

St Peter's Hospital Opens Acute Stroke & Brain Injury Unit

December 2007 saw the opening of a new Acute Stroke & Brain Injury Unit at the St Peter's Hospital site. The ward is based in the Duchess of Kent Wing, Cedar Ward Level 4. This service is led by Consultant Leads Dr Mandal & Dr Nari. Dr Mandal told GP News: **"The unit has 25 beds, 6 of which are acute monitored. Patients are admitted here directly from both A&E as well as MAU. The unit also works closely with the Rapid Access Clinic (RAC) based at Ashford where GPs can directly refer patients at risk of stroke or who have already suffered an episode, where they can be seen within a maximum of 48 hours"**. The ward has access to the expertise from a full multi-disciplinary team including OT, Physiotherapy, a Specialist Stroke Nurse as well as a Stroke Research Nurse who is conducting trials in areas such as Secondary Episode Prevention. There is a weekly meeting that includes community teams and social services to further improve communications. Sister Gill O'Shea told GP News: **"Future work for the team includes planning Thrombolysis training as well as DVT prevention (in the RAC). The 25 nursing staff are well supported by a wider team of ward staff and work in teams around the clock"**. The ward also contains its own Neuro-rehabilitation gym and links with Ashford, Walton and Woking Hospitals for longer term rehabilitation planning. To contact the ward directly, the team is available on **01932 723252** or for the RAC at Ashford call **01784 884500**.



The ASPH Blanche Heriot Unit of Genito-Urinary Medicine: an interview with Elly Bittleston

This service is based at St Peter's Hospital. It is both doctor and nurse led with a total service team of 35 including Health Advisors and administration staff who saw the facility used by 16,000 patients in 2007. The unit welcomes many out of area patients as well as those from within the local community. Around 50% of the patients are self-referred, while the other 50% are sent by their GP. Only a few patients are directly referred via fax or post by their GP in order to respect an increased level of confidentiality for the patients. Records are

Opening Times
Mon 10 to 3
Tue 1.30 to 6.30
Wed 10 to 3
Thu 2.30 to 6
Fri 9.30 to 12.30

not shared outside of the department and are locally stored with no details being held on either PAS or C&B. General opening hours are listed above, with the department website giving a weekly update on services which are adjusted to meet demand from the resources available and these details can be found by patients or practices at www.blancheheriot.info or call confidentially on **01932 722669**. **PLEASE REMEMBER:** To avoid disappointment it is important that either the patient or GP phone before the patient's visit to establish opening hours and approximate waiting time, thank you.

Dr Peter Martin Dir. Of Med. Education Oliver Plunkett Education Centre
Dr Olivia Kemp and Dr Hugh Towie GP Tutors St Peter's Hospital Chertsey Surrey

GENERAL PRACTITIONER LUNCHEON CLUB — SPRING TERM 2008 TUESDAY MEETINGS 12.15 pm – lunch 1 to 2 pm – meeting

29 th Jan	Clostridium Difficile	Dr Angela Shaw, Consultant Microbiologist
5 th Feb	Oral Cancer Update	Mr Malcolm Bailey Consultant Oral Surgeon
12 th Feb	Common Eye Emergencies	Dr Namir Kafil-Hussain Consultant Ophthalmologist
19 th Feb	Half Term	
26 th Feb	Otitis Media, Glue Ear and related problems	Mr John Hadley Consultant ENT Surgeon
4 th Mar	Parkinson's Disease – Issues for the GP	Dr Beth Coward General Practitioner
11 th Mar	Prostate Update	Mr Bill Dunsmuir Consultant Urologist
18 th Mar	Rotator Cuff Problems	Mr Rohit Gupta Consultant Orthopaedic Surgeon

For any queries or further information about the GP Luncheon Club, please contact Margaret Scrivens on 01932 722041

A note to you from the Patient Records Team & Appointments Centre

Please can all GP Practices ensure that initial patient correspondence includes all demographic information for the Patient including NHS Number, Practice main line telephone number and GP secretary direct line. This will help our teams to reduce the need to contact GP practice staff to request extra information and direct contact with GP secretaries will further improve the quality of service we can provide. The team would like to thank you all in advance for your support

Stephanie Marks 
Making a mark on diabetes
Charity Number: 108987

PRINTER CARTRIDGE RECYCLING

As you may already know, Val Marks collects your used printer cartridges outside the Communications & Fundraising Offices at St Peters Hospital to help both with recycling as well as to raise funds for the Stephanie Marks Appeal — a fund with the specific goal to finance a new Diabetes Centre to be built at St Peters in 2008. Can we please extend this request to GP practices to take part in this excellent scheme. When your cartridges are ready for collection please either email your favourite GP Liaison Manager, James Perrin or alternatively Val Marks at val.marks@asph.nhs.uk and arrangements will be made for their collection. Thank you to everyone for your ongoing support with this worthwhile cause.

If you would like to have an article published in GP News or a GP Bulletin, please contact James Perrin, GP Liaison Manager for Ashford & St Peters Hospitals on 01932 723716 or james.perrin@asph.nhs.uk.

Please also contact James with any feedback you may have on trust services or for any requests regarding trust information or advice — thank you

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Ashford and St. Peter's Hospitals **NHS**

NHS Trust

For all our primary care and community colleagues.....

GP NEWS

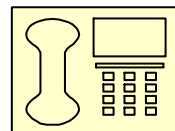
.....keeping you in touch with Ashford & St. Peter's

PATIENT EXPERIENCE SMOOTHES THE WAY



Everybody hopes for a smooth passage through hospital and Gwendoline Donovan can take some credit for helping to make the patient and visitor experience a better one! Miss Donovan regularly attends St. Peter's Hospital and since needing to use a "walker" to get around she found that some parts of the grounds were not very "user friendly" for people with disabilities, wheelchair users or pushchairs. She is so interested in the work of the hospital and the Trust that she has mentioned this issue to the PALS Manager. Her concerns were passed on to Ashford and St. Peter's Hospitals Capital Projects Manager Peter Curtis who got in touch with her and invited Miss Donovan to point out the areas that troubled her. Both are pictured (left) at St. Peter's looking at some of the work that has been done. Said Peter: "We are always pleased to hear from patients and visitors to our campus. They often see things with "fresh eyes" and any suggestions they can make about our buildings and grounds are always welcome. Miss Donovan made some very valid points when she visited us to "walk the course" with me and it was very interesting and useful to find that she could make a few suggestions about how we could improve the pathways and accesses around the campus. We are always learning!" Her first visit resulted in £5,000 worth of improvements to paths and kerb accesses which included her suggestions and some additional areas. Miss Donovan, of Chertsey, was invited back to test out the work, using her "walker." She said: "I was very glad that they listened to me and very pleased with the improvements. Things are a lot better and it's certainly easier to get around. While I was there I saw a man with a stick and someone pushing a pram and both were managing very well in a spot that used to be harder to use."

The 'Rheumatology Advice Line'



A Telephone Advice line is provided by the Specialist Nurse team for patients who attend the Rheumatology department at St Peter's Hospital, Chertsey. This provides a point of access for patients who may need advice or support with regard to their rheumatological condition or treatment. When they are sent in for an appointment, patients are given a leaflet by department staff explaining the service and are able to speak to a nurse during a one hour period, usually on four days of the week. A patient questionnaire showed that this system was preferred over being able to leave a message on an answer phone. Over 1600 calls were received by the nursing team last year. Having ready access to advice in this way means that patients do not have to wait for their next appointment to discuss issues that concern them and can be supported in self-management strategies. It also allows access to earlier appointments if appropriate. The advice line number is **01932 722703**.

Please remind all patients at time of referral that all NHS Hospital Sites operate a Non Smoking Policy for Staff, Patients and Visitors Thank you

A request from the Appointments Centre

GP News has been asked to remind GPs and Practice Staff that all non Choose and Book referrals must come into the Trust via the Appointment Centre, based at Ashford Hospital. Here the letters are stamped, scanned and processed and are expediently sent to Consultant's secretaries electronically for formal approval and prioritising by their level of urgency. This process must take place before patients can be offered an appointment and its also vital for supporting the 18 Week Wait Project. Any referrals sent directly to Consultants and/or their secretaries have to be sent back to through the Appointment Centre at Ashford Hospital for processing before returning to the Consultant for this process to be completed. Any referrals that are urgent or that you feel should be seen as a priority should have this clearly labelled on the letter to be sent via the Appointment Centre — the team would like to thank you in advance for your support.



Together we can call time on hospital waiting lists

A note from the Path Lab: Haematology Reference Ranges

Those eagle-eyed Pathology service users amongst you may have already noted the recent changes to a few of the reference ranges ("normal values") for Haematology. The ranges for Hb, MCV, MCH and vitamin B12 changed with effect from 17th December 2007. All results produced since this time have the new values published alongside them, but please be careful to ensure that you compare any historic results with the reference range applicable at that time. Thank you, Path Lab.

Ashford & St Peter's Hospitals NHS Trust
"...Putting people at the heart of everything we do..."
<http://www.asph.nhs.uk/>

NOT TO GET CONFUSED WITH THE CHEST PAIN CLINIC !!! Need fast, efficient, effective assessments? Look no further than the "Rapid Access Clinic" at Ashford Hospital

This service is based at Ashford Hospital and celebrated its 1st birthday last year. It mainly sees geriatric patients, although referrals for all ages over 16 are welcome. Referrals to this service can come from GPs, Community Nurses, Social Services, other acute

Opening Times

9-5pm Monday to Friday
A Consultant on duty is available during these hours for GP queries

hospital departments (such as ED or MAU) as well as from patient's carers or relatives. An appointment request is usually faxed directly to the department and appointments are available within 24 to 48 hours. Patients remain in the clinic for the whole day while a wide variety of tests, x-rays and assessments take place. The

team is well staffed by a multi-disciplinary approach including dedicated nurses, doctors, physiotherapists and Occupational Therapy on request. Around 25 to 30 patients per week are currently using this service. As an average, around 70% of patients referred by GPs into this service can expect to be discharged with an active management and treatment plan by the end of the one day visit. Some patients (around 29%) need a repeat visit/follow up with the RAC to ensure that medication and any treatment given is working and that the patient is responding as expected. Approximately 1 patient per week is admitted to St Peter's Hospital from the RAC if their condition is appropriate for a full hospital admission and further treatment and care is needed. Transport can be provided which is directly arranged by the RAC administration team and carers or relatives are able to accompany patients for support throughout their day long visit to the clinic. In order to refer to this service GPs should already have access to the correct form in their practices (which can be provided on request via the RAC administration team), or alternatively a standard referral letter can be faxed directly on **(01784) 884554**.



DIABETES – your chance to find out more Saturday, 19th April between 9:30am – 4:00pm

Last year's 'Living with Diabetes Day' organized by The Stephanie Marks Diabetes Appeal and Ashford & St Peter's Hospitals NHS Trust, was a day of information and inspiration for those with diabetes, their carers, parents, partners and friends. The 2008 event, which takes place between **09.30 am – 4 pm** on **Saturday 19th April** at Sir William Perkins's School in Chertsey (where Stephanie was a student), is on target to deliver an even fuller programme of talks, demonstrations and exhibitors addressing all aspects of diabetes care. Places are limited and booking in advance is highly recommended. Diabetes is a complex, progressive condition that affects people of all ages. It occurs when the body can no longer produce insulin, or produces insufficient insulin to breakdown the glucose (sugar) in the bloodstream. Diabetes is a serious condition that left undetected can lead to serious long-term health problems such as visual impairment/blindness, renal failure, damage to nerves particularly in the lower limbs and can increase the risk of stroke and heart disease. If you have diabetes, know someone with diabetes, have a family history of the condition, or simply want to know more, then this day is designed for you.

Adults £6, Concessions £4. A fabulous selection of hot and cold lunches will be available £4.00 – or you may bring your own packed lunch. Visit www.stephaniemarks.org.uk today for further information and to download a booking form, or call The Stephanie Marks Appeal on 01932 722330 for more information.

Ashford Re-Launches 'Rapid Access Chest Pain Clinic' Under a New Name

As of 1st February, ASPH are pleased announce the re-launch of the rapid access chest pain clinic under the new name 'Chest Pain Clinic'.

The rename is to avoid any confusion with the Rapid Access Centre (RAC).

Part of the changes include further revisions such as:

- New one page referral form
- New patient information leaflet for GP's to give to patient within primary care setting
- New single page outcome letter to be faxed to GP's within 24hrs of appointment, to assist with patient management.
- New booking system based at the Appointments Centre at Ashford Hospital to ensure 2 week rule is met via fax on **0800 923 4668**
- For more information or any questions about the service call **01932 722272**

Packs/CDs to include the new documentation, will be mailed to all practices

RESEARCH AT ASPH LEADS TO NEW ASTHMA DRUG



Dr Monica Nordstrom

Prof. Mark Britton

in the health of the patients in the trials that when the drug was launched on the market 12 months ago, when the free trials ended, the Trust took on the financial responsibility for the average cost of £6,000 per year per patient. Without the continued use of the drug patients would be likely to need regular hospital admissions at a cost of £1,600 a day for an intensive care unit bed or £240 a day for a medical unit bed. Prof Britton, 60, of Walton, held the honorary role of Chairman of the British Lung Foundation for six years and was recently appointed a Vice-President. He was appointed Visiting Professor in Respiratory medicine at the University of Surrey earlier this year.

Thirty years of specialist work dedicated to improving the quality of life for patients with breathing difficulties has seen a very significant development for Consultant Physician in Respiratory Medicine, Professor Mark Britton. The National Institute for Health and Clinical Excellence (NICE) announced on Wednesday 28th November that the drug Xolair (Omalizumab) be recommended for the treatment of severe persistent allergic asthma. Xolair is for use by patients aged 12 and over who fall into the rare 5% of asthma patients who experience severe, life endangering attacks. The stages of asthma are graded 1-5 with stage 5 being the most severe. This treatment is designed for patients in stages 4 or 5. Said Prof. Britton: **"My research fellow, Dr Monica Nordstrom, and I have been involved in many asthma-related clinical trials over the years, and the Respiratory Department of St. Peter's Hospital has developed a reputation for doing good research, after becoming one of the leading European trial sites for another drug for asthma the first long-acting bronchodilator – salmeterol (Serevent). So the drug company, Novartis, came to us and asked us to become a Xolair trial site in 2000. All the patients involved have all had a significant improvement in their quality of life."** So great was the improvement

National recognition for "excellent patient care": Respiratory team take a bow!

Local patients with lung disease – and their families and friends – might like to know that the team looking after their health needs has received national recognition for their work. The British Thoracic Society has awarded a Special Commendation for the Innovation of the Delivery of Care Closer to the Patient to the Respiratory Care Team of the Ashford and St. Peter's Hospitals NHS Trust and to the Respiratory Care Team of Surrey Primary Care Trust (North West Locality) covering Ashford, St. Peter's and Woking Community Hospital. Consultant Respiratory Physiotherapist Julia Bott said the 28-strong team were all delighted with the professional recognition for their determination to keep patients as fit and well as possible at home. Said Ms Bott: **"Our delivery of care for the patient involves close contact between staff from both primary care and the acute trust, namely: our three consultant physicians; our specialist lung cancer and TB nurses; respiratory physiotherapists; occupational therapists; respiratory nurses; medical high dependency unit and ward staff; pharmacists; the senior physiological measurement technician and our medical secretaries and administrator...We aim to provide a comprehensive service linking primary and secondary care – at home and in hospital. It's encouraging to have this recognised by this award, but we won't be resting on our laurels!"** Said Professor Mark Britton, Consultant Physician in Respiratory Medicine at the Ashford and St. Peter's Hospitals NHS Trust: **"This award by the British Thoracic Society in its Silver Jubilee year recognises the excellent integrated care that is provided by the Respiratory Team to patients with lung disease across North West Surrey. The team comprises of a variety of Health Care Professionals allied to respiratory care employed by both the Acute and Community Trusts"**.



Palliative Care at Ashford & St Peter's - Who are we & what do we do?

The Palliative Care Department has a multi-disciplinary team which is based across both trust sites. The Consultant Team in Palliative Medicine includes Dr Caroline Lucas, Dr Fiona Bailey & Dr Craig Gannon. Margaret Wilkie Leads the nursing team as well as a Liverpool Care Pathways Facilitator, with further support for the department from the Hospital Chaplaincy, Occupational Therapy and Social Workers among others. This wide variety of staff meet weekly on a Tuesday afternoon where all current patients are discussed. Local Hospices are also represented at this meeting as capacity and demand management is discussed as well as current patient care planning and future strategies and preparations. The team also works within the local Palliative Care Community involving Frimley Park Hospital and Royal Surrey Hospital as well as links with the PCT. The Palliative Care Team receives approximately 800 patient referrals per year and work across all specialities. Around 40% of patients who are referred are new patients while around 60% of referrals received are already known to the team either via previous hospital visits or from colleagues working in the Community Teams. Palliative Care does not, as a department, have its own beds. Therefore the team is available to visit patients anywhere within the hospital site and works closely with the three main Hospices in the area as well as with community based teams who see patients at home. Family and Carer support is also an essential part of the work undertaken by this team both within the patients home as well as at the hospital. For GPs, there are clinical education sessions available on this core subject involving areas including ethical issues and advanced communication skills which can be informal or linked to certificate level qualifications. For more info please contact the department directly.

Contact Details 01932 722312