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Introduction by Lindsey Barker Medical Director



Introduction by Lindsey Barker Medical Director

Welcome to the July edition of GP Round Up. Please take a few minutes to read important information about the cancer 2 week wait referral process; concerns with reduced foetal movements after 26 weeks and contacting our new Clinical Administration Teams (CATs).

This GP Round Up email newsletter is sent out to Practice Managers in the local area - please can you forward it on to the GPs in your surgery.

Important obstetric advice - reduced foetal movement

REMINDER - If a pregnant woman, with a foetus of 26 weeks or more, complains of reduced foetal movements, please refer her to the Maternity Day Assessment Unit where a CTG can be performed without delay. The RBH Maternity Unit has 24 hour capability to perform CTGs when required. Please do not wait until the following day, advise the patient to attend immediately. A link to our guideline on reduced foetal movement may be found at http://www.royalberkshire.nhs.uk/Downloads/GPs/GP%20protocols%20and%20guidelines/Maternity%20Guidelines%20and%20Policies/Antenatal/Reduced%20fetal%20movements_V6_0_GL903.pdf

The Maternity Day Assessment Unit is situated on Level 3 Maternity Unit RBH. **Contact details 0118 322 8741**

Cancer 2WW referrals to RBFT - patients decline 'first' appointments

2 week wait referrals have been steadily increasing over the last year. In June we saw 1,379 patient referrals for suspected cancer, an increase of 119 compared to the previous month.

We are also seeing a rise in patients who are not able to attend when offered an appointment within 14 days due to pre-planned commitments. Please help us to manage this situation by explaining to patients that they are being referred urgently and that they will need to be available for a first appointment with 14 days. If your patient is unable to attend within 14 days, please defer their referral until they are available so that we can see all patients as quickly as possible.

~~2-week wait referrals should be made to the Clinical Administration Team (CAT) for the speciality (e.g. for suspected breast cancer, please refer to the breast surgery CAT). Contact information for all CATs may be found at~~
<http://www.royalberkshire.nhs.uk/Downloads/GPs/DOS/GP%20Contact%20Details%20for%20New%20RBFT%20Clinical%20Administration%20Teams%20-%206July2015%20.pdf>

~~If your speciality does not appear on the attached contact list, PLEASE CONTINUE TO USE EXISTING CONTACT DETAILS.~~

All 2 week wait referrals should continue through the existing methods - the E Referrals Service or fax to 0118 322 6698. Any queries about the subsequent appointment should be directed to the relevant CAT.

New Clinical Administration Teams (CATs) - enquiries, referrals and scheduling information

On Monday 6 July, we went live with our new clinical administration teams (CATs) which means you are now able to access all aspects of patient bookings and queries directly with the specialty teams. The CATs are made up of experienced medical secretaries and booking staff who work together as a team to support all aspects of patient appointments, waiting lists, general enquiries and clinical queries, referrals and clinic scheduling.

Direct contact details for each speciality can be found at <http://www.royalberkshire.nhs.uk/Downloads/GPs/DOS/GP%20Contact%20Details%20for%20New%20RBFT%20Clinical%20Administration%20Teams%20-%206July2015%20.pdf>

please use these new telephone numbers and email addresses for referrals, appointments and information around scheduling.

What you need to know -

- The new CATs will be contactable over extended opening times (8.00am until 6.00pm Monday to Friday) as well as by secure email boxes making it quicker and easier for you to get in touch.
- The Patient Services number (0845 900 7000) will continue to operate BUT PLEASE NOTE: if you call this number, you will now be transferred to the appropriate, speciality CAT. This number will be phased out over the coming months
- If you need to speak to a clinician directly, please continue to use your existing contact number
- If your speciality does not appear on the attached contact list, PLEASE CONTINUE TO USE EXISTING CONTACT DETAILS

Please be patient with us during the early phase of the new system settling down.

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.