

Contents

Introduction by Dr Lindsey Barker Medical Director	1
Trust headlines	2
Routine operations will continue over Christmas and New Year	2
Longer wait for dermatology appointment.....	2
Home Early - Settled and Safe	2
All change for Care Group Directors	3
Investing in clinical technology	3
Follow RBFT on Twitter	4
Clinical guidelines & referral advice	4
GP pages on Trust website	6
How to Raise a Query or Concern	7

Introduction by Dr Lindsey Barker Medical Director

Welcome to the December edition of GP Round Up from the Royal Berkshire NHS Foundation Trust.

Firstly can I ask for your help to encourage your patients to attend for their routine operations if they are booked over the Christmas period? With the exception of Bank Holidays and weekends, it is important that we maintain our services throughout December. In previous years we have experienced a high level of patient cancellations and DNAs during the Christmas period.



Secondly I am sorry to inform you that demand for urgent dermatology appointments means that the waiting time for an appointment is temporarily longer than 2 weeks. I have included a joint RBFT/CCG communication in this newsletter that will also be shared with your CCG councils at the January meetings and I hope that it will help you to manage patient expectations when referring.

In this newsletter articles are grouped under the following headings:

- [Trust headline news](#)
- [Clinical guidelines and referral advice](#)
- [Welcoming new consultants](#)

Trust headlines

Routine operations will continue over Christmas and New Year

Please let your patients know, that, with the exception of the bank holidays, planned day surgery and in-patient surgery continues throughout the festive period.

Whilst many other services slow down over Christmas and New Year, surgeons at the Royal Berkshire Hospital will continue "business as usual" to ensure that patients receive treatment as quickly as possible. With the exception of the bank holidays, planned day surgery and in-patient surgery continues throughout

the festive period. We understand that some patients have reservations about having their surgery at this time but we are encouraging them to go ahead and take advantage of availability before the busy January period.



Longer wait for dermatology appointment

The following joint statement has been prepared for GPs by RBFT and West Berkshire CCG:

"The dermatology department at RBFT is under significant pressure which is resulting in longer waiting times for patients referred via the 2 week wait pathway and Choose & Book.

There are multi-factorial reasons for this, some of which are national issues facing dermatology departments across the country. The dermatology department is seeing a sustained increase in referrals plus capacity is reduced due to Consultant vacancies which are difficult to recruit.

The CCG and Trust are working closely together, with the wider cancer network, to try to mitigate against these issues. Actions include streamlining of the referral process for tele-dermatology, revised 2ww referral forms and an education programme. Further information regarding the service will be communicated in the near future.

GP colleagues are asked to consider using teledermatology for non-urgent queries as a response will be given within 7 days and to only use the 2 week wait pathway for suspected cancerous lesions."

Home Early - Settled and Safe

Our new campaign, "Home Early - Settled and Safe" is not just to make our lives easier. It's better for our patients to travel home early in the day when they are less tired, it is warmer and in daylight.

This means the earlier in the day we can discharge our patients and have them sent home, the safer and better it is for them. The knock on effect of earlier discharge is that our patients at the "front end" - those being admitted - are not waiting for long periods on trolleys to get to a hospital bed.

Staff aim to complete patient discharge medications and paperwork in good time to allow for an early discharge or transfer to the discharge lounge early in the day.

If you would like to know more please contact Moyra.pugh@royalberkshire.nhs.uk
Lead Occupational Therapist.

All change for Care Group Directors

We have recently appointed two new Care Group Directors to oversee operational services and strategic planning within Planned Care and Networked Care.



Dr Janet Lippett has been appointed as Care Group Director for Network Care.

Janet started as a Consultant Geriatrician at the Royal Berkshire Hospital in 2007 and set up an

Orthogeriatric Service for fragility fracture patients to provide peri-operative care and rehabilitation.

In 2010 Janet became Clinical Director for Specialist Medicine and has been Acting Care Group Director since January 2015. She has worked on a number of key projects including our successful bid for Hyperacute Stroke Unit status and alternatives to hospital admissions for the elderly. Janet is passionate about high quality care for all patients but especially the elderly and continues to enjoy her clinical time with patients. You can email Janet at janet.lippett@royalberkshire.nhs.uk



Dr Warren Fisher has been appointed as Care Group Director for Planned Care.

Warren joined the Trust as a Consultant

Anaesthetist in 2002 and is the lead for Paediatric Anaesthesia.

In addition to his medical role he has held a variety of Clinical Director positions within the Trust since 2005 and became Acting Group Director of Planned Care in April 2015. He was also a staff Governor for the Trust between 2008 and 2014. If you would like to get in touch with Warren you can email him at warren.fisher@royalberkshire.nhs.uk



Dr Susan Edees has sadly decided to return to her clinical duties as a Paediatrician on a full time basis. Sue will hand over her Director of Urgent Care responsibilities following the appointment of her successor. Sue can be emailed at: susan.edees@royalberkshire.nhs.uk

Investing in clinical technology

Upgrading Radiology PACS

We are in the process of replacing our radiology *Picture Archive & Communications System (PACS)* to improve the viewing of digital images across the Trust. There are nearly 3 million patient studies and *Radiology Information System (RIS)* data to migrate from the existing system but work is well underway to achieve this in the near future. New computers and monitors are being installed in key areas and the new service will be available to all PCs in the Trust shortly.

Computerised CTG for Delivery Assessment Unit

Our midwives are delighted to have taken delivery of a two computerised CTG analysis systems thanks to a charitable donation. The new machines will be situated in the Delivery Assessment Unit and used for women with a history of decreased foetal movements (in accordance with the local guideline) and those with pre-term, growth retarded foetuses who have abnormal Doppler flow

patterns (in accordance with the Oxford AHSN guideline).

We are moving to a computerised CTG system because it is able to deliver more reliable, repeatable results and has a lower false positive interpretation rate than conventional visual CTG analysis. In addition the results are stored electronically and trends can be recognised.

Follow RBFT on Twitter

We are now up and running on Twitter, please join us @RBNHSFT !

Clinical guidelines & referral advice

New RBFT services

Integrated Pain Assessment & Spinal Service

The new Integrated Pain Assessment and Spinal Service (IPASS) started in September 2015 and is accepting GP referrals for chronic widespread pain, fibromyalgia and chronic fatigue.

The service aims to be a “one stop” referral source for GPs to refer their pain and spinal patients. Consultants in pain management and rheumatology worked jointly with BHFT colleagues to develop this innovative service based in the community where it is able to respond more appropriately to the specific needs of patients.

IPASS comprises of pain psychologists, physiotherapists and a Pain Management Consultant. The team are supervised and



mentored by Pain, Orthopaedics and Rheumatology Consultants regarding imaging, interventions and medication optimisation.

Access to pain physiotherapy, psychology and pain management programmes is now available in 3 community based sites in Reading, Wokingham and Newbury. The service has already been shortlisted for a national best practice award by the British Society of Rheumatology. GPs can access this service via their DXS software on their desktops and electronic referrals forms are available to refer to IPASS in a simple and straightforward manner.

Early Inflammatory Arthritis Pathway

Our new *Early Inflammatory Arthritis Pathway* offers patients a “one-stop” outpatient attendance.

During the outpatient visit, patients can have a musculoskeletal ultrasound to aid earlier diagnosis & treatment of rheumatoid and other inflammatory arthritis. (Earlier treatment is known to improve long-term outcomes in these conditions.)

Our multidisciplinary approach ensures that in addition to the doctor, patients can also see a specialist nurse, physiotherapist & occupational therapist.

A new state-of-the-art ultrasound machine will further enhance this service and the musculoskeletal ultrasound rheumatology service as a whole will then benefit from 4 mobile ultrasound machines.

Dr Jo Kitchen runs a weekly rheumatology ultrasound clinic for diagnosis & intervention and designed the new pathway.

Jo also ran a regional ultrasound training day in September with guest expert Dr Moeller from Barcelona. Feedback was very positive and we continue to strengthen our role as a centre of excellence for musculoskeletal ultrasound training.

Fracture Liaison Service

Natasza Gomez Fracture Prevention Specialist Nurse Practitioner has been running the *Fracture Liaison Service* for 9 months under the clinical supervision of Consultant Rheumatologists. In just 9 months, 318 people have had their bone health assessed and received information and/or treatment for fracture prevention.

The National Osteoporosis Society have commended this excellent start and noted that our Radiology Department is one of the first in the area to be referred on to the service after systematically checking for vertebral fractures associated with osteoporosis.

National Publications

The Future for People with Chronic Pain

On 18 November 2015 the Chronic Pain Policy Coalition came together with experts from the health sector to launch a booklet for Parliamentarians with key chronic pain facts, and bring other insights from its Affiliates. The Faculty of Pain Medicine also launched its Right Patient Right Professionals Right Time initiative

include the Future of people with chronic pain document. This document has been made available to commissioners and local politicians and is an awareness poster about the prevalence and economic burden of chronic pain and the cost of not treating it well. The document may be found as [a separate attachment](#).

Opioids Aware

Opioids Aware is an online resource developed by the Faculty of Pain Medicine in partnership with Public Health England.

It contains information to support prescribers and dispensers to make good decisions on initiating, maintaining and monitoring patients on opioid therapy for pain. The resource is still under development and when complete will inform all prescribers about the hazards of

opioid therapy, and how these may be prevented and recognised. *Opioids Aware* will also include information for patients and carers to support their choices on medications for pain, and can be accessed at this address:

www.rcoa.ac.uk/faculty-of-pain-medicine/opioids-aware

GP pages on Trust website

The Trust website <http://www.royalberkshire.nhs.uk/> has a new layout and resources for GPs are all in one place under the blue “GP” tab <http://www.royalberkshire.nhs.uk/gps.htm> at the top of the main page. The following links may be found in the GP section:

- Directory of outpatient services <http://www.royalberkshire.nhs.uk/directory-of-services.htm>
- GP secure online resources <http://www.royalberkshire.nhs.uk/gp-secure-online-resources.htm>
- Clinical and referral guidelines <http://www.royalberkshire.nhs.uk/gp-referral-information.htm>
- Consultant directory <http://www.royalberkshire.nhs.uk/consultant-directory.htm>
- GP Newsletter <http://www.royalberkshire.nhs.uk/gp-newsletter.htm>
- Choose & Book <http://www.royalberkshire.nhs.uk/choose-and-book.htm>
- Continuing professional development for GPs <http://www.royalberkshire.nhs.uk/continuing-professional-development.htm>
- Patient information leaflets <http://www.royalberkshire.nhs.uk/patient-information-leaflets/>
- Infection control information <http://www.royalberkshire.nhs.uk/infection-control-information.htm>
- How to raise a query or concern <http://www.royalberkshire.nhs.uk/how-to-raise-a-query-or-concern.htm>

How to Raise a Query or Concern

We welcome feedback from GPs and Practice Managers, so please let us know if you experience any problems with our services by sending a secure email to gpliaison.rbft@nhs.net. Alternatively you can telephone Caroline Hillman GP Liaison Manager on 0118 322 5313. We will acknowledge your concern within 3 working days.

If a GP wishes to raise a formal complaint, this should be made in writing (by letter or email) to Lindsey Barker Medical Director. Alternatively, if the complaint is of a sensitive nature, the GP may prefer to telephone or speak to Lindsey in person.

Our Patient Advice and Liaison Team (PALS) focus on providing support and on the spot help to patients, relatives and carers and can be contacted via talktous@royalberkshire.nhs.uk The PALS Team also investigate serious patient complaints.