

GP BRIEF

Newsletter for GPs and Practice Managers in Cumbria

Issue 6 • January 2010

FIT FOR THE FUTURE

Building on our excellent achievements to date

North Cumbria University Hospitals NHS Trust has been a consistently high performer with regard to quality and patient safety. The Trust received an excellent rating in 2008/09 and a good rating in 2009/10 for Quality of Services which places us as the best performing Trust in Cumbria.

CONTENTS

PAGE 2

- Privacy and dignity
- Fall in infection rates

PAGE 3

- West Cumberland Hospital – Update

PAGE 4

- Modernising Ophthalmology services

PAGE 5

- SPOTLIGHT Outpatient services

SPECIAL

All our consultants, secretaries and contacts - updated each month!

The clear evidence that patient safety and quality is paramount in the services we provide includes:

- A reduction of 76% in MRSA cases over 18-months
- A 60% reduction in Cdiff cases over 18-months
- A reduction in slips, trips & falls of 25% over four-months
- We are a National Top 40 Hospital Trust as awarded by the independent benchmarking experts CHKS
- Excellent results within stroke services in the Royal College of Physicians National Benchmarking Report
- Top performances for reduced length of stay (LOS) within the North West region
- We are a consistent high performer on all aspects of performance including, emergency care and 18-week waiting times
- Fully met with Care Quality Commissions Core Standards for the past two years

Patients in North Cumbria scored our services within the top 20% for clinical care, through the annual patient survey 2008/09. For 12 months the Trust has been part of a successful pilot for the North West Advancing Quality programme with full clinical engagement to improve care and outcomes for patients. Advancing Quality has been developing the pathways within hip and knee, pneumonia, acute myocardial infarction (AMI) and heart failure (HF).

The Trust is also in the process of introducing a system that measures real time patient experience and running quality nursing indicators for each of its clinical areas. North Cumbria University Hospitals NHS Trust is committed to taking action to improve services by listening to patients. We will continue to deliver excellent services to our patients and users.

SAME-SEX ACCOMODATION TO ENSURE PRIVACY AND DIGNITY

Our Trust has been working hard over the past few months to ensure all patients receive care which respects their privacy and dignity – one of the guiding principles of the NHS Constitution.

In January 2009, the Department of Health announced a package of measures designed to 'all but eliminate mixed-sex accommodation' in all hospitals by 2010. This included providing dedicated funding to support improvements and adjustments to hospital accommodation, providing information and guidance to hospital staff, patients and the public.



North Cumbria University Hospitals NHS Trust is committed to providing every patient with same-sex sleeping areas, bathroom and toilet facilities. The Trust has a dedicated area on its website to provide information to patients on same-sex accommodation.



Sandy Brown, Director of Nursing, Quality and Governance, said: "We have been working hard to make changes in our hospitals over the last few months to ensure that our facilities provide a high level of privacy and dignity to our patients. We regularly ask patients to feed back their thoughts on this which has enabled us to make the appropriate changes for them."

Refurbishments at the Cumberland Infirmary include:

- Separate toilet and two new en-suite cubicles on Willow C
- New shower room on the Assessment Unit
- Three en-suite side rooms on Maple B
- Remodelling of Day Surgery unit to provide separate changing facilities
- Work completed on the Endoscopy Unit to provide separate changing facilities
- Conversion of bathrooms to shower rooms to provide separate washing facilities on all wards

And at the West Cumberland Hospital:

- Conversion of bathrooms to shower rooms to provide separate washing facilities on all wards
- Appropriate signage

DRAMATIC FALL IN INFECTION RATES

Healthcare associated infection rates have fallen significantly at Carlisle's Cumberland Infirmary and West Cumberland Hospital in Whitehaven over the last 18 months.

There has been a dramatic 76% reduction in the number of cases of MRSA bacteraemia. The hospitals have always had low rates but a concentrated effort has seen cases reduce to just six so far this year. In 2007/08, there were 29 cases and in 2008/09, 15. Clostridium difficile has also fallen by 60% in the last 18 months.

Patient safety and reducing healthcare associated infection remains the number one priority of our Trust which has made significant investment into this area.

WEST CUMBERLAND HOSPITAL REDEVELOPMENT – PROGRESS SO FAR

A new website has been launched to keep staff, patients and the public informed about the £100 million redevelopment of the West Cumberland Hospital.

The website – www.buildingyourhospital.ncuh.nhs.uk – went live in December and has information including progress so far, details of when future work is scheduled to take place, artists' impressions, frequently asked questions and the hospital's environmental aims.



Other key developments:

- ✓ The project team is now working to complete the final version of the Outline Business Case, with the aim of submitting it to the Department of Health by the end of January.
- ✓ Preparation of the Full Business Case (FBC) has commenced, with the aim of submitting the document to our Trust Board for formal approval at the March meeting.
- ✓ Planning permission has been received from Copeland Borough Council for use of land adjacent to the hospital site as a contractors'.
- ✓ Work to provide additional car parking spaces on site to replace those that will be lost as a result of making the site ring road two-way is now underway.
- ✓ The decanting plan to enable the vacation and demolition of Blocks B, C and P is being progressed. All staff affected by the decanting arrangements have been informed of the proposed moves. Those clinical services scheduled to move during January and February are: Melbreak Ward to Gable Ward (part) and Skiddaw (part); Copeland Unit (former Buttermere Ward) to Melbreak Ward; Pre-Assessment Clinic to Cumbrian Clinic; and Diabetes and dietetics from Windermere to Block G.
- ✓ Design development is continuing within the clinical User Groups. During January the User Groups are scheduled to sign off the 1:200 scale departmental layout plans for each area of the new building. Work will then commence to agree room data sheets and loaded plans.
- ✓ Following a number of recent changes to the drawings, the planning application for the main development will now be submitted to Copeland Borough Council in mid-January.

MODERNISING AND DEVELOPING OPHTHALMOLOGY SERVICES

Senior clinical leaders at the Trust are to recommend a new model of care for ophthalmology services. They believe the new service model will modernise and develop existing services at the West Cumberland Hospital and the Cumberland Infirmary offering greater benefits to all patients across north Cumbria.



Just before Christmas, the Trust's Management Committee considered options for the future development of ophthalmology services, which were presented by the ophthalmology clinical director, together with recommendations made by the Royal College of Ophthalmologists. The Royal College carried out a review of the service in September 2009 at the request of the Trust to ensure an expert opinion was also taken into consideration on options for the future.

In their report the Royal College recognised the challenges of providing a high quality ophthalmology service to a scattered rural population and highlighted the need to strengthen and build clinical expertise and team working across the entire service. In addition, the report stated that any future service model should be able to maintain outpatient and day case surgical facilities on both hospital sites.

The favoured model of care, which will be presented to the Trust Board for approval in February, proposes bringing together the two departments to offer improved access to services for patients across north Cumbria. This means that surgery, including cataract operations, and outpatient services will continue to be carried out across both hospital sites, with more complex work being undertaken at the Cumberland Infirmary. The model will also bring together the two consultant teams, which will offer greater alignment and consistency of patient pathways whilst allowing for improved training and supervision within a single clinical team.

As part of the £100 million redevelopment of the West Cumberland Hospital, brand new ophthalmology facilities will be provided leading to improved ways of working for staff and a better patient experience.

Gerard Ainsworth, Eye Surgeon and Clinical Director for Ophthalmology, said: "This is an exciting time for ophthalmology services and we have a real opportunity to create a service that will benefit all patients across north Cumbria and be sustainable for the future. We are proposing this new model of care because we believe it will give better local access to ophthalmology services whilst also allowing the clinical team and ophthalmology services overall to develop. It also means that we will be able to bring some services back from Newcastle to north Cumbria including care for our elderly population who have age related macular degeneration (AMD)."

Further details on the proposed model and timescales will be discussed in public at the Trust Board meeting on 2 February at the West Cumberland Hospital.



OUTPATIENT SERVICES

The Outpatient Review Project

The Trust is currently undertaking a wide-ranging review of outpatient services which is scheduled to run for the next few months. The objective is to improve the quality and efficiency of the service for both patients and staff.

A number of improvements have already been made, including the introduction of a new set of appointment letters at the Cumberland Infirmary and a major improvement in the availability of appointment slots through Choose and Book.

Learning from patients

A survey has been devised to find out about our patients' experiences of outpatient appointments. This has been piloted in Ophthalmology, with patients at the Cumberland Infirmary and West Cumberland Hospital interviewed at the end of their appointments by members of the Patient Advice and Liaison Service (PALs) team.

The three most common concerns raised were:

- Not being seen on time
- Staff not introducing themselves
- Not seeing the doctor or nurse wash their hands

The Ophthalmology team is now addressing these concerns, for example by cleaning their hands when the patient is present and mentioning they are doing so. The survey will now be rolled out through our other specialities.

Involving staff

The involvement of staff is crucial to the success of the review project so nursing and clerical staff in Outpatients were asked to highlight the main problems they faced day-to-day. The results of this have been compiled and action plans put in place to address the key issues.

Making improvements

In addition, several major pieces of redesign work are planned, including:

- Aligning available clinics and appointment slots to the demand for our services. This work will involve managers and clinicians from all divisions in reviewing and agreeing clinic schedules and templates
- Designing a streamlined system for notification of cancelled or reduced sessions to ensure there is a clear audit trail, allowing the Trust to accurately monitor numbers of cancelled or reduced sessions.
- Reviewing and redesigning the clinic preparation process to ensure case notes are available beforehand. Staff from all stages of the process will be involved in the redesign using Experience Based Design principles
- Preparing for Two Week Rule referral submission using the Choose and Book software. The first speciality due to go live is Breast Surgery this month. All specialities are scheduled to go live by the end of March and planning work is underway with the Cancer Services Team

Queries or comments?

If you have any queries or comments about the Outpatient Review Project, contact Outpatient Manager Crea Simpson on 01946 523296 or email opd.reviewproject@ncumbria-acute.nhs.uk

A graphic featuring a spotlight beam shining down on a dark background with stars, with the word "Spotlight" written in a stylized, white font.

ORTHOPAEDIC UPDATE

Following last month's Spotlight feature on Orthopaedic services, we would like to clarify that Carol Brignall continues to offer total hip replacement as one of her speciality interests.

KEYHOLE KIDNEY SURGERY STARTS AT CUMBERLAND INFIRMARY

Keyhole surgery to remove cancerous or damaged non functioning kidneys has been introduced at North Cumbria University Hospitals NHS Trust.

Previously patients needing to have a kidney removed had to be referred to Newcastle as the nearest centre offering this, or have open surgery in Carlisle with a much longer recovery time.

The procedure, known as laparoscopic nephrectomy, was carried out successfully for the first time at the Cumberland Infirmary in December by Consultant Urological surgeon Nkem Umez-Eronini. Mr Umez-Eronini, who joined the Trust in 2009, undertook training in Newcastle and the North East with additional courses in Bristol, Leeds and Hamburg to learn how to carry out the procedure.

The first few procedures carried out in Carlisle will be overseen by an experienced surgeon from the James Cook University Hospital in Middlesbrough or City Hospitals Sunderland.

Mr Umez-Eronini explained: "The procedure is becoming increasingly available, but is mostly provided in large centres. They have been doing it in Newcastle and Sunderland for about eight years so it's nice to get it up and running here."

Patients recovering from the keyhole surgery typically have to stay in hospital for two or three days, rather than seven to 10 days after open surgery, and usually make a full recovery within a fortnight, rather than three to four weeks.

The same team of theatre nurses will work on each laparoscopic nephrectomy. They were taken to see the procedure done at another hospital before the first one was carried out in Carlisle last week.

A new consultant who also has expertise in the procedure joined the Trust this month. Jamshed Bashir has carried out more than 40 of the operations to date and will be working alongside Mr Umez-Eronini, who estimates between 15 and 20 will be carried out at the Cumberland Infirmary each year.

PROSTATE CANCER SUPPORT GROUP SET UP

A support group to help sufferers and their families through prostate cancer has been set up with the help of Cancer Information Services at the Cumberland Infirmary.

Centre manager Carol Maughan said: "The support group came about in response to patients' needs. We had numerous patients asking if there was a support group that they and their families could go to and we felt that this was something that we could provide. "

The group will meet on the first Tuesday of each month at 7pm at Morton Manor in Carlisle.

Who's Who and How to Make Contact

West Cumberland Hospital – For those numbers without direct dial, please call 01946 693181 and ask for the extension number

DEPARTMENT	CONSULTANT	SECRETARY	EXT
A & E	Mr Mike Greene Mr Charles Brett	BRANTHWAITE Carol	Ext 4270
Elderly Care	Dr Nicholas Russell	MCALEAVY Judith	(01946) 523902
Elderly Care	Dr Olu Orugun	RICHARDSON Judith	(01946) 523117
Elderly Care	Dr Ahmed Zeidan Dr Arnold Gotsman	WALKER Linda	(01946) 523085
Cardiology	Dr Kate Willmer	LAMB Suzanne	(01946) 523016
Cardiology	Dr Dariusz Koziara	JOHNSEN Linda	(01946) 523005
Respiratory	Dr Shahedal Bari	CONNOR Mary-Rose	(01946) 523007
Medical/Gastro	Dr Babur Javaid	MCCLEAN Donna	(01946) 523024
Medical/Gastro	Dr Zahid Mahmood	MCILLROY Linda	(01946) 523011
Diabetics	Dr Stewart Sawers Dr Hilary Sawers	JOHNSTONE Carole	(01946) 523010
Cardiac Rehab	Ms Mandy Waite	O'CONNOR Joanna	(01946) 523018
Obs & Gynae	Mr Mohamed Matar	BURNS Karen	(01946) 523219
Obs & Gynae	Mr Steve Bober Dr Kathleen Gillies	LUCAS Christine	(01946) 523215
Obs & Gynae	Mr John Eldred	SCOON Wendy	(01946) 523222
Obs & Gynae	Mr Sudipta Paul	WREN Hilary	(01946) 523217
OPD (Neurology/dermatology)	Visiting Consultants	COYLES Wendy	(01946) 523003
OPD (Oral/plastics)	Visiting Consultants	CRAWFORD Jenny	(01946) 523291
OPD (ENT)	ENT Surgeons	BEAR Mary (Mon-Wed) ROBINSON Linda (Wed-Fri)	(01946) 523040

Ophthalmology	Mr Peter Sellar Mr Soonu Verghese	SUTCLIFFE Kath	(01946) 523065
Orthopaedics	Mr Suresh Rao	ROME Linda	(01946) 523192
Orthopaedics	Mr Steven Allcock	DURBER Katie	(01946) 523193
Orthopaedics	Mr Peter Fismer	SOWERBY Janice	(01946) 523189
Orthopaedics/Anaesthetics	Dr Bert Van-Mourik	STANTON Kellie	(01946) 523198
Orthopaedics	Mr Patrick Armstrong	YOUNG Sylvia	(01946) 523197
Orthopaedics	Mr Mahesh Dhebar	CARR Lesley	(01946) 523192
Orthopaedics	Mr Ashraf Naguib	LEAK Fiona	(01946) 523198
Paediatrics	Dr Deb Lee	MINNIKIN Sharon	(01946) 523158
Paediatrics	Dr Carter Dr Denise Ullman	MCCONVEY Val	(01946) 523150
Paediatrics (CPU)	Dr Mahfud Ben-Hamida	ROBERTS Diane	(01946) 523165
YDU	Dr Roberts	ANDERSON Debbie	Ext 2918
Anaesthetics	Dr Graham Dr Cartwright	BENSON Geraldeen	(01946) 523412
Surgical (Colorectal)	Mr Ernest Jehangir	WILKINSON Gill	(01946) 523041
Surgical (Colorectal)	Mr Des O'Callaghan	MCCONVEY Linda	(01946) 523045
Surgical (Vascular)	Mr Mike Walker	KERR Julie	(01946) 523047
Surgical (Vascular)	Mr Adam Sowinski	SKINNER Anne	(01946) 523059
Surgical (Urology)	Mr Raju	RICE Margaret	(01946) 523042
Surgical	Mr Amro Salem (Locum)	ELLIOT Carol	(01946) 523042
Palliative Care	Dr Palmer Dr Rowe	WILLIAMSON Jean	Ext 2040
Pathology	Dr West	MCINTYRE Carol	(01946) 523426
Vascular Lab		GATES Sue	Ext 4027

Cumberland Infirmary Contact Numbers

DEPARTMENT	CONSULTANT	SECRETARY	EXT
A&E	Mr Vincent Foxworthy	BRENNAN Lesley/MELDRUM Jackie DIXON Wendy	(01228) 814401
Anaesthetics	Dr Adrian Shanks/Dr Yoav Tzabar Dr Mark Tidmarsh/Dr Jon Sturman	WILTON Janette/BUSBY Helen	(01228) 814312
ATC Co-ordinators		KING Caroline	(01228) 814435
ATC Secretary		TOPPIN Sheila	(01228) 814437
Dermatology	Dr Neil Cox	DOWNIE Marie	(01228) 814152
Dermatology	Dr Khurshi Bazmi/Dr Marinela Nik	HALLIBURTON Ann	(01228) 814150
Diabetes	Annette Routledge/Joanne Mason	MATTINSON Julie	(01228) 814780
Diabetes	Dr Hilary Sawers/Dr Stewart Sawers	BOUCH Wendy/McDONAGH Michelle	(01228) 814140
Elderly Care	Dr D Paul Davies/ Dr Henry Woodford	JONES Julie	(01228) 814438/2514
Elderly Care	Dr Jane Orgee	HOPE Christine	(01228) 814458
Elderly Care	Dr John Billett	HILL Alison	(01228) 814456
Elderly Care	Dr Jim George	FOSTER Marjorie	(01228) 814029
ENT	Mr Nick Murrant	BURNS Karen	(01228) 814206
ENT	Mr Donald Clark	FLEMING Tracy	(01228) 814208
ENT	Mr Andrew Robson	MACKENZIE Margaret	(01228) 814207
ENT	Mr Richard Hogg	SHAW Linda	(01228) 814718
Gastroenterology	Dr Denis Burke	JOHNSTON Judith	(01228) 814138
Gastroenterology	Dr Chris Macdonald	NOBLE Kim	(01228) 814184
GU Medicine	Dr Belinda Stanley	EDWARDS Ann/DEVANEY Kerry	(01228) 814814
Medical	Dr Madalina Garbi	LEECH Sandra	(01228) 814565
Medical	Dr Martin Cowley	HARRISON Anne	(01228) 814034
Medical	Dr Simon Fearby	SHANE Carol	(01228) 814142

Medical	Dr Mary Hewson	PARTINGTON Judith	(01228) 814063
Medical		SHECKLEY Marie	(01228) 814033
Neurology	Dr D Bateman	Vacant	(01228) 814244
Neurology	Dr Katya Lassak	BOWMAN Sarah	(01228) 814439
Neuro-Rehab	Dr Mark Roberts	GILL Jane	(01228) 814478
Obs & Gynae	Dr Nalini Munjuluri	LITTLE Heather	(01228) 814215
Obs & Gynae	Dr Ruth Lawley	COX Pam	(01228) 814213
Obs & Gynae	Dr Laura Hipple	TODD Lesley	(01228) 814272
Obs & Gynae	Dr Sheila Pearson	PARK Lavinia	(01228) 814217
Obs & Gynae	Mr Ajith	HEANEY Kerry	(01228) 814211
Obs & Gynae	Mr Mohamed Matar	BURNS Karen	(01228) 523444
Oncology	Dr Paul Dyson	GRAHAM Lynda	(01228) 814684
Oncology	Dr Josef Kovarik	FRASER Sandra	(01228) 814446
Oncology	Dr Sandeep Singhal	KELLY June	(01228) 814447
Oncology	Dr Jonathan Nicoll	PURDHAM Pauline	(01228) 814688
Ophthalmology	Mr Gerard Ainsworth/ Miss Diana Depla/Mr Tim Shetty	HULBERT Diane	(01228) 814449
Ophthalmology	Mr Mohammed Zaheen/Mr Murad Moosa	NIEMIEN Jane	(01228) 814476
Ophthalmology	Mr Smith/Ms Diana Depla	SPENCER Dee	(01228) 814461
Oral Surgery	Mr Patterson	WANLEY Judith	(01228) 814224
Oral Surgery	Mr Graham Putnam	BRADLEY Sue	(01228) 814222
Orthodontics	Mrs Fiona Nixon	HIRD Elizabeth	(01228) 814225
Orthopaedics	Miss Gail Ferrier	COLLIER Sarah	(01228) 814752
Orthopaedics	Miss C Brignall	PESCOD Alison	(01228) 814756
Orthopaedics	Mr Guy Broome	TAYLOR Karen	(01228) 814758
Orthopaedics	Mr Mike Orr	RAYMENT Linda	(01228) 814760
Orthopaedics	Mr G Ions	MORAN Teresa	(01228) 814754

Orthopaedics	Mr Matt Dawson	O'NEILL Susan	(01228) 814279
Orthopaedics	Mr David MacKay	JACKSON Hazel	(01228) 814759
Orthopaedics	Mr Ramasubramanian Dharmarajan	HOLDEN Lisa	(01228) 814750
Orthopaedics	Miss Claire Young	CRAWFORD Brenda	(01228) 814363
Paediatric	Dr Catriona Stuart	SCOTT Janet	(01228) 814762
Paediatric	Dr John Storr	NIXON Susan (Job Share) HARTLEY Julie	(01228) 814764
Paediatric	Dr Paul Whitehead	McKAY Barbara	(01228) 814168
Paediatric	Dr G Jones / Dr Sunday Ifere	DICKINSON Ann	(01228) 814766
Plastic	Visiting Consultants / Thoracic Surgery	LOWTHER Angela	(01228) 814069
Pathology	Dr Chris Lord/Dr Christine Matthews	BOWE Margaret	(01228) 814533
Pathology	Dr Wilkinson	DAVIDSON Sandra	(01228) 814535
Pathology	Dr Jenkins/ Dr Young	MILLS Janice	(01228) 814529
Pathology	Dr Duncan/ Dr Palmer	GLENCROSS Jill	(01228) 814394/4536
Pathology	Dr Lord/ Dr Matthews	GILLES Michelle	(01228) 814533
Haematology	Dr Hugh O'Brien	DOCHERTY Angela	(01228) 814511
Radiology	Dr Ron McNeil	CLEMINSON Fiona	(01228) 814575/4589
Radiology	Dr Jon Berry/ Dr John Edge	CUMBERLAND Penn	(01228) 814575/4589
Radiology	Dr Peter Jennings/ Dr Jonathan Poels	DODD Doris	(01228) 814349
Radiology	Dr Geoff Athey/Dr Rachel England	MURRAY Nicola	(01228) 814576
Renal	Dr Paul Mead	MELLISH Therese	(01228) 814772
Renal	Dr Fiona Dallas	JOHNSTON Julie	(01228) 814772
Renal	Dr Mark Boxall	LYNN Gillian	(01228) 814701
Rheumatology	Dr John McCrea/ Dr Alaa Hassan	DIXON Wendy/ CAFFAREL Hazel/ ATWELL Christine	(01228) 814428/4472 or 4347
Surgical	Mr Thomas	PEDROSA Susan	(01228) 814149
Surgical	Mr Theo Ojimba	ROOK Helen	(01228) 814433
Surgical	Mr Frank Hinson	FOGG Yvonne	(01228) 814364

Surgical	Mr Jim Palmer	NIXON Ann	(01228) 814147
Surgical	Mr Mike Williams	OGLANBY Alison	(01228) 814146
Surgical	Mr Simon Raimes	CAIG Natasha	(01228) 814247
Surgical	Mr John Wayman	TUCK Liz	(01228) 814144
Urology	Mr John Cumming	HALFORD Joanne	(01228) 814779
Urology	Mr Nkem Umez-Eronini	LEWIS Paula	(01228) 814776
	Lead Secretary (Medical & Surgical)	WHITEHEAD Denise	(01228) 814032