Changes to Patient Outpatient Letters

I am pleased to inform you that UHCW outpatient appointment notification letters now have a ‘Patient Information’ section printed on the back of the letter.

This information was developed in conjunction with a forum of patient and carer representatives along with staff from many departments within the Trust and gives valuable guidance for patients who are visiting the Trust for the first time.

Please click here to view an example of the information that will now be included.

Furthermore, it is important that this newsletter provides you with the information you want to know and hear about. So if you want an update about a particular service or changes taking place at UHCW please contact the GP Communications Lead, Sarah Conlon via email: sarah.conlon@uhcw.nhs.uk.

Meghana Pandit
Chief Medical Officer

Choose and Book update

UHCW, George Eliot NHS Trust and South Warwickshire NHS Foundation Trust are all rolling out Choose and Book for their two week wait suspected cancer services during October and November 2012.

All services are being set up as Directly Bookable Clinical Assessment Services, which is a common model nationally and will be familiar to most Choose & Book users as a means of ensuring secure, reliable and auditable electronic transmission of clinical information from primary to secondary care.

Coventry CASTLE (Care And Support Towards Life's End) Education Day

The Coventry CASTLE (Care And Support Towards Life's End) team is holding an Education Day on Thursday 8th November 2012.

This is a free training day covering all aspects of decision-making with respect to DNACPR including national and local guidance, professional, ethical and legal issues. Please click here to read the full programme of the day.

This day is open to all health and social care professionals in Coventry and Warwickshire.

Please see the CASTLE website - www.c-a-s-t-l-e.org.uk for further details. This is a unique new website for Coventry and Warwickshire which includes details of local contacts, tools, guidelines, events related to Palliative Care and End
This does, however, mean that the “appointment” which is booked in Choose and Book is **NOT** the patient's actual appointment, which will continue to be arranged by the hospital booking teams exactly as present.

For this reason, we ask that practices make the “appointment” on their patient’s behalf and do **NOT** use the national Appointment Line or patient web interface when referring into these two week wait services.

In case of any queries or concerns, please do not hesitate to contact the Arden Choose & Book Support Team on: 0300 020 0013, who will be happy to advise.

**If you would like to know more about Choose and Book services in general provided at UHCW, please contact Ruth Cowley, Service Improvement Manager at choose.book@uhcw.nhs.uk.**

**UHCW screens patient 75 and over for dementia**

Since May 2012, UHCW has screened all patients who are admitted as an emergency and who are 75 and over for dementia.

These patients (or their carers) will be asked if they have experienced significant forgetfulness in the past six months. If the answer is ‘yes,’ a nurse or a doctor will complete a risk assessment which consists of a six cognitive impairment test (6CIT), and this data will then be inputted on CRRS.

The member of staff will score each patient during the risk assessment and if they score eight and over, the patient will be referred back to their GP once they have been discharged, for further referral to specialist dementia services. The purpose of this screening is to improve early identification and diagnosis, so that patients receive treatment options and the help and support they may need as soon as possible.

**The Dementia Team leading this screening programme would like to know if GPs keep a register of patients with dementia. If you do, please contact Sarah Conlon via email:** sarah.conlon@uhcw.nhs.uk.

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**New Executive Appointed**

UHCW NHS Trust is pleased to announce that it has appointed David Eltringham as its new Chief Operating Officer (pictured above).

Mr Eltringham was Chief Operating Officer at Birmingham Children’s Hospital before he started in his new role in September 2012 for UHCW.

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**New Emergency Department Triage System at UHCW**

Since Monday 17th September the Emergency Department at University Hospital, Coventry has been trialling a new triage system.

All letters from GPs must be addressed to the speciality you wish you want your patient to be seen by, for example ‘Medical team on call’, Dear Medics etc.

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**GP Training**

To view the GP training calendars for Autumn 2012 at the Hospital of St Cross, Rugby and University Hospital, Coventry please click on the following links:

- GP training at University Hospital, Coventry
The aim of the trial is to ensure that the patient’s journey runs smoothly and that they are admitted to the correct team on call.

Furthermore, please be reminded the GP Liaison Nurse can advise on, and facilitate admission, to the most appropriate specialist service according to individual patient needs.

In this way the GP Liaison Service aims to reduce inappropriate emergency admissions and ensures that GPs have access to specialist services and fast track clinics in addition to the hospital’s Emergency Department.

The GP Liaison Service is available from Monday to Friday between 9.00am – 5.00pm. Paula Dodgson, GP Liaison Nurse (pictured) can be contacted on 024 7696 6223 or email: paula.dodgson@nhs.net

Narrow Band Imaging now available at UHCW

UHCW have received funding from the Arden Cluster to purchase a new endoscopic stack with the capability for both high definition video and narrow band imaging (NBI).

This is the most advanced system in the Midlands. NBI enables better visualisation of transitional cell cancers within the bladder and improves resection of such cancers leading to lower recurrence rates.

Patients for this procedure will be identified through the haematuria service which GPs can refer patients to via Choose and Book.

If you have any further questions about NBI, please contact Urology Consultant, Kieran Jefferson via email: Kieran.jefferson@uhcw.nhs.uk or click here for more information.

Trust Awards Success

Since the last newsletter services and staff at UHCW have been shortlisted for the following awards:

- Professor Siobhan Quenby for the Health Service Journal’s Clinical Leader of the Year Award
- Critical Care Diaries for the Nursing Times Award for the Emergency and Critical Care category
- 3-D anatomy aid for the Times Higher Education 2012 for the Outstanding ICT Initiative Award

Please click on the links to read more about each award and we will update you on any outcomes.

£1m training centre officially opened

A £1m centre used to train the doctors of tomorrow was officially opened at University Hospital, Coventry this month.

The Simulation Centre, which was
Contact Us

We know there are often key people you need to contact and there are several ways to do this:

If you call 02476 964000 you can ask to speak or bleep to the consultant you want to contact.

Email them using the firstname.surname@uhcw.nhs.uk format.

Alternatively you can contact Sarah Conlon, GP Communications & Engagement lead on 02476967617 or email sarah.conlon@uhcw.nhs.uk, and she will endeavour to answer any questions you may have.

We have details of our consultants and their specialities in the GP area of our website.

With Thanks...

We often receive letters and emails from patients and their families giving thanks to staff at the Trust.

The Emergency Department staff at St Cross have received a letter of thanks from a patient following a riding accident. They said they have never had such speedy and caring treatment in the NHS before. The staff were magnificent!

Following an attendance in Clinic 9, Ophthalmology Department in Outpatients, Sergio Pagliarini and his team have been thanked by a patient who received wonderful treatment. Everyone from the receptionists to the nurses and doctors were said to have acted with absolute professionalism, happy faces and encouraging words.

funded by the West Midlands Deanery, includes two clinical simulation rooms where real-time medical and surgical scenarios can be acted out with medical students and a state of the Art Audiovisual System throughout the whole facility including a link to the main lecture theatre. This allows others to view and learn from what is happening.

Lord Bhattacharyya, Professor of Manufacturing Systems, Warwick University Director, Warwick Manufacturing Group (pictured above) opened the centre in the Clinical Sciences Building officially with a special speech on 'Technology & Innovation in Healthcare.'