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Introduction by Lindsey Barker Medical Director



Introduction by Lindsey Barker Medical Director

This month I am pleased to let you know about our new Clinical Administration Teams that come into effect on 6th July. The new service will enable you to get in touch with us more easily and aims to answer questions about your patients care pathway in a timely manner. Please make a note of the new telephone numbers and email addresses which will replace the existing numbers.

I am also pleased to let you know about the new cardiology ambulatory service for patients with heart failure that opens on 8th July on Whitley Ward.

Finally, we still have a few places left for the GP Consultant Workshop today 1st July at 1 p.m. and we would be very pleased to see you there if you have not already reserved your place.

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.

New clinical admin teams 6 July

New Clinical Administration Teams (CATs) come into effect on Monday 6th July. From this date, if you have any queries about your patient's referral, you will be able to speak directly to a *Patient Pathway Co-ordinator* rather than leaving a message with a medical secretary, waiting list officer or appointment staff.

We require all referrals, where possible, to come in via the “*e-Referral Service*”. For referrals that cannot be sent via this method, we have secure nhs.net email addresses for you to use. This will help us process ‘paper’ referrals as quickly as possible. The email boxes will be reviewed throughout the day by the team.

New Clinical Administration Team contact information can be downloaded at:

<http://www.royalberkshire.nhs.uk/Downloads/GPs/DOS/GP%20Contact%20Details%20for%20New%20RBFT%20Clinical%20Administration%20Teams%20-%206July2015%20.pdf>.

Heart Failure Day Unit opens on 8th July

An innovative way to treat patients with Heart Failure needing high dose IV diuretics has been set up by the Cardiology team at the Royal Berkshire Hospital. It is an ambulatory service based in the Cardiology department and managed between the Cardiology multidisciplinary team. The goal of this service is to avoid hospital admission and reduce length of stay, allowing patients to remain in their homes and carry on with their daily lives.

Please refer suitable patient with the referral form (*separate attachment*) electronically via an nhs.net account to rbftwhitley.ward@nhs.net

Direct number for the day unit: **07824522494** or Heart failure nurse: **0118 322 6638** or **bleep: 051**.

GP Consultant Workshop today 1st July

Our annual GP Consultant Workshop takes place today **1st July 13:00 - 16:30 at Reading University** (Whitenights Campus).

The afternoon will begin with a joint GP/Consultant presentation about the [Frusemide Lounge Joint Pathway Project](#).

You can then choose to attend any three of the following informal round table discussions, each one lead by a Consultant:

- [Prostate Cancer](#)
- [Headaches & Migraine](#)
- [Advances in total shoulder replacement](#)
- [Skin cancer recognition](#)
- [Paediatric Allergies](#)
- [Physiotherapy Referral Pathways](#)
- [Interface Geriatrics and the Acute Frailty Network](#)

- *Heart Failure*
- *Osteoporosis & Bone Health*

We will be starting slightly later than originally planned: a sandwich lunch will be available from **13:00** before the main session begins at 13:30. There will be reserved parking for the event and certificates of attendance issued.

Please register your place by emailing to caroline.hillman@royalberkshire.nhs.uk or telephone 0118 322 5313.

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.