

Dear GPs and Practice Managers

First of all I would like to thank everyone who took part in our GP Survey last month. We received responses from 26 out of 56 local practices and your comments will help us to make improvements going forward. We will share the results with you in this newsletter once they have been analysed.



This month I am pleased to let you know that our endoscopy service has once again received accreditation by JAG for our outstanding services.

I also have news of several new clinics starting in community settings as well as a one stop urology clinic at the Royal Berkshire Hospital where 35 patients can be seen each week by a multi-disciplinary team, including doctors, specialist nurses and radiographers.

Finally, when discussing options for orthopaedic elective surgery with your patients, please let them know about our competitive waiting times that are detailed in this edition.

Dr Lindsey Barker Medical Director

**From April 2017
The RBH is launching
a Homebirth Team...**

The team aims to provide:

- ❖ A 24 hour homebirth service 7 days per week
- ❖ A caseloading model of midwifery care
- ❖ A service supported by the wider community midwifery and hospital teams
- ❖ Refer women to the homebirth team (See intranet for new guideline and referral form)

Email: rbft.homebirthteam@nhs.net

Supports recommendations from 'Better Births' (NHS England, 2016):

- ✓ Personalised care plans
- ✓ Choice of place of birth
- ✓ Continuity of carer
- ✓ Care provided by a small team of midwives
- ✓ Improved postnatal care

Homebirth rate from $\le 1\%$ to 5%

Team of 7 WTE Midwives

Midwives caseloads 1:35 per year

Targets

Natasha Schultz Feb 2017

New outpatient clinics

- T&O **Wallingford Community Hospital** all-day from April on first Monday of each month
- T&O **Marlow Community Hospital** from 17 April on the 3rd Monday of each month
- Urology 'one-stop' clinic at **Royal Berkshire Hospital** now operates twice a week
- Plastic Surgery **Townlands Hospital** has started one Tuesday per month
- Respiratory Medicine **Townlands Hospital** will be starting during March, weekly on a Tuesday

Elective orthopaedic update

RBFT have been working closely with colleagues at Oxford University Hospitals Trust to help to reduce their waiting time for hip, knee, foot and ankle operations. Some patients on the Oxford waiting list are being offered surgery RBH instead. We would appreciate if GPs can offer RBFT as an alternative to Oxford if they are seeking to refer a patient to T&O or if they have patients that have been patiently waiting for a date for surgery.

Outpatient appointment waits

	RBH	Townlands	Bracknell	WBCH
Hip & Knee	2-3 weeks	2-4 weeks	2-4 weeks	4-5 weeks
Foot & Ankle	3 weeks		4 weeks	3-4 weeks
Paediatrics	4 weeks (inc. weekends)	1-3 weeks		
Spine	3-7 weeks	2-3 weeks	10-12 weeks	8-10 weeks
Shoulder	3 weeks	10-12 weeks	10 weeks	8-9 weeks
Hand	2-4 weeks	7-8 weeks	6-7 weeks	6 weeks

Waiting time following decision to have surgery (approximate)

Hip & knee replacements; shoulder arthroscopy	2-6 weeks
Hip arthroscopy	8 weeks
Foot, ankle, spine and paediatrics	2-8 weeks
Shoulder	8-10 weeks

Also a polite reminder to GPs that MSK forms need to be sent in with Hip & Knee referrals. We have to ensure that each patient who has a primary joint replacement has an MSK form before we operate on them. If a patient is referred in specifically for revision surgery then funding should be applied before the patient is referred in.

If you have any further queries please contact the Deputy Patient Pathway Manager Trauma & Orthopaedics by email to Kelly.brown@royalberkshire.nhs.uk

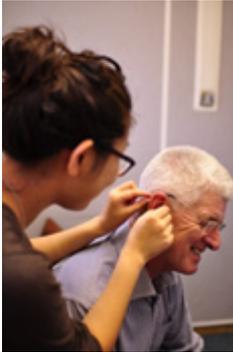
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Hearing Aid Battery Card Scheme to start in July



We would like to let you know that in the near future we will begin issuing a battery card to RBFT patients so that they can show this at the point of battery collection.

This is necessary because more people are now requesting batteries to power their privately-purchased hearing aids. There are also a growing number of hearing aid suppliers in the surrounding area and the patients of these providers are not eligible for Royal Berkshire Hospital (RBH) batteries. We hope to try and reduce these issues before they threaten battery supply more generally.

Your support with the roll out of the battery card will be greatly appreciated to help protect future battery provision. Please contact Alan Bryant Adult Audiology Services Lead by email to alan.bryant@royalberkshire.nhs.uk if you have any questions regarding this policy.

How the battery card scheme will work

A battery card will be issued to RBFT patients so they can show this at the point of battery collection

This record will help ensure batteries are for RBFT patients – so those who have obtained their hearing aids from one of our RBFT clinics across the county.

We will write to all Practice Managers explaining the system and enclosing a poster for display before implementing the new scheme.

The roll out will be on-going until July 2017, after which a battery card would be required for battery issue.

Speak to a Respiratory Consultant for advice

- **New:** Telephone 07468711340 between 2-5pm Monday to Friday and during the morning Saturday and Sundays.
- **New:** Email rbft.respiratoryadvice@nhs.net
- Switchboard and asking for one of the Respiratory Registrars or by contacting Kennet and/or Loddon Wards.

Breast feeding classes during pregnancy

- A programme of “drop in” feeding classes for expectant mothers is taking place throughout 2017 at The Royal Berkshire Hospital, West Berkshire Community Hospital and Wokingham Hospital. Partners and supporters are welcome. **Please print the attached poster** and display in your surgery waiting room.

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New one stop urology clinic

A 'one-stop' urology clinic now operates twice a week at The Royal Berkshire Hospital and we can see 35 patients at each session, with quicker diagnosis and minimal waiting times for appointments.

A multi-disciplinary team, including doctors, specialist nurses and radiographers ensure patients are able to have their initial consultation, a variety of diagnostic tests, investigations and their follow-up consultation in the same day, reducing the need for multiple visits. Mr

Adam Jones, Consultant Urological Surgeon and one of the project leaders explained:

"Being able to investigate, diagnose and either treat the patient on the same day, or send them home with their treatment plan, so they can be followed up closer to home if necessary, is a valuable new approach to improve our urology service here at the Royal Berkshire Hospital."



Trust endoscopy services outstanding again

JAG

Joint Advisory Group
on GI Endoscopy

We were delighted to hear that our Endoscopy Service has once again been awarded full accreditation by the Joint Advisory Group (JAG) of the Royal College of Physicians for its exceptional endoscopy services.

Caring for around 10,500 patients a year, the unit provides a full range of diagnostic and therapeutic endoscopy procedures. It is staffed by nurses, endoscopy technicians, endoscopists as well as support workers and provides a six day a week service. There is also a team dedicated to bowel cancer screening.

"There were seven key areas of performance with an underlying emphasis on quality, safety and training that we had to meet. The inspection regime was rigorous and to gain accreditation we had to provide detailed evidence that we were performing to the highest standards in every aspect of care."

Clare Gardiner, Lead Nurse for Endoscopy Services said: *"We are committed to delivering high quality patient focused care and are delighted the unit has been recognised once again as providing an outstanding service."*

In a letter to the Trust's Chief Executive Steve McManus, John Green, Chair ESQAS for the Joint Advisory Group said: *"We would like to congratulate the staff at the endoscopy unit for their continued hard work in achieving and maintaining JAG standards."*

Changing Places is a new facility for the disabled



Please let your disabled patients know that a new toilet facility has opened at the Royal Berkshire Hospital near the lifts/stairs on level 1 of the main Craven Road entrance.

[Changing Places](#) – is our new facility for people with profound disabilities who are unable to use standard toilets. The room is locked on arrival and the key is available 24/7 from security at Main reception on level 2.

The [Changing Places Consortium](#) launched a national campaign in 2006 for people with profound and multiple learning disabilities such as motor neurone disease, multiple sclerosis, cerebral palsy, as well as older people. Changing Places toilets are wheelchair accessible and offer a height-adjustable adult-sized changing bench, a ceiling track hoist, and plenty of space for carers.

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>

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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 Relations Team focuses on providing support and on the spot help to patients, relatives and carers and can be contacted via talktous@royalberkshire.nhs.uk. The Patient Relations Team also investigate serious patient complaints.