within each department who will then increase capacity to accommodate the appointments.

The Trust has been working with the Clinical Commissioning Group and GP colleagues to advance this important development. We are currently addressing some technical issues before rolling out the service to further specialities.

Endocrinology offers a directly bookable service to GPs and patients for outpatient appointments.

More information on the process at: Endocrinology

ENT offers a directly bookable service to GPs and patients for outpatient appointments. Please note exclusions: 2WW ENT to remain as existing process, and Emergency Clinic to remain as...
existing process.

More information on the process at: **ENT**

**Gynaecology** offers a directly bookable service to GPs and patients for outpatient appointments. **Please note exclusions**: 2WW Gynaecology to remain as existing process. Fertility Clinic to remain indirectly bookable as existing process (but will be directly bookable in the near future). Emergency Clinic to remain as existing process.

More information on the process at: **Gynaecology**

**Urology** offers a directly bookable service to GPs and patients for outpatient appointments. **Please note exclusion**: 2WW to remain as existing process.

More information on the process at: **Urology**

*Any problems or questions relating to CaB / OUH Directory of Services*

OUH Choose & Book Advice Line: 01865 743399

**Contact information:**

Lesley Pinfold, Operational Service Manager & CaB Lead: 01865 572556 / Lesley.pinfold@ouh.nhs.uk

Ben Clark, CaB Directory of Services Manager: 01865 743350 / ben.clark@ouh.nhs.uk

**Physiotherapy service for north Oxfordshire and Brackley**

Please see the link on the [website referrals section](#) for more information about the services we offer within the department, our opening times and referral options.

The physiotherapy team at the Horton General Hospital and the site of the former Brackley Cottage Hospital (round the back in a separate building) provide primary care physiotherapy assessment and treatment to MSK adult patients, referred from GPDA and the Trauma and Orthopaedic services, from Brackley, Banbury and the surrounding areas.

They are based over two sites: Horton General Hospital in Banbury and Brackley Cottage Hospital, with a cross cover of staff consisting of twelve WTE physiotherapists and a very supportive administration team.

The department is very committed to providing the best possible care to patients as demonstrated by excellent outcome measure results. The commissioned performance targets have been exceeded every month during this financial year with 85% of patients making a significant improvement of 5 points or more in their Quick Dash (upper limb function) scores and 87% in their LEFS (lower limb function) scores.

Additionally, Friends and Family Test questionnaires from April to December 2014 reveal that 93.25% of our patients would be extremely likely and a further 6.75% likely to recommend our service.

**Waiting times**

- Urgent referrals are usually seen within two weeks of receiving the referral.
- Routine referrals are usually seen within five to eight weeks.
- There is flexibility to move appointments if there is a clinical need. Please contact the
department directly if you feel this is appropriate.

**Planned developments**
- Adapting the current classes timetable after a 6 month audit and patient feedback on times, days and number of classes offered
- Moving to directly bookable choose and book within the next few months
- Implementation of Electronic patient records
- Potential move to self-referrals to reduce pressure on GP appointments

**Team Leaders contact details**
- Helen Ellis  helen.ellis@ouh.nhs.uk
- Huw Jones  huw.jones@ouh.nhs.uk

**Contact numbers**
- Horton General Hospital  Tel: 01295 229432
  Fax: 01295 229437
- Brackley Cottage Hospital  Tel: 01280 704911
  Fax: 01280 700329

Please contact the team if you would like to discuss referring a patient, or have any questions about the service.

**Diabetes study**
Oxford Centre for Diabetes, Endocrinology and Metabolism (OCDEM) is running a study to investigate how a glucose-lowering drug called lixisenatide affects people with type 1 diabetes.

They are looking for people who:
- have type 1 diabetes
- use insulin to treat the diabetes
- are generally in good health
- are aged between 18 and 70.

Participants will be reimbursed for travel expenses and time.

Please get in touch for further information: 01865 857287 / cru@ocdem.ox.ac.uk

**3. Events and open days for patients and the public**

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<td><strong>Stoma Open Day</strong> – calling all patients who have a stoma**</td>
<td>Saturday 25 April 2015 10.00am - 1.30pm</td>
<td>The Stoma Nursing Team will be holding their annual Stoma Open Day in the entrance foyer of the Academic Centre (Level 2) of the John Radcliffe Hospital. There will be information stands for patients and visitors, so please encourage your patients to pop by if they have time.</td>
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<td><strong>Liver Research Open Forum</strong></td>
<td>Wednesday 29 April 2015 7.00pm - 8.00pm (Refreshments from 6.30pm)</td>
<td>Training Suite, Level 2, West Wing, John Radcliffe Hospital</td>
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Would you like to hear about the latest developments in liver research?
- Updates and information on current clinical trials
- Opportunities to ask questions about upcoming studies and how to get involved
- The chance to voice your ideas for future studies
Everyone is welcome, no need to book.
For further information please contact Toby Cade 01865 222024 or email: toby.cade@ouh.nhs.uk

Gynaecology Patient Feedback Forum
Have any of your patients:
- attended the urgent Gynaecology Clinic?
- been seen on the Gynaecology Ward as an emergency?
- been seen with a problem in early pregnancy?
If so, please invite them to attend on **Thursday 30 April 2015 12.30pm - 2.30pm**
**Seminar Room 3, George Pickering Education Centre, Level 3 John Radcliffe Hospital**
If they would like to take part, please ask them to email or call: lesley.butler@ouh.nhs.uk / 01865 851188

Dementia Information Café at the John Radcliffe Hospital
**Once a month on the last Tuesday 2.00pm - 3.30pm**
**Onthree (restaurant), Level 3, John Radcliffe Hospital**
Do your patients visit a friend or relative with dementia in hospital, or care for someone with the condition? Do invite them to join us for tea, biscuits and an informal chat about the support available.
Help and advice is on hand from the Alzheimer's Society, Carers Oxfordshire, Oxfordshire Age UK and Guideposts Oxfordshire. For more information about the Dementia Information Café please contact gaynor.parsons@ouh.nhs.uk

4. Consultant appointments

- Consultant in Transplant, Hepatobiliary and Organ Retrieval Surgery
  **Dr Srikanth Reddy, MBBS, FRCS, PhD**

- Consultants in Laboratory Haematology
  **Dr Deborah Hay, DPhil, MRCP, FRCPath.**

- Consultant in Liaison Psychiatry Psycho-Oncology
  **Dr Iain Jordan, MB BCh, BAO, LRCP&SI, MRCPsych, MSc (Hons).**

- Consultants in Neuroradiology
  **Dr Francesco Carletti, PhD** and **Dr Robin Joseph, MBChB, MRCS, FRCR, Msc**

5. Trust news and service developments

**Foundation Trust Progress**
The body that regulates and approves Foundation Trusts, Monitor, has assessed the Trust’s
quality governance, business plan, financial plan and performance on access and outcomes standards. Monitor has fed back to us over improvements they would like to see in our quality governance arrangements and these are being made, including a refreshed Quality Strategy.

A ‘base case’ financial plan has been agreed and a Monitor assessment is to be completed after we have confirmed that we have met our waiting time performance plans for Quarter 3. We must also confirm the Trust is on track to meet Monitor’s required performance standards. The key areas of focus are:

- the emergency department - patients to be seen, treated and discharged within four hours
- cancer waits – patients to wait no longer than 62 days from referral to treatment
- the admitted and non-admitted targets for patients to start treatment within 18 weeks standards

**Election of the Council of Governors**

We are delighted to introduce our very first Council of Governors. Governors will attend induction and training over the next few months. Governors set the strategic direction of the Trust and hold the Board to account. The Council will operate in shadow form until the Trust is authorised. GPs will want to be aware that the CCG is represented on the Council of Governors through the appointment of Dr Paul Park, and GPs are represented through the appointment of Dr Paul Roblin by the Oxfordshire LMC. Further information on the role of the Council of Governors, progress towards becoming a Foundation Trust and on how to become a Foundation Trust member can be found on our website at [www.ouh.nhs.uk/ft](http://www.ouh.nhs.uk/ft)

**New Clinical Directors**

The Trust has appointed two new Clinical Directors. Dr Yaver Bashir has been appointed Clinical Director for Cardiology and Cardiac Surgery and Dr Richard Turner has been appointed Clinical Director for Ambulatory Medicine.

**Here for Health**

The Health Improvement Advice Centre, [Here for health](http://www.ouh.nhs.uk/ft), is a service available for you to signpost or refer your patients for support with health behaviour change.

The innovative centre is available for patient and carers to drop in, no appointment necessary for support on a range of topics that include:

- Giving up smoking
- Weight management
- Reducing alcohol intake
- Eating more healthily
- Becoming more active

The Here for Health Centre continues to grow and develop since opening in August 2014. The service was accessed over 1100 times during the first six months of opening, with 177 people returning for repeat visits.

The service offers healthy living information, behaviour change support and
referral/signposting to community services for on-going support. No appointment is necessary; individuals can drop-in at a time convenient for them (Monday to Friday, 9am-5pm). The service is based in Blue Outpatients, Level 2 at the John Radcliffe Hospital.

If you would like to speak to a team member to find out more information on how your patients can access the centre, please contact Aine Lyng or Emma Hagues at email: hereforhealth@ouh.nhs.uk or tel: 01865 221429

**Better working between primary and secondary care**

A recent joint meeting between representatives from the CCG and OUH set out some expectations and intentions that will be developed into a charter. A number of key points were agreed.

1. The wording around consultant to consultant referrals in the contract will be reviewed to ensure that patients are not unnecessarily referred back to the GP.

2. The gastroenterology pathway including the 2 week waits and urgent referrals will be reviewed in order to ensure that waiting times can be monitored and reduced.

3. OUH has a plan in place to ensure clinicians act on test results that they initiate. This will now be monitored through the contract.

4. All outpatient letters should be electronic from May 2015 and will go directly into Docman. They will be reviewed to ensure that it is clear that responsibility for making any follow up appointment lies with the patient. Any prescribing passed to the GP will not be for urgent initiation. When patients believe that they should have a follow up appointment but do not receive a date, practices can check by ringing the GP help line number 01865 572696.

5. Significant improvements have been seen in the discharge summaries generated from the Horton. However, some problems have been encountered with the transmission of summaries, which the Trust is currently seeking to resolve with the system suppliers. In the meantime, a facility within the system has been put in place by the OUH to alert the responsible consultant when a discharge summary is not sent out on time. A review of the structure and layout of the summaries will be undertaken after the Trust has exited the current contract in July 2015.

6. OUH will provide feedback to individual practices when it is deemed that there is an inappropriate referral.

7. OUH have requested that when referring patients under the two week waiting arrangements that GPs use the relevant form and process and ensure that they explicitly inform patients that they are being referred because there is a suspicion that the patient might have cancer.