

GP News

Newsletter for GPs and Practice Managers in Cumbria from
North Cumbria University Hospitals NHS Trust

July 2011



Welcome...

Welcome to the new look GP News magazine for all GPs and Practice Managers in Cumbria to keep you updated on the activities and developments at the Cumberland Infirmary and West Cumberland Hospital.

The aim of this is to turn our monthly news into a more user friendly magazine to engage our GPs and provide lots of news, views and useful information including our contact list for all our Consultants and their secretaries.

If you would like to suggest any articles to our next magazine, please email elizabeth.kay@ncuh.nhs.uk.

If you would like further information concerning any item in this newsletter which contains a hyperlink to a website or to one of our email addresses, just hover your cursor over the link. This will take you to the website or if an email address, will open an email window for you automatically.

This Issue...

News

All the latest news from our hospitals including - praise from the CQC for elderly care; new look for our Executive team; latest on the clinical strategy for north Cumbria

Spotlight

Update as our appointment reminder service is rolled out across all specialties



Updates

Read the latest on the redevelopment of West Cumberland Hospital and our acquisition process

Events

Details of events for patients and the community including falls classes and workshops; meeting the public at Whitehaven Festival and a reminder about the Cumbrian Joint Walk

Contacts

Our handy list of consultant contacts, updated each month

Front page picture: An artist's impression of the main entrance to the redeveloped West Cumberland Hospital

Hospitals praised for care of older patients

Our hospitals have been praised for the care and attention given to older patients following two unannounced inspection visits.

In February 2010, the Care Quality Commission (CQC), the regulator of health and social care services confirmed that it would be inspecting 100 hospitals across the country to look at the quality of care given to older people, focussing on nutritional needs and privacy and dignity.

In March and April this year, the CQC paid unannounced inspection visits to both of our hospitals and has since given feedback which was extremely positive. Highlights included:

- Very caring and attentive staff
- Positive and welcoming approach from all the staff they spoke to
- Positive working atmosphere on ward areas
- Good practice observed on nutrition including assistance given during meal times

They interviewed staff and patients on wards and said: "Patients we spoke to were mostly very positive about their experience of care and treatment. Most patients said they had their care needs met and had been treated respectfully."

Patients were also mainly very complimentary



Praise for choice of hospital food

about their experience of mealtimes, stating:

- "The food is good and improved since my last stay."
- "My special diet is catered for, food is hot and good, and choice is also very good. Amount eaten always recorded."
- "Staff check I have enough to eat and drink. I've never missed a meal and there's always plenty of choice."

The CQC has confirmed that both hospitals are compliant with these two important regulations but said that in order for West Cumberland Hospital to maintain compliance, a number of minor improvements would need to be considered. These are being addressed and an action plan has been developed to ensure we monitor the actions we have put in place.

Update on our review of nursing

The review of the senior nursing structure in our Trust started in September 2010. The Trust Board had detailed discussions in April, May and June about the review which has focused on the feedback from the consultation process; benchmarking of the nursing workforce in comparison with other organisations; the financial implications to ensure that nursing is 'fit for the future' and sustainable; and the importance that the review strengthens and clarifies the roles and responsibilities

of the senior nursing teams at ward level to enhance patient safety and quality.

The Trust Board has decided to commission an external review of the proposals and for this to be completed by mid-July.

Our Chief Executive will approve the new structure for implementation by August 2011 following feedback from the Board on the final proposals.

Redevelopment of West Cumberland Hospital

As you will be aware, our outline business case for the redevelopment of West Cumberland Hospital was approved by the Department of Health and HM Treasury in July 2010. This confirmed the go-ahead for a major redevelopment of the existing hospital site in Whitehaven to provide facilities and services in line with the Closer to Home strategy for north Cumbria.

Since that time, the Trust has been preparing its full business case (FBC) for the £90 million redevelopment, which is the final stage of the approvals process.

The full business case has been prepared in the context of a new clinical strategy covering both primary and secondary care services across north Cumbria. This strategy is currently being finalised by the Cumbria health economy following detailed work involving hospital clinicians and GPs in north Cumbria over the past nine months. This is to ensure that the health economy has a robust clinical strategy that is



An artist's impression of the main entrance to the new West Cumberland Hospital

both clinically and financially sustainable for the future.

NHS North West remains committed to the redevelopment project and will formally consider the FBC once the work on the clinical strategy has been completed. This was reported to the Trust Board on 5 July. In the meantime all work on developing the new hospital will continue and the proposed new hospital remains unaffected whilst we wait for the costed clinical strategy to be finalised later this month.

Changes to our Executive Team

A number of changes to the management arrangements for our Trust have been made aimed at preparing us for acquisition and achieving organisational turnaround. The Executive Team welcomes a new face, following the departure of Kevin Clarkson (see page 5).

- Corinne Siddall is joining the Trust as Director of Operations on 18 July. Corinne will be responsible for leading the management of the clinical

divisions and delivery of the Trust's performance. She has extensive experience of board-level acute operations, turnaround and divisional management at Blackpool and South Manchester trusts; she also has a clinical background in accident and emergency.

- Alistair Mulvey is now Deputy Chief Executive in addition to his role as Director of Finance.

- Ramona Duguid is now Director of Governance in

addition to her role as Company Secretary. She will coordinate all governance issues, supporting the Medical and Nursing Directors, and clinical leaders across the Trust.

Changes to existing portfolios have been implemented on an acting basis, recognising that the Trust will be acquired within the next year, when the acquiring FT will implement new management arrangements.

Acquisition update

The acquisition process continues to make good progress and is entering a very important stage as we assess the financial and non-financial benefits of an acquisition by any of the four Foundation Trusts which are interested in this opportunity.

All four Foundation Trusts (Cumbria Partnership, Newcastle, Northumbria and University Hospitals of Morecambe Bay) continue to express a keen interest in the acquisition which is very important at this stage. Meanwhile we continue to brief and update the Department of Health and NHS North West on the acquisition process. They are very supportive of the competitive approach we have adopted. An External Stakeholder Group has been established, chaired by the SHA, which will ensure that our key partners in the local health economy are also involved in the process.

The key steps ahead of us are set

PHASE 1 TASKS	TIMESCALE
Evaluation of FT responses	July 2011
Clarification meetings with FTs	July/August 2011
Moderation and finalised analysis	August 2011
FT meeting with External Stakeholder Group	September 2011
Trust and PCT/GP Commissioner Board to Board	September 2011
Board sign off	4 October 2011
Business case to Monitor and Co-operation and Competition Panel notification of proposed acquisition for approval by both regulators	Post-October 2011
Transfer of Trust ownership and assets to FT	Post-April 2012

out in the table above. The Trust's communications team are working with their counterparts at NHS North West and NHS Cumbria and will be rolling out a full

communication strategy from this week. We will provide you with regular and more detailed updates on the process and how it is progressing through this newsletter.

Tributes as Kevin steps down

Kevin Clarkson, Deputy Chief Executive and Chief Operating Officer, has decided to leave our Trust to spend more time with his family.

In his role as Chief Operating Officer, Kevin directed many service changes and improvements and oversaw the delivery of the Trust's operational performance, always



Kevin Clarkson striving to deliver the best for patients in a very challenging financial climate.

Kevin was also the

lead Director for the redevelopment of West Cumberland Hospital where he worked tirelessly in developing the plans for the new hospital.

As senior emergency lead for the Trust, he personally led the hospitals through some very difficult events – the West Cumbrian floods of November 2009; the Keswick School bus

crash in May 2010 and the West Cumbrian shootings in June 2010.

Neil Goodwin, Interim Chief Executive, said: "We are very sad to see Kevin go given the tremendous commitment and dedication he has shown to our Trust during his three-and-a-half years but we understand his decision."

Reminder service rolled out across our Trust

The outpatient appointment telephone confirmation (reminders) service was first trialled in three specialties last year and is now being rolled out across our Trust.

We are now sending reminders for patients who have outpatient appointments in the following specialties:

- Rheumatology, Gynaecology, Oral Surgery (Pilot Phase)
- Trauma & Orthopaedic, Gastroenterology, ENT (Phase 1)
- Ophthalmology, General Surgery, Cardiology (Phase 2)

By mid August we will phase in the service to the remaining specialties (Phase 3).

Across the six specialties where reminders were sent we saw a 35% reduction in the DNA rate in May, meaning we saw an extra 211 patients.

How are confirmations made?

Confirmations are made using SMS text messages, Interactive Voice Recordings (IVRs) and calls made by call centre staff (agent calls). A few clinics have been excluded from the service because of their sensitive nature or inappropriateness.

Does our practice need to do anything?

The success of the project depends on us having the patient's correct telephone



number on PAS. Please check these details with the patient or parent/guardian at every contact otherwise we risk breaching patient confidentiality if the message goes to the wrong number.

What do patients do when they are contacted?

If an SMS text message is received, patients can reply ACCEPT, CHANGE or CANCEL. For both the automated and agent calls, patients will be asked to confirm who they are before being given any appointment details. The patient can confirm, cancel or request a change of appointment.

When will the patient receive their reminder?

Patients will be contacted seven calendar days before their appointment. If the patient wants to cancel or rearrange their appointment we then have a few days to refill the slot.

What if a patient complains about the service?

We have released information to the press about the service, and are informing patients in all our PAS appointment correspondence. We have set up the service in such a way as to keep complaints to a minimum. However, if you receive any complaints about the service, please pass these onto the PALS service in the usual way.

What if patients do not want to receive confirmations about their appointments?

Other Trusts have found that patients welcome this service, but if a patient gets in touch with you requesting to opt out of the service, please forward the patient's details, including their hospital number by email to Call_Centre@ncuh.nhs.uk at CIC (in the Outlook address book) or by ringing x3283 at WCH. A member of the appointments team will log the patient's opt out request on the new system to ensure the patient no longer receives an automated reminder from us.

Volunteers meet the public at festival

Trust staff braved the inclement weather and gave up their time to man a stall at Whitehaven Festival last month.

The volunteers answered questions about the hospital redevelopment, gave out newsletters and talked to the public about our Trust's clinical and research activities. The effort was



Suresh Rao with the Mayor of Copeland, John Jackson, and Mayoress Linda Jackson

led by Orthopaedic Consultant Mr Suresh Rao, who thanked the volunteers, saying:

“You are a remarkable team, many thanks once again for giving up

your valuable weekend.”

Mr Rao also took the opportunity to promote the Cumbrian Joint Walk, which will also take place at Whitehaven Harbourside on 3 September. For more information visit <http://www.ncuh.nhs.uk/about-us/charity-and-fundraising/orthopaedic-research-fund>

Help for patients who have suffered a fall

Our Trust held a number of events last month to mark National Falls Awareness Week – 20-24 June.

The theme this year was “Watch your step”, with the emphasis on poor vision as a cause of falls.

There were information stands in the main atrium and in the Assessment and Therapy Centre at the Cumberland Infirmary, as well as at the main entrance to West Cumberland Hospital.

Barbara Yates, Exercise Practitioner at the Cumberland Infirmary, runs classes both at the hospital and in the community for people who have had a fall or multiple falls

within the past year and need help regaining their confidence, strength and balance.

These range from a chair-based class, through the Rehab Falls Management Programme, progressing to a weekly Maintenance Falls Management Group for those who have recovered from their fall but want to keep exercising to prevent another fall. Activities to improve balance, strength and movement control range from circuit training to tai chi.

Barbara said: “This year we are emphasising the importance of patients looking after their eyesight. Although many factors may contribute to falls it has been shown

that problems with vision are among the most important.”

To tie in with this theme, a local optician went to talk to one of the groups, while another group were given cardboard spectacles to decorate. The information stands at both hospitals also had collection points for patients, visitors and staff to drop off any unwanted glasses which will be donated to Third World countries.

If you have a patient who has suffered a fall and who you think may benefit from help, you can refer them to the Falls Clinic through Choose & Book. For more information, contact the Assessment & Therapy Centre at the Cumberland Infirmary on 01228 814436.

consultant contacts

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

Department	Consultant	Secretary	Ext	Fax
A & E	Mr Mike Greene Mr Charles Brett Miss Claire Summers	Carol Branthwaite	Ext 4270	01946 5235421
Anaesthetics	Dr Ian Ulyett Dr Bert Van Mourik Dr Mike Hodson Dr Quentin Kingsbury Dr Fiona Graham Dr Laurence Watkinson Dr Ann Slaymaker Dr Philip Cartwright Dr Mark Holliday Dr Duncan Watson Dr Anil Bhuvanagiri	Geraldeen Benson	01946 523412	01946 523528
Dermatology	Dr Marinela Nik	Wendy Coyles	01946 523003	01946 523015
Elderly Care	Dr Nicholas Russell Dr Olu Orugun Dr Frank Local Dr Qamrul Huda	Judith McAleavy Judith Richardson Linda Walker	01946 523902 01946 523117 01946 523085	01946 523520
General Medicine	Dr Babur Javaid (Gastro) Dr Zahid Mahmood (Gastro)	Linda Johnsen Suzanne Lamb Donna McClean Iris Park	01946 523016 01946 523005 01946 523024 01946 523011	01946 523015
General Surgery (Respiratory)	Dr Simon Ting	Mary-Rose Connor	01946 523007	01946 523015
General Surgery (Vascular)	Mr Mike Walker Mr Adam Sowinski	Julie Kerr Anne Skinner	01946 523047 01946 523059	01946 523015
General Surgery (Colorectal)	Mr Ernest Jehangir	Gill Wilkinson	01946 523041	01946 523015
Nephrology	Dr Paul Mead Dr Fiona Dallas Dr Mark Boxall	Therese Mellish Julie Johnston Gillian Lynn	01228 814772 01228 814772 02228 814782	01228 814857

consultant contacts

Department	Consultant	Secretary	Ext	Fax
Obstetrics & Gynaecology	Mr Steve Bober Dr Kathleen Gillies Mr John Eldred Mr Mohamed Matar Mr Pradumna Jamjute	Wendy Scoon Karen Burns Hilary Wren	01946 523222 01946 523219 01946 523217	01946 523507
Ophthalmology	Mr Will Sellar Mr Sonnu Verghese	Kath Sutcliffe	01946 523065	01946 523553
Oral & Maxillo-Facial Surgery	Mr Antony Paterson Mr Graham Putnam Mr John Elliott	Jenny Crawford	01946 523040	01946 523506
Orthodontics	Mrs Fiona Nixon Mrs Sally Walker	Elizabeth Hird	01228 814225	01228 814276
Orthopaedics	Mr Suresh Rao Dr Parag Shah Dr Peter Fisser Mr Patrick Armstrong Mr Steven Allcock Mr Ashraf Naguib	Lesley Carr Linda Rome Janice Sowerby Sylvia Young Amanda Kennedy Fiona Leak	01946 523192 01946 523198 01946 523189 01946 523197 01946 523193 01946 523198	01946 523513
Otolaryngology, Head and Neck Surgery	Mr Donald Clark Mr Nick Murrant Mr Andrew Robson Mr Richard Hogg	Linda Robinson Mary Bear	01946 523291	01946 523506
Pathology (site based)	Dr Clive Graham (Microbiology) Dr Nick West (Haematology)	Carol McIntyre	01946 523426	01946 523531
Radiology	Dr Laurence Huntley Dr Monique Hartkamp	Ann Quinn	01946 523358	01946 523548
Clinical Oncology	Dr John Nicoll Dr Paul Dyson Dr Sandeep Singhal Dr Norma Sidek	Pauline Purdham Lynda Graham June Kelly Sandra Fraser	01228 814688 01228 814684 01228 814447 01228 814446	01228 814841
Palliative Care	Dr Nick Sayer	Jacky Jackson	01228 603203	01228 603489
Rehabilitation	Dr Yogendrasinh Jaganatsinh	Debbie Anderson	Ext 2918	01946 523735
Rheumatology	Dr Alaa Hassan	Wendy Dixon/ Christine Atwell	01228 814428 01228 814347	01228 814257
Paediatrics	Dr Mahfud Ben-Hamida Dr Deb Lee Dr Sarah Pennington Dr Pat Carter Dr Denis Ullman	Diane Roberts Sharon Minnikin Val McConvey	01946 523165 01946 523158 01946 523150	01946 523503

consultant contacts

Cumberland Infirmary - the main switchboard number is 01228 523444

Department	Consultant	Secretary	Ext	Fax
A & E	Mr Vincent Foxworthy Dr Ruth Read Dr Paul Hill Dr Anita Basu	Lesley Brennan Jacky Meldrum	01228 814401	01228 814186
Anaesthetics	Dr Julian Harrison Dr Anne Linsley Dr Martin Payne Dr Colin Rodgers Dr Martin White Dr Peter Stride Dr Yoav Tzabar Dr Mark Tidmarsh Dr Simon Kennedy Dr Adrian Shanks Dr Simon Jones Dr Chris Flucker Dr Jenny Fraser Dr Ramiz Idriz Dr Gail Fitzsimmons Dr Ruth O'Dowd Dr Ewa Jankowska Dr Jon Sturman Dr Brigitte Schweitzer Dr Dawn Wilson Dr David McColl Dr Gavin Parness	Janette Wilson Helen Busby	01228 814312	01228 814198
Cardiology	Dr Martin Cowley Dr Jaroslav Kajzr	Anne Harrison Sandra Leech Marie Sheckley Michelle McDonagh	01228 814034 01228 814565 01228 814194 01228 814384	01228 814565
Dermatology	Dr Marinela Nik	Ann Halliburton/ Marie Campbell	01228 814152	01228 814849
Otolaryngology, Head and Neck Surgery	Mr Donald Clark Mr Nick Murrant Mr Andrew Robson Mr Richard Hogg	Tracy Fleming Kath Burns Margaret Mackenzie Linda Shaw	01228 814208 01228 814026 01228 814207 01228 814718	01228 814276

consultant contacts

Department	Consultant	Secretary	Ext	Fax
Elderly Care	Dr Jim George	Marjorie Foster	01228 814029	01228 814819
	Dr John Billett	Alison Hill	01228 814456	
	Dr Paul Davies	Margaret Carr	01228 814438	
	Dr Henry Woodford	Samantha Nicholson	01228 814438	
	Dr Jane Orgee	Christine Hope	01228 814458	
General Medicine	Dr Simon Fearby (Respiratory)	Carol Shane	01228 814142	01228 814819
	Dr Mary Hewson (Respiratory)	Judith Partington/ Lesley Todd	01228 814063	
	Dr Denis Burke (Gastro)	Judith Johnston	01228 814138	01228 814857
	Dr Chris MacDonald (Gastro)	Kim Noble	01228 814184	
	Dr Paul Mead (Nephrology)	Therese Mellish	01228 814772	
	Dr Mark Boxall (Nephrology)	Gillian Lynn	01228 814782	
	Dr Fiona Dallas (Nephrology)	Julie Johnston	01228 814772	
General Surgery	Mr Mike Williams (Breast/Endocrine)	Alison Oglanby	01228 814146	Fax out of order - use numbers below
	Mr Ludger Barthelmes (Breast)	Carole Armstrong Kerry Irving	01228 814229	
	Mr Harish Babu (Colorectal)	Ann Nixon	01228 814147	
	Mr Frank Hinson (Colorectal)	Yvonne Fogg	01228 814364	
	Mr Thomas Joseph (Vascular)	Susan Pedrosa	01228 814149	
	Mr Theo Ojimba (Vascular)	Helen Rook	01228 814433	
	Mr Simon Raimes (Upper GI)	Liz Tuck	01228 814144	
	Mr John Wayman (Upper GI)	Liz Tuck	01228 814144	

consultant contacts

Department	Consultant	Secretary	Ext	Fax
Obstetrics & Gynaecology	Dr Ruth Lawley	Pam Cox	01228 814213	01228 814275
	Dr Shelia Pearson	Lavinia Park/Pat Heggie	01228 814217	
	Mr Ajith Wijesiriwardana	Carrieanne Allan	01228 814211	
	Mr Mohamed Matar	Karen Burns	01946 523219	
	Dr Nalini Munjuluri Dr Nick Hallam	Heather Little	01228 814215	
Ophthalmology	Mr Roger Smith/Miss Diana Depla	Dee Spencer	01228 814461	01228 814369
	Mr Gerard Ainsworth	Dianne Hulbert	01228 814449	
	Mr Mohammed Zaheen/Mr Mohamed Moosa	Jane Niemien	01228 814476	
Oral & Maxillo-Facial Surgery	Mr Antony Paterson	Judith Wanley	01228 814224	01228 814276
	Mr Graham Putnam	Sue Bradley	01228 814222	
	Mr John Elliott	Marie Downie	01228 814222	
Orthodontics	Mrs Fiona Nixon/Mrs Sally Walker	Elizabeth Hird	01228 814225	01228 814276
Orthopaedics	Mr Guy Broome	Karen Taylor	01228 814758	01228 814837
	Mr Keith Ions	Teresa Moran	01228 814754	
	Mr Mike Orr	Linda Rayment	01228 814760	
	Miss Carol Brignall	Alison Pescod	01228 814756	
	Miss Gail Ferrier	Sarah Collier	01228 814752	
	Mr Matt Dawson	Susan O'Neill	01228 814279	
	Mr David MacKay	Hazel Jackson	01228 814759	
	Mr Ramasubramanian Dhamarajan	Lisa Holden	01228 814750	
	Miss Claire Young	Brenda Crawford	01228 814363	
Pathology North Cumbria Service	Dr Susan Davies	Jill Glencross	01228 814394	01228 814831
	Dr Joanne Wilkinson/Dr Marie van Drimmelen	Michelle Gillies/Margaret Bowe	01228 814553	
	Dr Mary Jenkins/Dr Fergus Young	Janice Mills	01228 814529	
	Dr Zouheir Maarouf (Histopathology)	Sandra Davidson	01228 814535	

consultant contacts

Department	Consultant	Secretary	Ext	Fax
Pathology	Dr Hugh O'Brien (Haematology)	Angela Docherty	01228 814511	01228 814831
	Dr Clare Hamson/Dr Manjula Meda (Microbiology)	Pat Finnemore	01228 814641	01228 814864
Radiology	Dr Jonathan Poels/ Dr Sarat Gadde	Doris Dodd	01228 814349	01228 814804
	Dr Rachel England/ Dr Farshid Fallahi/ Dr Ravi Uppoor	Nicola Murray	01228 814576	
	Dr Jon Berry/Dr John Edge/Dr Alaa Abdelgalil/Dr Dinikar Unnithan/Dr Monique Hartkamp	Fiona Cleminson	01228 814575 or Ext 4589	
Clinical Oncology	Dr Jon Nicoll	Pauline Purdham	01228 814688	01228
	Dr Paul Dyson	Lynda Graham	01228 814684	814841
	Dr Sandeep Singhal	June Kelly	01228 814447	
	Dr Norma Sidek	Sandra Fraser	01228 814446	
Palliative Care	Dr Nick Sayer	Jacky Jackson	01228 603203	01228 603489
Rehabilitation	Mr Yogendrasinh Jaganatsinh	Jane Gill	01228 814478	01228 814871
Rheumatology	Dr Alaa Hassan	Wendy Dixon Christine Atwell	01228 814428 or Ext 4347	01228 814257
Paediatrics	Dr John Storr	Susan Nixon/Julie Hartley	01228 814764	01228 814832
	Dr Catriona Stuart	Janet Scott/Angela Lowther	01228 814762	
	Dr Paul Whitehead	Barbara McKay	01228 814168	
	Dr Glyn Jones/ Dr Sunday Ifere	Ann Dickinson	01228 814766	
Urology	Mr John Cummings	Joanne Halford	01228 814779	01228
	Mr Nkem Umez- Eronini	Paula Lewis	01228 814776	814860
	Mr Jamshed Bashir	Natasha Caig	01228 814459	