

Summer 2019

## HELLO



Dr Sarah Humphery

I hope you are enjoying the heat. It continues to be a busy time for Whittington Health. Since my last newsletter, we have published our Annual Report and our Quality Account. You can read both of these on our website [here](#) – and if you still haven't seen our refreshed strategy, you can find out more about that [here](#).

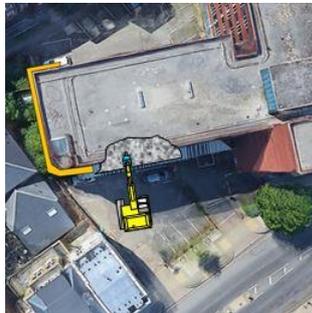
I wanted to say a big thank you to Steve Hitchins, who stepped down as Chair of Whittington Health NHS Trust in July, for all his hard work and commitment to the trust over the years. David Holt, one of our existing non-executive directors, has stepped up into the role of Acting Chair and the recruitment process for a new Chair is already underway.

Many of you will be aware what we are doing with our local boroughs on 'Locality Working'. This is moving at pace and I would like to thank all who attended the Islington Locality Market Place event on 5 June. It was a great to see and meet with an array of services in the locality, from employment support to libraries and health and mental health teams – for those who didn't get one of the booklets about our Islington community services at this event, an electronic version is attached here.

Work is going on in both Haringey and Islington to strengthen relationships and improve our understanding of each other's roles in patient care and support across health (PCNs, Whittington Health, CCGs, Camden & Islington), social care, housing and the voluntary sector through coffee roulette, multi-agency "making every contact count" training, opportunities for co-location and walking tours. We are creating a contact list for each Locality team and INC meetings in Islington and telephone MDTs and Locality meetings in Haringey continue to strengthen integration and partnership working in the two Boroughs.

## OUR ESTATE

You will be aware that we have been looking at our estate, both on our hospital site and in our various community sites. As part of this, Camden & Islington NHS Foundation Trust will begin building a new mental health unit on the Whittington hospital site next year. To make way for this, we are demolishing the un-used Waterlow Building to build a new education centre in its place.



I've mentioned previously that we are building a new obstetric theatre and re-furbishing our postnatal ward – both projects are now nearing completion, with the theatre due to receive patients next month and the postnatal ward due to open later in the autumn. If anyone would be interested in touring the new facilities once they are both complete, please [let me know](#) and we will arrange an evening for you to see the new, updated environment that your pregnant patients will experience.

## SERVICE SPOTLIGHT – NUTRITION AND DIETETIC SERVICE

I was very impressed by the Nutrition and Dietetic service when I visited their clinic on Holloway Road last week and met with the service manager, Darren Marsh. The service has worked hard to improve wait times and now patients are seen within 2-3 weeks. I was also struck by the range of patients they see for support and treatments.

The service accepts referrals for adult patients across both Haringey and Islington with clinics in a number of locations across both boroughs. They focus on both mind and body, offering support for a wide range of conditions including malnutrition, obesity, cardiovascular disease, Type 2 Diabetes, IBS and gastro conditions (and, in Islington, mental health/disordered eating as well).

Their most recent innovation involves working with IAPT to deliver Mindful Eating Groups for those with long term conditions. The course aims to combine the practice of mindfulness, CBT and evidence-based nutritional advice to help patients recognise, understand and manage their thoughts, emotions and physical sensations in relation to food and their health. This is a new approach, but early findings are that patients reported feeling less stressed, increased take-up of a Mediterranean diet and a reduction in HbA1c.

If you have patients who you feel would benefit from attending the course and they would like to attend, simply state “mindful eating group” on referral form.

## PATIENT TRANSPORT



As you may have heard from commissioners, Whittington Health NHS Trust, Royal Free NHS Foundation Trust, Moorfields Hospital NHS Foundation Trust and North Middlesex University Hospitals NHS Trust have signed a new joint agreement to provide non-emergency patient transport services.

From 8 September, our Patient Transport service will be operated by DHL. DHL already provide the patient transport service for the Royal Free and will be doing so from 1 September for North Middlesex and Moorfields.

A key change will be that patients (or someone else they ask to do this on their behalf) must book their own transport to their appointment. However, they will now only need one number to call to arrange transport to or from any of the trusts' sites.

The new process for booking patient transport is simple and straight forward:

- Patients make their medical appointment in the usual way.
- Between 4 weeks to 2 days before their appointment the patient (or their representative) should contact the transport assessment team on **0333 240 4909** (Monday to Friday, 8am-5pm, except bank holidays) to find out if they can apply for this service.
- They will be taken through a series of assessment questions by a clinician to determine if they qualify.
- If they are entitled to receive patient transport, the transport will be booked for them.

Patients who regularly use the service will not have to be assessed for every booking. Information for patients will be appearing on our website shortly at <https://www.whittington.nhs.uk/patienttransport>.

## SELF-MANAGEMENT COURSES

The Self-Management team offers **free** courses for people living with long-term health conditions to develop their confidence, knowledge and skills to actively self-manage.

The **Expert Patients Programme (EPP)** is a free 6-week course for people living with any long-term health condition or their carers (2½ hours per week). It is delivered by trained lay tutors who themselves live with long term conditions. The course delivers practical evidence-based tools as well as drawing on tutors' own

experiences of successful self-management. Recent participants attending EPP live with chronic pain, fibromyalgia, sciatica, back-pain, low-mood, anxiety and depression. We deliver the courses in English and Turkish.

The **Diabetes Self-Management Programme (DSMP)** is a free 7-week course for people who live with type 2 diabetes (3 hours per week). The course helps participants understand more about diabetes and develop their knowledge, confidence and skills to manage their diabetes more effectively. It is co-delivered by a lay tutor living with type 2 diabetes and a healthcare professional. DSMP is a highly successful programme achieving an average reduction in HbA1C of 0.9% 1-year post-intervention (equivalent to some diabetes meds). We deliver the courses in English and Turkish.

**Upcoming Course dates:**

**Expert Patient Programme**

Haringey	<b>Tuesday 17 September 2019</b> 2.00-4.30pm	Tynemouth Road Health Centre, 24 Tynemouth Road, Tottenham
Islington	<b>Tuesday 24 September 2019</b> 10.00-1.00pm	Brickworks Community Centre, 42 Crouch Hill, Finsbury Park

**Diabetes Self-Management Course**

Haringey	<b>Wednesday 4 September 2019</b> 10.00am-1.00pm	Haringey:, Lordship Lane Health Centre
Islington	<b>Friday 16 August 2019</b> 10.30am-1.30pm	The Crypt, St Mary Islington Community Partnership, Upper Street, Angel

We have further courses available on different days and at various locations. For any queries please contact Gen Harrison, Self-Management Co-ordinator at [whh-tr.Self-Management@nhs.net](mailto:whh-tr.Self-Management@nhs.net) or on 0207 527 1707/1189.

**WHITTINGTON HEALTH IMAGING OPEN EVENING 6<sup>TH</sup> SEPTEMBER**

Whittington Health has recently invested over £4m in Imaging Equipment upgrades and works have just finished. Why not come and take a look?!

We are celebrating the new facilities at an Open Evening, with tours of the department, stalls and food. This would be a fantastic opportunity to feed back about the service you receive and how the Whittington Health Imaging Department could further improve for the benefit of patients to the Radiology team and Executive team.

The event details are:

**WHEN:** 6 September 2019, 6:00-8:30pm

**WHERE:** Level 3 of the Hospital Atrium at Whittington Hospital, Magdala Avenue, N19 5NF

### NEW MEDICAL DIRECTOR



Since my last newsletter, Whittington Health has welcomed Dr Clare Dollery to the role of Executive Medical Director, replacing Richard Jennings who moved on last year.

Clare joined us from Oxford University Hospitals NHS Foundation Trust, where she was Deputy Medical Director since 2015 and Acting Medical Director between September 2018 and January 2019. A cardiologist by background, Clare has a range of clinical leadership experience with a focus on safety and improvement. She was previously the Deputy Medical Director at Barts Health NHS Trust and prior to that a Divisional Clinical Director at The Heart Hospital at UCLH. A local resident, Clare has worked in and trained at a number of London trusts during her career.

I'm sure you will join me in a warm welcome to Clare in her new role. We are already working closely together and should you wish to contact her directly, her email is [clare.dollery1@nhs.net](mailto:clare.dollery1@nhs.net).

### PAEDIATRIC ADVICE AND GUIDANCE

The new Paediatric Advice and Guidance went live in May. I hope that you are finding this helpful.

### AGM

The Whittington Health NHS Trust board is holding its Annual General Meeting on Wednesday 25 September 2019, 5:30-7:00pm. The meeting will be held in the Whittington Education Centre on the hospital site. Please come along to hear about our year and contribute your thoughts for the board in the future.

### FIT TEST

A reminder that North Central London launched the Faecal Immunochemical Test (FIT) test to rule out cancer for low risk symptomatic colorectal patients earlier this year. I have used this for patients in my own practice and found it really useful. However, please make sure you are using the specific FIT test kit rather than the universal pot.

More sensitive than the previous FOB test, FIT reduces the need for colonoscopies to detect cancer. You can find more information by clicking [Key Things To Know About FIT \(Haringey\)](#) and [Key Things To Know About FIT \(Islington\)](#).

You can offer FIT to patients without rectal bleeding who meet the following symptom criteria:

- =50 years with unexplained abdominal pain or weight loss
- =60 years with changes in their bowel habit or iron deficiency
- =60 years and have anaemia even in the absence of iron deficiency

The 2ww Urgent Lower GI Suspected Cancer Referral Form has been amended for to include FIT symptomatic low risk. This form been uploaded onto EMIS and is also available [here](#). FIT is not interchangeable with the Calprotectin test. NCL have pulled together FAQs to answer any questions you may have – find them [here \(Haringey\)](#) and [here \(Islington\)](#). You can also view the pathway [here](#).

### DIRECT ACCESS UPPER GI ENDOSCOPY

Please make sure you complete the form on EMIS when referring via eRS and be mindful that when booking patients on eRS for an Upper GI endoscopy or for flexible sigmoidoscopy that as a clinician you are booking into a slot for this invasive procedure and must make sure the correct procedure is booked.

### OUR NEW WEEKLY 90 SECOND UPDATE

If you follow Whittington Health on Twitter and Facebook, you will have seen our 90-second weekly video animation highlighting the top 5 stories from across the trust that week which we post every Friday.

Click here to watch [the latest edition on our website](#). If you don't already, follow us on [Facebook](#) or [Twitter](#) and share the video with your followers each week!

### ...AND FINALLY

It's not too late to sign up for the GP Consultant Exchange! We have already had some great feedback from pairs who have completed the exchange. We currently have over 25 Consultants signed up and we need **MORE GPs!**

Barriers between primary and secondary care lead to frustrations for clinicians and patients – this is one initiative we are looking at to build and develop clinical working relationships. We will pair GPs from Islington and Haringey with consultants at Whittington Health who will spend half a day in each other's clinics observing the work of their counterpart. This is a great QI activity for your appraisal with a short reflective template to complete after your sitting in session.

There will be a planned evening celebration event for all GP and hospital doctors involved on Thursday 14 November 2019 (save the date). For more information, please contact Ashleigh Soan at [ashleigh.soan@nhs.net](mailto:ashleigh.soan@nhs.net) or on 020 7288 5906.

I'll be in touch in the autumn with the next GP Connect. In the meantime, wishing you all a lovely summer and do contact me if I can help with any issues that arise.

Sarah

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