

GP BRIEF

Newsletter for GPs and Practice Managers in Cumbria

• Issue 14

• September 2010

Pilot scheme to cut DNAs

From next month our Trust will be piloting a new telephone appointment confirmation service to try to cut the number of missed appointments, and we need your help to make it a success.

Each year thousands of appointments are wasted when patients fail to attend – in 2009/10, 27,547 patients failed to show for outpatient appointments. As well as the huge financial cost to the Trust – £2.8 million last year – DNAs (Did Not Attend) mean other patients are not seen as quickly as they could be.



CONTENTS

PAGE 2

- Hospital redevelopment latest

PAGE 3

- Hand hygiene message reinforced
- National award nomination

PAGE 4

- Spotlight on Telestroke

DIRECTORY

All our consultants, secretaries and contacts – updated each month

The new scheme will be piloted for three months with outpatient appointments in Gynaecology, Oral Surgery and Rheumatology at West Cumberland Hospital and the Cumberland Infirmary. Seven days before their appointment, patients will be contacted by automated text, voice message or agent to remind them of the details of their appointment and to confirm that they are able to attend.

Where the Trust holds a patient's mobile phone number, they will be sent an SMS text message reminding them of the place, date and time of their appointment. Patients will be able to reply either confirming they can attend, cancelling the appointment or requesting to rearrange it.

If the patient's mobile phone number is not known, they will be called at home by an automated service or agent. The patient will be asked for their date of birth, then given details of the appointment, which they will have the option of confirming, cancelling or rearranging.

Kevin Clarkson, Deputy Chief Executive and Chief Operating Officer, said: "This new system will help us ensure unwanted appointment slots are reallocated and enable us to see as many patients as quickly as possible."

The success of the project depends upon our records being up-to-date so please take every opportunity available to check whether home telephone number you hold for a patient is correct, and also confirm their date of birth. Where this service is in use at other hospital trusts, most patients find it helpful, but patients can opt out of receiving the reminders if they wish.

WEST CUMBERLAND HOSPITAL REDEVELOPMENT UPDATE

Following the news that the North West Regional Development Agency is no longer in a position to commit the anticipated £10 million in capital funding towards the redevelopment of West Cumberland Hospital, efforts continue to identify alternative sources of capital funding.



However, there remains a significant risk that replacement funding will not be secured and therefore the Project Team is working with clinical users and primary care colleagues to review options for delivering the scheme within a reduced budget.

A review of the plans to redevelop West Cumberland Hospital is underway

A review of the scheme is being undertaken in conjunction with the lead GP commissioners for Copeland and Allerdale and it will include a review of the PCT plans for the significant new developments in Cockermouth and Cleator Moor.

This will help to ensure that all investment in the NHS estate across West Cumbria is fully co-ordinated, reflects best value for public money and has the full support of GP commissioners, given their important future role as set out in the Government's recent NHS White Paper. It is expected that this review process will be completed by October 2010.

The Full Business Case (FBC) was approved by the Trust Board in March this year. Clearly, the reduction in capital funding may mean that a revised FBC will need to be prepared to reflect an amended scheme, following the discussions with clinical users and GP commissioners.

The one remaining area to be decanted and demolished to allow construction to commence is Yewdale Ward, which is currently occupied by mental health inpatient services operated by the Cumbria Partnership NHS Foundation Trust. Following further discussions in recent weeks, the two Trusts have reviewed further possible on-site location options at WCH which would avoid the need for the service to be temporarily decanted off site during construction. Work is now underway to plan these options in detail, but best estimates are that the time required to design and carry out the necessary conversion works will mean that Yewdale Ward may not now be able to be vacated until June 2011.

The original programme required Yewdale Ward to be vacated by the end of September 2010. The extended timescales involved in reaching an acceptable solution with Cumbria Partnership NHSFT meant that this was not achievable.

The detailed design process has continued according to programme. Clinical user groups achieved final sign-off of 1:50 scale room-by-room layout plans for the new build elements of the scheme last month, with only minor amendments required. It was considered important to finalise this process despite the current funding position, as the detailed room layout plans will be valid regardless of the final design configuration. Securing sign-off at this stage will also help to minimise any future delays.

HAND HYGIENE MESSAGE REINFORCED AT HOSPITALS

Patients and visitors to our hospitals are once again being reminded of the importance of hand hygiene at the point of care to prevent infection.

Staff at the Cumberland Infirmary in Carlisle and West Cumberland Hospital in Whitehaven are asking people to use the hand gel rubs at the entrance to every ward and department to ensure infection is not transferred to patients.

The freestanding hand gel dispensers in the Atrium at the Cumberland Infirmary have been removed as people were walking away dripping the gel on the floor, causing others to slip. This move also ties in with a World Health Organisation (WHO) initiative called the 5 Moments of Care which emphasises the need for good hand hygiene at the point of care. These "5 Moments" are:

- 1) Before touching a patient
- 2) Before clean/aseptic procedure
- 3) After body fluid exposure risk
- 4) After touching a patient
- 5) After touching patient surroundings

The hospital staff will decontaminate their hands at the point of care, before and after each intervention, and they will be audited on this. The audit results are fed back monthly via a software system to all nursing managers. If the hand hygiene is poor it is acted on immediately, the member of staff challenged and an action plan is put in place to prevent reoccurrence.

Visit <http://www.who.int/gpsc/en/> for more information on the WHO "5 Moments" campaign.

INNOVATIVE PROJECT WINS NATIONAL RECOGNITION

A unique and innovative project to improve nursing standards and patient experience in our hospitals has been shortlisted for a national health service award.

Perfect Patient Care: Improving Nursing Standards and the Patient Experience has been shortlisted in the prestigious Health Service Journal Awards 2010 in the Improving Care with Technology category.

This innovative project, which enables patients to give their 'real time' views on the care they receive using an iPhone or similar touch-screen hand-held device, has been developed by Sandy Brown, Director of Nursing, Quality & Governance, with Mark Irving, a Cancer Nurse Specialist at the Cumberland Infirmary. It is now being looked at internationally, nationally and regionally to see whether it could be rolled out to other acute hospitals to enable them to compare and benchmark standards of care.



Sandy Brown

Sandy said: "We are absolutely thrilled to have been shortlisted for the national award and for north Cumbrian hospitals to be recognised and on the map for being innovative and creative."

The team will have to present their project to a judging panel in London on 7 October and the winners will be announced at a high profile event in the capital on 29 November.



TELESTROKE – COMING SOON

New, state of the art technology is set to improve the diagnosis and treatment of stroke patients across Cumbria and Lancashire.

Telestroke, a new innovative telemedicine service for stroke patients; is being introduced at both the Cumberland Infirmary and West Cumberland Hospital.

Using technology similar to teleconferencing equipment, Telestroke will provide an out-of-hours thrombolysis (a clot-busting treatment) service for all stroke patients.

The clot-busting drugs have to be given by a stroke physician and must be given within three hours of onset of the stroke. None of the hospitals in Cumbria and Lancashire currently provide thrombolysis outside of the 9-5 day. Therefore, the Telestroke service should allow all the hospitals within Cumbria and Lancashire to provide round the clock thrombolysis service to all eligible stroke patients.

The Cardiac and Stroke Networks in Lancashire & Cumbria is currently coordinating the development and implementation of this new innovative service which will be rolled out in November 2010.



An example of Telestroke technology which will be used in our hospitals

Kathy Blacker, Joint Acting Director, Cardiac & Stroke Networks Lancashire and Cumbria, said: "Telestroke systems offer the opportunity to extend stroke-care expertise into rural and underserved areas and this new Telestroke service will link up eight hospitals and 16 stroke specialists from across Cumbria and Lancashire, giving equitable access to expert clinical assessment and timely treatment to all eligible patients from across the two regions.

"Ultimately, the implementation of Telestroke will minimise death and long term disability caused by stroke in Cumbria and Lancashire."

North Cumbria University Hospital NHS Trust has been appointed as Lead Provider for the new service. The Trust will link with the project team at the Cardiac and Stroke Network to coordinate the implementation of the Telestroke service. They will also collaborate with all eight proposed hospital sites, including West Cumberland Hospital, to develop governance guidelines, procure telemedicine equipment and manage 'on call' rotas for the service.

The other hospitals where the Telestroke service will be implemented are: Royal Blackburn Hospital; Royal Preston Hospital; Blackpool Victoria Hospital; Royal Lancaster Infirmary; Furness General Hospital; and Southport and Formby District General Hospital.

A dedicated email address has been set up to deal with any queries about the new Telestroke service. If you have any concerns, worries or general queries about how the service may affect you, your patients or your organisation, please direct all questions and comments to Telestroke@csnlc.nhs.uk.

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 Ms Claire Summers	BRANTHWAITE Carol	Ext 4270
Elderly Care	Dr Nicholas Russell	MCALEAVY Judith	(01946) 523902
	Dr Olu Orugun	RICHARDSON Judith	(01946) 523117
	Dr Ahmed Zeidan Dr Arnold Gotsman	WALKER Linda	(01946) 523085
Cardiology	Dr Kate Willmer	LAMB Suzanne/JOHNSEN Linda	(01946) 523016 (01946) 523005
Respiratory		CONNOR Mary-Rose	(01946) 523007
Medical/Gastro	Dr Babur Javaid	MCCLEAN Donna	(01946) 523024
	Dr Zahid Mahmood	PARK Iris	(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
	Mr Steve Bober Dr Kathleen Gillies	LUCAS Christine	(01946) 523215
	Mr John Eldred	SCOON Wendy	(01946) 523222
	Mr Sudipta Paul Mr Pradumna Jamjute	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
	Mr Steven Allcock	DURBER Katie	(01946) 523193
	Mr Peter Fismer	SOWERBY Janice	(01946) 523189
	Mr Patrick Armstrong	YOUNG Sylvia	(01946) 523197
	Mr Mahesh Dhebar	CARR Lesley	(01946) 523192
	Mr Ashraf Naguib	LEAK Fiona	(01946) 523198
Orthopaedics/Anaesthetics	Dr Bert Van-Mourik	STANTON Kellie	(01946) 523198
Paediatrics	Dr Deb Lee/Dr Sarah Pennington	MINNIKIN Sharon	(01946) 523158
	Dr Patricia Carter/Dr Denise Ullman	MCCONVEY Val	(01946) 523150
Paediatrics (CPU)	Dr Mahfud Ben-Hamida	ROBERTS Diane	(01946) 523165
YDU	Dr Dianne Roberts	ANDERSON Debbie	Ext 2918
Anaesthetics	Dr Fiona Graham/ Dr Phillip Cartwright/ Dr Mark Holliday/ Dr Ian Ulyett Dr Bert Van-Mourik/ Dr Mike Hodson/Dr Quinten Kingsbury/ Dr Ann Slaymaker	BENSON Geraldene	(01946) 523412
Surgical (Colorectal)	Mr Ernest Jehangir	WILKINSON Gill	(01946) 523041
	Mr Des O'Callaghan	MCCONVEY Linda	(01946) 523045
Surgical (Vascular)	Mr Mike Walker	KERR Julie	(01946) 523047
	Mr Adam Sowinski	SKINNER Anne	(01946) 523059
Surgical (Urology)	Mr Jamshed Bashir, Mr John Cumming, Mr Nkem Umez-Eronini	RICE Margaret	(01946) 523042

Surgical	Mr Amro Salem (Locum)	ELLIOT Carol	(01946) 523042
Palliative Care	Dr Jim Palmer Dr Helen Rowe	WILLIAMSON Jean	Ext 3089
Pathology	Dr Nick 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	(01228) 814401
Anaesthetics	Dr Adrian Shanks/Dr Yoav Tzabar Dr Mark Tidmarsh/Dr Jon Sturman Dr Ewa Jankowska/Dr David McColl Dr Julian Harrison/Dr Dylan Jones Dr A Linsley/Dr Martin Payne Dr Colin Rodgers/Dr M White Dr Peter Stride/Dr Mark Tidmarsh Dr S Kennedy/Dr Simon Jones Dr Chris Flucker/Dr Jenny Fraser Dr Gail Fitzsimmons/Dr Ruth O'Dowd Dr Jon Sturman	WILTON Janette/BUSBY Helen	(01228) 814312
ATC Co-ordinators		KING Caroline	(01228) 814435
ATC Secretary		TOPPIN Sheila	(01228) 814437
Dermatology	Dr Marinela Nik Dr Khurshi Bazmi	HALLIBURTON Ann/CAMPBELL Marie	(01228) 814150
Diabetes	Annette Routledge/Joanne Mason	MATTINSON Julie	(01228) 814780
	Dr Hilary Sawers	BOUCH Wendy	(01228) 814140
Elderly Care	Dr D Paul Davies/ Dr Henry Woodford	JONES Julie	(01228) 814438/2514
	Dr Jane Orgee	HOPE Christine	(01228) 814458
	Dr John Billett	HILL Alison	(01228) 814456
	Dr Jim George	FOSTER Marjorie	(01228) 814029
ENT	Mr Nick Murrant	BURNS Kath	(01228) 814206
	Mr Donald Clark	FLEMING Tracy	(01228) 814208
	Mr Andrew Robson	MACKENZIE Margaret	(01228) 814207
	Mr Richard Hogg	SHAW Linda	(01228) 814718

Gastroenterology	Dr Denis Burke	JOHNSTON Judith/TODD Lesley	(01228) 814138
	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
	Dr Martin Cowley	HARRISON Anne	(01228) 814034
	Dr Simon Fearby	SHANE Carol	(01228) 814142
	Dr Mary Hewson	PARTINGTON Judith	(01228) 814063
		SHECKLEY Marie	(01228) 814033
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
	Dr Ruth Lawley	COX Pam	(01228) 814213
	Dr Laura Hipple	WHITE Carrieanne	(01228) 814272
	Dr Sheila Pearson	PARK Lavinia/HEGGIE Pat	(01228) 814217
	Mr Ajith Wijesiriwardana	HEANEY Kerry	(01228) 814211
	Mr Mohamed Matar	BURNS Karen	(01228) 523444
Oncology	Dr Paul Dyson	GRAHAM Lynda	(01228) 814684
	Dr Josef Kovarik	FRASER Sandra	(01228) 814446
	Dr Sandeep Singhal	KELLY June	(01228) 814447
	Dr Jonathan Nicoll	PURDHAM Pauline	(01228) 814688
Ophthalmology	Mr Gerard Ainsworth/ Mr Tim Shetty	HULBERT Diane	(01228) 814449
	Mr Mohammed Zaheen/Mr Murad Moosa	NIEMIEN Jane	(01228) 814476
	Mr Roger Smith/Ms Diana Depla	SPENCER Dee	(01228) 814461
Oral Surgery	Mr Anthony Patterson	WANLEY Judith	(01228) 814224
	Mr Graham Putnam	BRADLEY Sue	(01228) 814222
	Mr John Elliott	DOWNIE Marie	(01228) 814222
Orthodontics	Mrs Fiona Nixon	HIRD Elizabeth	(01228) 814225

	Mrs Sally Walker	HIRD Elizabeth	(01228) 814225
Orthopaedics	Miss Gail Ferrier	COLLIER Sarah	(01228) 814752
	Miss Carol Brignall	PESCOD Alison	(01228) 814756
	Mr Guy Broome	TAYLOR Karen	(01228) 814758
	Mr Mike Orr	RAYMENT Linda	(01228) 814760
	Mr Keith Ions	MORAN Teresa	(01228) 814754
	Mr Matt Dawson	O'NEILL Susan	(01228) 814279
	Mr David MacKay	JACKSON Hazel	(01228) 814759
	Mr Ramasubramanian Dharmarajan	HOLDEN Lisa	(01228) 814750
	Miss Claire Young	CRAWFORD Brenda	(01228) 814363
Paediatric	Dr Catriona Stuart	SCOTT Janet/LOWTHER Angela	(01228) 814762
	Dr John Storr	NIXON Susan/HARTLEY Julie	(01228) 814764
	Dr Paul Whitehead	McKAY Barbara	(01228) 814168
	Dr G Jones / Dr Sunday Ifere	DICKINSON Ann	(01228) 814766
Plastic	Visiting Consultants / Thoracic Surgery		(01228) 523444
Pathology	Dr Chris Lord/Dr Christine Matthews	BOWE Margaret	(01228) 814533
	Dr Joanne Wilkinson	DAVIDSON Sandra	(01228) 814535
	Dr Mary Jenkins/ Dr Fergus Young	MILLS Janice	(01228) 814529
	Dr Chris Lord/ Dr Shirley Matthews	GILLES Michelle	(01228) 814533
Haematology	Dr Hugh O'Brien	DOCHERTY Angela	(01228) 814511
Radiology	Dr Jon Berry/ Dr John Edge/Dr Alaa Sayed/Dr Sarat Gadde/Dr Dinakar Unnithan	CLEMINSON Fiona	(01228) 814575/4589
		CUMBERLAND Penn	(01228) 814575/4589
	Dr Peter Jennings/ Dr Jonathan Poels	DODD Doris	(01228) 814349
	Dr Rachel England	MURRAY Nicola	(01228) 814576
Renal	Dr Paul Mead	MELLISH Therese	(01228) 814772
	Dr Fiona Dallas	JOHNSTON Julie	(01228) 814772
	Dr Mark Boxall	LYNN Gillian	(01228) 814782

Rheumatology	Dr Alaa Hassan	DIXON Wendy/ ATWELL Christine	(01228) 814428/4347
Surgical	Mr Joseph Thomas	PEDROSA Susan	(01228) 814149
	Mr Theo Ojimba	ROOK Helen	(01228) 814433
	Mr Frank Hinson	FOGG Yvonne	(01228) 814364
	Mr Jim Palmer	NIXON Ann	(01228) 814147
	Mr Mike Williams	OGLANBY Alison	(01228) 814146
	Mr Simon Raimes /Mr John Wayman	TUCK Liz	(01228) 814144
Urology	Mr Jamshed Bashir	CAIG Natasha	(01228) 814459
	Mr John Cumming	HALFORD Joanne	(01228) 814779
	Mr Nkem Umez-Eronini	LEWIS Paula	(01228) 814776
	Lead Secretary (Medical & Elderly)	WHITEHEAD Denise	(01228) 814032 Mob: 07771844209
	Surgical secretaries manager (Orthopaedic, ENT, Ophthalmology, Orthodontics and Oral Surgery)	GLOVER David	(07769) 673223
	Surgical secretaries manager (General Surgery and rest of surgical division)	CARR Anita	(01946) 693181 ext 4044