

September 2018

## HELLO



Dr Sarah Humphery

I would like to introduce myself as the new Medical Director for Integrated Care at Whittington Health NHS Trust. I took over from Greg Battle, who did a fantastic job for 7 years in what was then a new role, earlier this year.

I would like to start by thanking him for the passion and enthusiasm he brought to this post – he was a voice for local GPs and their practices on the Whittington Health Board and he always kept the patient and the community at the centre of any developments. I intend to continue this role and voice with the same goals and hopefully the same

level of enthusiasm and passion.

Some of you will already know me – I am a GP partner based in the Goodinge Group Practice in Islington, where I continue to practice alongside my new role at Whittington Health NHS Trust. I have been a GP in Islington for 13 years and prior to that in Haringey for 5 years. I am also the Islington named GP for Adult and Child Safeguarding and previously held a position as a Senior Clinical Advisor and Revalidation Lead for NHS England London region.

Integration has been widely recognised as the way forward to help both sustain and maintain the NHS and how to help improve and streamline the patient journey and experience. It is up to those of us working in the system to think and work collaboratively and imaginatively to make the links between primary and secondary care, mental health and social care work.

I am pleased to have already met many of you as I have been liaising and working with the CCGs, GP federations, local GPs and community staff. I also plan to make links with mental health and social care as we work towards further integration. I have already started working on several projects with different specialist departments to help improve the service provided by Whittington Health to its patients, GPs and community staff.

## ERS

I would like to say a big thank you to all the GP practices who have clearly embraced eRS (electronic Referral System). 96% of referrals are now being made via this system and we are on track for full paper switch-off next month. Your feedback, via the CCG, was extremely useful in the early days and we have been congratulated by NHS Digital for the transition to eRS.

All referrals are reviewed in detail – with this in mind, I would ask that you only include relevant information from the patient's medical history in order to ensure that referrals can be processed swiftly.

If you are unsure which service to refer to, whether to simultaneously order diagnostics to ensure a swift process for the patient or want support with interpreting results, select 'Advice and Guidance Requests' on eRS – the team aims to respond within 2 working days.

## DISCHARGE SUMMARIES

Following your feedback, a big effort has been made by the senior medical team at Whittington Health to support and train junior doctors on how best to complete discharge summaries in a timely fashion. 96% are now completed within 72 hours with progress being made on completing discharge summaries within 24 hours. There is an ongoing quality improvement project to continue to improve the discharge summaries.

We would like your views on how best to improve our work on this – please [click here](#) to complete a short questionnaire, which I would appreciate your help with. It takes just 5 minutes to complete and will directly contribute to how we go about improving our performance on discharge summaries.

## AMBULATORY CARE

Did you know that 75% of patients you send to hospital can be seen straight by the Ambulatory Care Team and do not need to go to ED? Ahead of the winter period, I wanted to take this opportunity to remind you about the advice service provided by consultants in our Ambulatory Care Centre.

If you are unsure about whether to refer a patient to the Ambulatory Care Centre, you can contact a consultant by calling the hospital switchboard (020 7272 3070) and asking to speak to the Ambulatory Care Consultant. You will be put through to the on-call bleep (out of hours you will speak to the duty medical registrar) and a consultant will return your call. Please bear in mind that they provide this service alongside seeing patients, so may not be able to respond immediately. The consultant will be able to advise on whether the patient should come in immediately and where they should go (ED or the ACC).

## ULTRASOUND REQUESTS

We have noticed a significant increase, both in the number of MSK ultrasound requests in the last year and the number that have had to be turned down.

An audit to help understand this, reduce the burden on GPs when requests are turned down and reduce delays for patients has resulted in some new guidelines for which conditions ultrasound is best for or when a X-ray or other imaging would be more appropriate.

Our radiologists are also introducing a clearer triaging system and, as part of this, have refreshed the response that is sent when an ultrasound request is turned down, making it clear why the request has been not accepted and offering alternative options or asking for further clinical details if needed. Both the new guidance and the draft letter turning down requests are attached – we would appreciate your help with this and welcome any feedback on these new systems, which will be in place from October.

Although this should result in a clearer way forward, the new triaging system may mean that fewer ultrasound requests are accepted immediately. There are some actions you can take to help manage the impact of this on your patients. Firstly, use the guidelines attached to ensure we have all of the relevant information. Secondly, discuss with your patient at the point of referral that the hospital may suggest an alternative method of imaging instead of ultrasound. Lastly, let me know how this is working and if it is helping you when considering whether to refer a patient for MSK ultrasound.

### **OLDER PEOPLE'S CELEBRATION DAY**

Whittington Health is holding an event on 27 September which will bring together experts from across disciplines to showcase and celebrate the skills and services that support older people.

The event will take place at the Whittington Education Centre on the site of the Whittington Hospital and will feature workshops, talks, posters and stalls on delirium and dementia, falls and the community, frailty and Parkinson's. It is aimed at anyone who supports older people in their work from across health and social care, whether in a clinical role or not, or anyone interested in working in this field.

Attendees will be able to mix and match workshops on different areas throughout the day. Highlights include:

- Understanding what dementia is and how it affects people – hear from an expert trainer as well as the personal stories of patients living with dementia
- How our District Nursing and Community Matron services support older people to avoid the need to come to hospital
- Which services can support people living with Parkinson's
- How technology and the Red Bag scheme improve the care of older people in care homes
- Polypharmacy and frailty – how to manage people on 5 or more simultaneous medications and spot signs of side effects and interactions

The event is free, refreshments and lunch will be provided and CPD certificates will be available at the completion of the course. Anyone who wishes to attend can reserve a place here: <https://www.eventbrite.com/e/older-peoples-celebration-day-tickets-48830796226>.

### ...AND FINALLY

Do contact me at [sarah.humphery2@nhs.net](mailto:sarah.humphery2@nhs.net) with feedback about Whittington Health and how we can work best with GPs and community services. I see my role as both a conduit between GPs and Whittington Health NHS Trust as well as an ambassador for the roles that primary and secondary care both play in providing patient care. Please let me know if there are any issues that arise – if I can help, I will and if I am not able to, I will find someone who can. And please also let me know what information would be most useful to you in these new regular updates and whether you would like to add anyone else in your practice to this mailing list.