

DECEMBER 2020



Dr Sarah Humphery

HELLO

What a year!

I want to say a big thank you to you all for your continued support to Whittington Health and how understanding you have been during these exceptionally challenging times with the changes and adaptations we have had to make to the services.

I also want to thank my amazing Whittington Health colleagues who has shown such strength, resilience, care and creativity to tackle these challenges.

COVID-19 VACCINATION UPDATE

A strong partnership of councils, NHS organisations, voluntary and community organisations across Barnet, Camden, Enfield, Haringey and Islington, is working closely together to deliver the Covid-19 vaccination programme. We have agreed a clear plan to deliver the largest vaccination programme across north central London in our history.

The first stocks of the Pfizer / BioNTech Covid-19 vaccine have been delivered to the Royal Free Hospital and some local GP surgeries and residents are being invited to have the vaccination in priority order. In line with the priorities, we have started vaccinating over 80s, frontline NHS staff and those working in care homes.

As you will no doubt know, our message to our patients is simple: please don't contact your GP – we need all practice staff to be able to focus on making sure the right people are contacted at the right time for vaccination appointments. You will be contacted as soon as it is your turn to come forward. Every batch of Covid-19 vaccines undergoes stringent tests to ensure its safety, before it can be used, so please take up your invite and make sure you attend your appointments when you arrange them.

Vaccines are our best defence against the virus but with cases rising rapidly across London, we can't afford to drop our guard. Please urge your patients to continue to follow the guidance to protect themselves and their family – keep 2 metres apart from anyone outside

your household or bubble, regularly wash your hands for 20 seconds or more and cover your face and nose when you are in public indoor spaces.

Post Covid Response

A pan-London pathway, referral criteria and form is being developed for the Post COVID-19 support via clinic and community. The Community clinic will involve Occupational Therapy, physiotherapy and psychology input. Further details will be finalised in January and a NCL webinar for GPs will be available in January.

A good resource for your patients is www.yourcovidrecovery.nhs.uk

Community Matrons Redeployment

As you are aware, the number of COVID-19 cases in London continue to rise and the strain on health services continues to rise with them. In order to assist the health system across both Haringey and Islington, Whittington health have made the decision to re-deploy the community matrons back into Rapid Response. This will help to ensure that patients can stay at home for as long and as safely as possible and that we can get people out of hospital as quickly and as safely as possible.

This will mean the following:

Islington	Haringey
<p>Tafadzwa Musendo and Jelena Miholjac have been with rapid response since the start of wave 1 and will remain there for the time being.</p> <p>Ian Evans (who was replacing Lorna Thompson) was redeployed to ICAT but will also be going to rapid response.</p> <p>Fabien Teissier will be re-deployed for the remainder of his days before he is due to go on leave next week. He will go back to rapid response on his return on the 11th January.</p> <p>Catherine Ovington (an INC matron) will be redeployed to rapid response.</p> <p>The other three INC matrons (Della King-Bosso, Joyce Nartey and Benhilde Bawa) will remain in INC and will cover Catherine's meetings.</p>	<p>Zvi Sande, Raul Baile-Cortes and Naomi Kyeremeh will all be redeployed to rapid response as of this week and the beginning of next.</p> <p>Ade Foster-Aileru is currently on leave abroad and will remain in the Haringey MAAC team once she returns.</p>

At this time, this redeployment is for a period of four weeks. This might be extended after review in the first week of January and we will do our best to keep you updated. If you have any questions, please don't hesitate to contact: Varda.Lassman@nhs.net or by phone on 07887 553 076.

We will also keep our live service status pages up-to-date. These are available 24/7 at www.whittington.nhs.uk/servicestatus.

I thank you in advance for your support and understanding on behalf of everyone at Whittington Health I hope that you, your staff and your families are staying safe in these extraordinary times.

Rapid Response Team

When referring to the RRT please make sure you give a contact number so the team can call back after their assessment. A bypass number or a mobile is best and the name of the Dr or Duty DR if you will not be available later in the day or next day for the feedback / advice/ management plan.

Emergency Department

The last few weeks has seen attendances at our Emergency Department rapidly rise with both COVID-19 and non-COVID cases. We have created a 1 pager with guidance for GPs about referring to the ED department appropriately. You can access this anytime at www.whittington.nhs.uk/emergencyreferrals.

We now have an email to send referral letters to:

whh-tr.111referralswhittington@nhs.net

Cardiac investigation requests

ECG: Walk in service is no longer available: Patients will need to call the department to book an appointment.

Please give the patient this number to call: **02072885691**. The staff will endeavour to answer straight away if not an answerphone is available. The patient can leave a contact number and the staff will call them back ASAP.

The current wait is up to a maximum of 1 week; however some patients are booked on the same day.

The **ECG referral form** can be sent **via patient's mobile** as a PDF in a text or it can be in the body of a text message stating it is a request for an ECG. Making sure the following information is included in the text message:

Demographics/Reason for referral/Medications/Allergies

If the patient does not have a mobile then please email the referral form to whh-tr.csv1@nhs.net (the preferred method of sending the referral is above via Text)

For **ALL** other Whittington Hospital cardiac investigations are by appointment only and bookable via eRS: (Echocardiograms, 24 hour holter monitor, 24 hour ambulatory BP monitor, 7 day event recorders, exercise tolerance test.)

The patient will be automatically put on a waiting list by eRS the referrals are being triaged by clinical priority. Once a slot becomes available the patient will be contacted by phone with an appointment.

The eRS system will automatically generate a letter which is sent to the patient which states if you have not received an appointment by a certain date please call the department. We are unable to stop this letter going out to patients as this is part of a National system. It is

best to advise the patient to ignore this letter and **they will be contacted by phone when their appointment will be**. This letter is creating unnecessary work for the department. I appreciate it is frustrating for all but we are unable to prevent this letter going out.

Imaging Department

Is open as usual at 100% performance on targets in CT/MR and DEXA and 97% for U/S. Any GP with a results link can refer to us and any without can enquire about getting added to the link. The X-ray service is walk in and the form must be emailed to the Imaging appointments email address: whh-tr.imagingappointments-whithealth@nhs.net.

MSK referrals

Please take a moment to look at or do give link to any patients you are referring for physiotherapy as this excellently demonstrates how much can be done via video consultation

You and your patients can watch it at: www.vimeo.com/471401743.

Restart of services page

A reminder that any changes in services will be updated on our live service status page of our website at www.whittington.nhs.uk/servicestatus

Here is wishing everyone a Merry Christmas and a hopefully better 2021 from me and the whole team at Whittington Health!

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