

# GP NEWS

September 2013

## INTRODUCTION

Welcome to the monthly GP Newsletter. This month's edition includes:

- EDICS And Surrey Contract Lapse
- Spotlight On Diabetes
- Spotlight On Diabetes Patient Education
- Preparing The Patient For Their Outpatient Appointment
- Patient Pathway Coordinator Project & Clinical Training
- Current Waiting Times For Choose & Book
- Useful Contacts

If you would like any particular areas covered in future editions, please do not hesitate to contact Bal on: 0208 934 2957 or email:

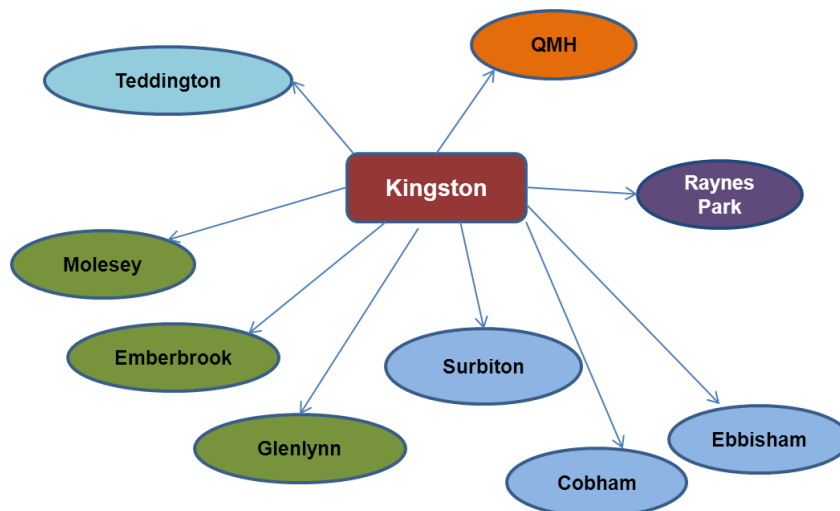
[balvinder.chohan-rai@kingstonhospital.nhs.uk](mailto:balvinder.chohan-rai@kingstonhospital.nhs.uk)

## NEWSFLASH!

**New service by Kingston Hospital at Raynes Park Health Centre October 1st  
Gynaecology Ultrasound direct access service , bookable via ordercomms  
(Service description TV Pelvis)**

## KINGSTON COMMUNITY SITES

Kingston Hospital offer a large range of outpatient services across several sites as shown below. Full details are available on Choose and Book.



## EDICS & SURREY CONTRACT LAPSE

From Monday 13 August 2013 EDICs contract with Surrey CCG ceased. This meant that the services provided by MEDICs, EDICS & PIMS were transferred to other providers. Kingston Hospital services will continue at the current sites as listed over the page. Kingston Hospital are to provide the services and will continue them at the current sites as listed over the page.

**Please send referrals directly to Kingston making clear the clinic location you prefer.**

Please email referrals to : [khn-tr.opreferrals@nhs.net](mailto:khn-tr.opreferrals@nhs.net)

SERVICE	CLINICAL TEAM: CONSULTANT/GPwSI/NURSE
<b>CLINICS BASED AT THORKHILL SURGERY</b>	
Dermatology	Dr Amaya Viros, Dr Jane Nakunarahah, Dr Jane McCahy, Dr Klaus Misch, Dr Richard Hughes
<b>EMBERBROOK HEALTH CENTRE</b>	
Gynaecology	Mr Onsy Morris & Dr Alison Shine & Dr Fergus Keating
Cardiology	Dr Arvind Vasudeva & Dr Alaa Alasadi
<b>GLENLYN MEDICAL CENTRE</b>	
Gastroenterology	Dr Neil Galletly & Dr Fhorkan Uddin
Respiratory	Dr Emma Holden & Lynne Haines
Rheumatology	Dr Shahid Jawed & Dr Asif Malik
<b>MOLESEY HOSPITAL</b>	
Musculoskeletal	Mr Paul Davey & Miriam Williams, Mr Palanisamy Ramesh & Dr Niz Jivani & Sarah Morrison, Mr Gil Railton & Alison Harley, Mr Mark Curtis & Dr Sam Bennett
Diabetes	Dr Julie Llewellyn
<b>EBBISHAM</b>	
Diabetes	Dr Julie Llewellyn & Dr Mark Spring

### GP Community Managed Services:

Please send referrals to Emberbrook Health Centre, marked GP community services

<b>CLINICS BASED AT THORKHILL SURGERY</b>	
Neology	Dr Salah Omer & Dr Nassif Mansour
Paediatrics	Mr Vinay Pai & Dr Hazim Taki
<b>EMBERBROOK HEALTH CENTRE</b>	
Echo	Harshini Wimalasirin-Morant
ENT	Dr Robin Yeoh & Dr Wnedy Albuquerque & Mr Peter Williamson, Mr ABBAD Toma & Dr Aad Rudolph & Dr Dino Pardhanai
<b>GLENLYN MEDICAL CENTRE</b>	
Ophthalmology	Miss Vasuki Sivagnavel & Miss Ank Mazure & Jane Goodwin
<b>VINE MEDICAL CENTRE</b>	
General Surgery	Mr Keith Jones
<b>MOLESEY HOSPITAL</b>	
General Surgery	Mr Peter Willson & Dr Sham Sobrattee
Colorectal	Mr Michael Jarrett & Dr Sham Sobrattee
Urology	Mrs Nadine Coull & Dr Ali Rangwala
EMG	Dani Makoni



## SPOTLIGHT ON DIABETES

### Nurse Led Clinics

Our specialist nurse and specialist dietitian led service is provided in the Diabetes Day Unit at Kingston Hospital.

Our Diabetes specialist nurses are:

- Lillian White—Lillian.white@kingstonhospital.nhs.uk (prescriber)
- Claire Neely—Claire.neely@kingstonhospital.nhs.uk (prescriber)
- Mary Murray— mary.murray@kingstonhospital.nhs.uk (nurse)

Dieticians are:

- Alison Kelly—Alison.kelly@kingstonhospital.nhs.uk
- Annie Roberts—annie.roberts@kingstonhospital.nhs.uk

We run an outpatients for a tier 4 service which includes the following:

- Assessment, management and education of tier 4 patients for both types 1 & 2
- Antenatal clinics
- Adolescent and young persons clinics
- Endocrine clinic
- Insulin Pump therapy Clinics
- Antenatal clinics

### Community Services

As part of our drive to bring services closer to our patients we run our diabetes services in a number of satellite clinics including:

Location	Consultant	Day of the Week
<b>Raynes Park Health Centre</b>	Lillian White	Monday PM
	Dr Spring	Thursday PM
<b>Molesey Hospital</b>	Dr Spring	Friday AM
	Lillian White	
<b>Ebbisham Centre (Epsom)</b>	Claire Neely	Tuesday Am
	Dr Spring	

**The Unit provides advice to GP and patients by contacting either the specialist nurse or one of our consultants on 0208 934 6370 between 8.30-4.30pm Monday to Friday.**

## SPOTLIGHT ON DIABETES PATIENT EDUCATION

DESMOND, stands for **D**iabetes **E**ducation and **S**elf **M**anagement for **O**ngoing and **N**ewly **D**iagnosed, this is a structured group education programme developed by experienced health care professionals in participation with people who have diabetes. The programme is for those newly diagnosed with Type 2 Diabetes and those with established Type 2 diabetes.

### Objectives of the programme

- Support to initiate and sustain successful self management
- Confidence to make choices that are right for them about looking after their diabetes
- Understanding the seriousness of their diabetes

### How to Refer a Patient

Please fax a Desmond Referral Form located on these websites <http://www.kci-nhs.org.uk/> or <http://www.yourhealthcare.org/> to Diabetes Specialist Nurse at Tolworth Hospital on **020 8390 9920**.

If you would like any further information on the DESMOND programme, please call the coordinator on **020 8234 2114**.

### Inclusion and Exclusion Criteria

(Desmond Referral Pathway to be found on intranet)

- ✦ Patient has a confirmed diagnosis of Type 2 Diabetes
- ✦ The patient does not have severe or enduring mental health problems
- ✦ The patient is primarily responsible for their own care
- ✦ The patient is able to participate in a group programme
- ✦ The patient has agreed to attend

### Exit strategy

Patients receive 1 day of 6hrs structured education and are then returned back to their GP for routine care with Patient handbook and literature.



# SPOTLIGHT ON DIABETES PATIENT EDUCATION

## Identify Patient who meets Desmond inclusion criteria

The patient is diagnosed with Type 2 Diabetes  
The patient does not have severe or enduring mental health problems  
The patient is primarily responsible for their own care

### Encourage patient to attend

Explain that:  
DESMOND is an essential part of their treatment  
Structured education is a National recommendation

If the patient accepts referral & meets inclusion criteria, complete this referral form including recent bio – medical data. **This is essential**

### Post/Fax to:

**Desmond Co-ordinator**  
**Hollyfield House, Hollyfield Road,**  
**Surbiton KT6 9AL**  
**Fax: 020 8339 8095**

### Referrer to:

Issue patient with 'Meet DESMOND' leaflet\* and explain to patient what will happen next  
\* Further copies available from your local DESMOND co-ordinator

### What happens next?

Co-ordinator to contact patient by letter with Venue/Date/Time  
Patient to confirm attendance by either returning slip or telephone

## Appointment confirmed

The patient will receive:  
Confirmation letter  
Preparing for DESMOND booklet  
It is vital that the patient reads and completes the information required and brings it along with them to the course

### Patient attends DESMOND

The educator will record the patient's attendance and provide them with a DESMOND handbook.  
Referrer will receive letter of attendance

### Patient DNA's DESMOND

Referrer will be notified of DNA  
Patient is then discharged back to care of GP

## Preparing for your outpatient appointment

To help you prepare for your appointment you might find these tips helpful.

### Before the appointment

1. Note down dates of previous operations or treatments
2. List out all your medications and how long you have been taking them.
3. Keep a list of questions. Questions about your condition may come up at random times, so keeping a list and bringing it to your appointment will ensure you don't forget any. For example, *how and when will I get the results of any tests? Who do I contact if things get worse?*
4. Keep a symptom diary. Writing down details of your symptoms as you experience them in your daily life will help the clinician identify suitable treatments.
5. Bring a pen and paper. It can be difficult to take in lots of information in one go, so you might find it useful to take notes (e.g. phone numbers, names or medical terms).
6. Please let us know in advance of your appointment if you require an interpreter.
7. Please read your appointment letter carefully. Kingston offer services over a number of sites, so check the location of the clinic and any specific requirements listed e.g. the need to bring a sample or get an initial blood test.

### During your appointment

- Don't be afraid to ask if you don't understand something or want more information
- Make sure you know what should happen next (e.g. will you need another appointment, how will you find the results of any tests)
- Ask who to contact if you have any more problems or questions

### Useful websites

For trustworthy health information you may find the following websites useful:

[www.nhs.uk](http://www.nhs.uk)

[www.patient.co.uk](http://www.patient.co.uk)

For information about Kingston Hospital and the services we offer please visit:

[www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)

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# PATIENT PATHWAY COORDINATOR PROJECT

Kingston Hospital FT is planning to test a new administrative support model in Trauma & Orthopaedics from Mon 9<sup>th</sup> September with the introduction of Patient Pathway Co-ordinators to improve the patient journey. These Patient Pathway Co-ordinators will be the single point of access for both GPs and patients and will be responsible for all aspects of the administrative pathways. The model aims to ensure that everything runs smoothly for our patients.

For **Kingston GP referrals**, we encourage you to continue to use Choose & Book to make referrals but in the exceptional event that you need to send a paper referral please fax them to KCAS on: **020 8339 8170**.

For **Richmond GP referrals** we encourage you to continue to use Choose & Book to make referrals but in the exceptional event that you need to send a paper referral, please contact your RCAS representative.

For **GPs in other areas**, if you need to send a paper referral, please send direct to the orthopaedics dept.

## Clinical Education in your Practice

Kingston Hospital in partnership with BMI are offering clinical educational training in your practice. If you would like to book some training, please contact Bal on 0208 934 2957 or email:

 [balvinder.chohan-rai@kingstonhospital.nhs.uk](mailto:balvinder.chohan-rai@kingstonhospital.nhs.uk)

## Appointment Reminders

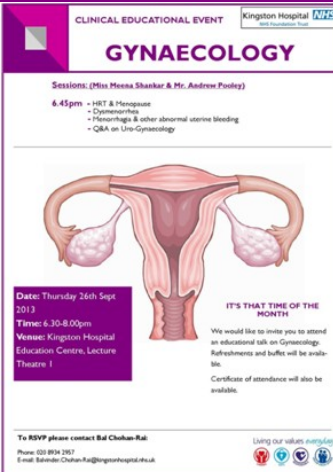
An appointment reminder service is planned from the 1 October 2013. This will involve patients receiving a reminder by text or telephone for forthcoming appointments. This is initially being trialled for Women & Child Health and Medicine specialities.

### JUST A REMINDER.....

We have arranged a GP Gynaecology Clinical Education Session on Thursday 26th September 2013 starting at 6.30pm, in the Kingston Surgical Education Centre.

The topics include:

- Urogynaecology
- Menopause
- Painful Periods/Menorrhagia
- Gynaecological Cancers




CLINICAL EDUCATIONAL EVENT Kingston Hospital NHS Foundation Trust

## GYNAECOLOGY

Sessions: (Miss Meena Shankar & Mr. Andrew Pooloz)

6.45pm - HST & Menopause  
- Dysmenorrhoea  
- Menorrhagia & other abnormal uterine bleeding  
- Q&A on Uro-Gynaecology



Date: Thursday 26th Sept 2013  
Time: 6.30-8.00pm  
Venue: Kingston Hospital Education Centre, Lecture Theatre 1

IT'S THAT TIME OF THE MONTH

We would like to invite you to attend an educational talk on Gynaecology. Refreshments and buffet will be available. Certificate of attendance will also be available.

To RSVP please contact Bal Chohan-Rai  
Phone: 020 834 2957  
Email: [Balvinder.Chohan-Rai@kingstonhospital.nhs.uk](mailto:Balvinder.Chohan-Rai@kingstonhospital.nhs.uk)

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## CURRENT WAITING TIMES FOR CHOOSE & BOOK SERVICES AS AT 3rd SEPTEMBER 2013

<u>Specialty</u>	<u>Maximum Wait Time</u>	<u>Minimum Waiting Time</u>
<b>Surgery</b>		
Colorectal Surgery	9 Weeks	7 weeks
ENT	9 Weeks	8 weeks
General Surgery	8 weeks	2 weeks
Oral Surgery	8 weeks	5 weeks
Pain Management	9 Weeks	5 weeks
Plastic Surgery	10 weeks	8 weeks
Upper GI Surgery	8 weeks	2 weeks
Vascular Surgery	8 weeks	5 weeks
<b>Orthopaedics</b>		
Foot and Ankle	9 weeks	6 weeks
Knee	8 weeks	6 weeks
Hand	9 weeks	5 weeks
Hip	8 weeks	7 weeks
Shoulder	10 weeks	6 weeks
Paediatrics	10 weeks	8 weeks
<b>Ophthalmology</b>		
General	10 weeks	8 weeks
Cataract	10 weeks	10 weeks
Retinal	9 weeks	6 weeks
Glaucoma	10 weeks	5 weeks
Plastics	8 weeks	6 weeks
Paediatrics	11 weeks	9 weeks
<b>Medicine</b>		
Care of the Elderly	8 weeks	3 weeks
Cardiology	8 weeks	4 weeks
Dermatology	9 weeks	6 weeks
Diabetic Medicine	8 weeks	4 weeks
Endocrinology	8 weeks	5 weeks
Gastroenterology	8 weeks	5 weeks
Haematology	10 weeks	9 weeks
Nephrology	8 weeks	6 weeks
Neurology	10 weeks	9 weeks
Respiratory Medicine	9 weeks	7 weeks
Rheumatology	10 weeks	8 weeks
<b>Women &amp; Children's Health</b>		
Gynaecology	8 weeks	3 weeks
Paediatrics	8 weeks	6 weeks

## USEFUL CONTACTS

Main Hospital:	Telephone Number
A&E Reception	0208 934 2181
BMI Coombe Wing Main Ward	0208 546 6677
GP Priority Line	0208 549 2041
Hospital Switchboard	0208 546 7711
Pathology	0208 934 2033
<b>Radiology:</b>	
Clerical Supervisor	0208 934 6390
CT	0208 934 2147
Lead Radiologist	0208 934 6202
Radiology Manager	0208 934 2838
Ultrasound	0208 934 2150
X-Ray	0208 934 2146

## REFERRAL & OUTPATIENTS BOOKING CONTACTS

	Telephone Number
<b>Outpatients number for:</b>	
<b>Surgical appointments which include urology, colorectal, vascular, Upper GI Plastics</b>	<b>0208 934 6444</b>
<b>Breast Surgery</b>	<b>0208 934 6444</b>
<b>Orthopaedics</b>	<b>0208 934 6444</b>
<b>Ophthalmology</b>	<b>0208 934 6404</b>
<b>Dental Unit</b>	<b>0208 934 6405</b>
<b>ENT and Audiology</b>	<b>0208 934 6406</b>
<b>Day Surgery Reception</b>	<b>0208 934 2742</b>
<b>Chest/Respiratory</b>	<b>0208 934 6444</b>
<b>Haematology/Immunology and Lipids</b>	<b>0208 934 2049</b>
<b>Medical appointments including cardiology, Care of the Elderly, Diabetes, Endocrinology, Nephrology, Dermatology, Gastroenterology, Neurology and Rheumatology</b>	<b>0208 934 6444</b>
<b>Physiotherapy</b>	<b>0208 934 2510</b>
<b>Paediatrics including Hip and Urology</b>	<b>0208 934 6403</b>
<b>Gynaecology</b>	<b>0208 934 6407</b>
<b>Emergency Admissions GP Liaison Number</b>	<b>07715 808241</b>
<b>BMI Coombe Wing Private Outpatients Referrals</b>	<b>0208 934 2875</b>