

gateshead health matters

Issue
73

April 2004

Welcome to Health Matters, the monthly briefing from Gateshead Health NHS Trust.

Each month we aim to bring you a flavour of some of the activities being undertaken by the Trust's Clinical Staff, as well as the latest waiting times.

Do you have any views or requests for features on specific topics? Please let us know, as we welcome feedback on Health Matters.

Kate Monaghan Head of Corporate Affairs
Trust Headquarters, Queen Elizabeth Hospital
Gateshead, NE9 6SX

Tel: 0191 - 445 6100

Email: kate.monaghan@ghnt.nhs.uk

Success for Maternity Services

Maternity services have been successful in achieving the NHS Litigation Authority Clinical Negligence Scheme for Trusts (CNST) Level 2 Standard for Maternity Services.

This has provided external verification of the safe risk management systems within Maternity services.

NHS Foundation Trust

The formal consultation process continues and will close on 2nd May 2004. All comments must be received no later than 12 noon on 3rd May 2004. After the closing date all comments will be collated and a summary will be available on the trust website.

Comments and updates on membership and on the consultation process will be forwarded to the Department of Health.

The Trust board will make its decision on whether to submit a full application at its meeting in May 2004.

No Waiting for Gateshead NHS Times

Gateshead Health NHS Trust is living up to its 3 star billing by having passed an Audit Commission data quality 'spot check' on its waiting times.



Director of Finance Ian Renwick & Sister Sylvia Baty are working towards reducing patient waiting times with improved management information.

Closer analysis and accurate management information has enabled the Trust to gain a seal of approval from the Audit Commission, which scrutinises the performance of public services.

The Trust was given the green light for its efficient information management methods, processes and rapid response to the spot check requirements which focus on accurate reporting of patient waiting times.

Gateshead Health was amongst an elite group of 12 NHS Trusts nationwide to meet the criteria set to achieve the green standard and a first class appraisal outcome over the four clinical specialities of general surgery, urology, orthopaedics and gynaecology.

A total of 55 Trusts underwent the national audit, tested on 3 data areas as well as management arrangements taking account of leadership and accountability, policies and procedures, training and IT systems. Scores for these were aggregated

to provide an overall rating.

Two external auditors spent over a month at the Trust, examining nearly 2,000 reporting processes and interviewing staff at all levels, from clerical through to senior management, before giving the green light.

"We try to ensure the data is good because we rely on it to provide the best care we can for patients," said Chief Executive Chris Reed.

"We're taking a proactive approach, with more involvement, regular reporting and feedback from our service managers. This means we can quickly direct resources and attention to the areas which need them most.

"The green light approval from the Audit Commission is proof that we're heading in the right direction and, thanks to the commitment of staff, we'll be working hard to keep making improvements for the future."

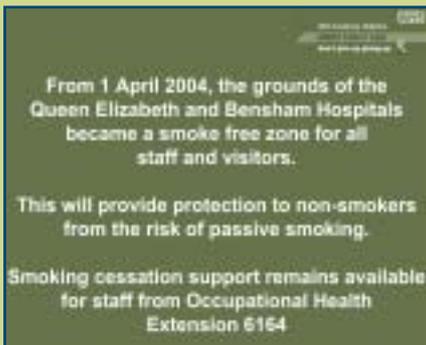


Image for the Future of Radiology

With improvements to services and investment in training and new state-of-the-art technology, the Radiology Department of Gateshead Health NHS Trust is working towards a brighter future for its staff and patients.

Over £2m has been invested to modernise radiology services and equip departmental staff with new skills.

To underpin future plans for the department, the very latest CT (Computerised Tomography) and MRI (Magnetic Resonance Imaging) scanners have been installed. A new ultrasound machine is also on its way.

The advanced new equipment produces images of the highest quality. The CT scanner, is used for a diverse range of imaging procedures for inpatients, outpatients and emergency trauma. It is one of the first '16 slice' scanners in the country.

The Trust has also invested in a revamped digital radiography room which means that X-ray images are loaded straight into computer instead of onto traditional film. This obviates the need for traditional films, lowers x-ray exposure to patients and means images can be viewed in more than one location at a time.

Overseeing the modernisation drive is the department's clinical director, Peter Bartholomew. "The extent of improvements for patients is unquestionable," he said, "having brought waiting times down substantially as well as improving quality.

"Over the next 18 months or so, we also hope to have moved onto hospital wide PACS (Picture Archiving Computerised System) digital technology whereby all images can be accessed and scrutinised in any department."

The Trust is also adopting modern training and development plans designed to give its radiologists greater support.

"We're determined to make the best possible use of staff expertise and our departmental resources by reviewing and developing roles and responsibilities," he explained.

Central to the workforce development drive, and an example which clearly illustrates Gateshead Health's focus of attention, is advanced training to give radiographers and nurses



Nurse Rosemarie Hepple with the CT scanner in the radiology department at the Queen Elizabeth Hospital in Gateshead.

extended roles and greater responsibilities.

Radiographers perform Barium Enema examinations to investigate a wide variety of pathologies of the intestines and MCGUs, examinations to the urinary system to identify urinary reflux which is very common in young children.

Nurses are being trained to perform angiograms which investigate the blood supply to the legs and HSGs which examine the causes of infertility in women. All of these advances relieve the pressure on trained doctors.

The modernisation drive also extends to interaction with patients. In a bid to cut down on missed appointments and give patients more flexibility to choose appointment times, the Trust has set up a call centre operation within the radiology department to centralise and streamline its appointments process.

Peter Bartholomew added: "As well as investing in new equipment, we're putting a strong emphasis on study for further qualifications to encourage staff development and extend roles and responsibilities with high quality training.

"A greater skills mix throughout the department means we can face the future with a higher degree of confidence."

A & E Patients Set for the Sabbath

Gateshead Health NHS Trust has introduced an innovative way of helping members of the local Jewish community to observe the Sabbath.



Mr J Adler and Modern Matron Ros Beattie

A special box containing kosher foods, copies of the Torah and other Jewish prayers, has been made available to patients in the Accident and Emergency department so that they can observe the Sabbath even if they are being treated in hospital. The 'Sabbath Box' was the idea of the local Jewish community and was developed jointly with staff in the A & E Department at the Queen Elizabeth Hospital. It is recognised as an example of good practice in a national report by NHS Estates, which examines the changing face of A & E departments - in particular the way in which hospitals are improving patients' visits.

Gateshead has one of the largest religious Jewish communities in the UK and members of its A & E department worked closely with representatives of the local Hatzola organisation - the Jewish first aid group - to put together a pack that contains

everything that might be needed to meet their religious obligations between Friday and Saturday evening.

"Several months ago we had a young Jewish child in A & E on the Sabbath who required a lengthy spell of treatment. Obviously her parents wanted to stay, and this highlighted a very real need to provide support in this situation," explains A&E Modern Matron Ros Beattie.

"Now we have everything prepared in advance, so that whenever the need arises, patients and their families have access to everything they need."

Added Ros: "We have strong links with Hatzola and this is one of a number of ways in which we have worked with them to raise awareness among our staff of the needs of Jewish patients and ensure that we are providing the services that they need.

Hatzola, which means 'rescue' in Hebrew, was set up in New York and there are now groups in London, Manchester and Gateshead. The organisation provides 24 hour first aid care to members of the orthodox Jewish community working closely with local NHS services.

Rabbi Abraham Adler, who is a member of Hatzola in Gateshead, said: "As far as we know, this is the first of its kind. It's quite a simple idea, but one that will make life so much easier for Jewish patients.

"Besides observing certain rituals, we have strict food requirements on this day and people can feel stranded and anxious if they struggle to meet these. This will help to make the experience more comfortable for all patients.

Photo courtesy of Nursing Standard



Emergency Care - What's going on?

The Emergency Service Collaborative (ESC) was a 14-month programme of improvements aimed at achieving the four-hour target described in the NHS Plan. Jackie Rutter, Modernisation Emergency Care Lead writes about some of the major achievements over the last year: The target stated that by the end of 2004 no patient would wait longer than four hours in an Accident and Emergency (A/E) Department before they were discharged or admitted. This has since been more realistically amended to 98% to allow for those patients whose clinical conditions dictate that they should not be moved or transferred.

Gateshead Health NHS Trust was selected to be among 29 sites selected to participate in Wave 1; this was particularly commendable as the Trust at that time had only two performance stars, a third star was awarded in 2003.

Although the ESC ended in November 2003, the Trust had committed to continue with improvements in managing emergency care as part of the over-arching Reforming Emergency Care agenda.

The past year has seen attendances at A/E rise in Gateshead by around 7%, reflecting the national trend of increasing emergency activity. Despite this, Gateshead Health NHS Trust has been able to achieve an improvement in target compliance from 89% in February 2002 to around 92% in November 2003.

During March 2004 compliance has averaged 95.1%, allowing us to claim the initial incentives monies of £100,000 from the Department of Health awarded for sustaining >94%. Further incremental targets have been set to achieve and sustain 1% improvements every three months bringing the Trust to 98% compliance by the end of the year. For each three-month period there is a similar monetary reward bringing the potential total amount to £500,000 for the Trust.

Health and social care do not work in isolation so the Trust aimed at a 'whole-systems' approach to improvement rather than addressing a single area. In this way the potential 'ripple' effect of change could be managed and minimised.

- In A/E, the 'front door' to much of our emergency care, patients are streamed into two distinct groups: those whose care is relatively brief and uncomplicated and those patients who will require some additional care and investigation in A/E before a decision can be made regarding their care
- Gateshead Urgent Care Strategy Group has evolved from the Emergency Board that supported the ESC. This group will now focus on the development of a consistent and cohesive urgent care strategy for Gateshead which ultimately encompasses both primary and secondary care and involves colleagues from all services impacting on the care of our patients
- A presentation was given by Tim Hankey MBE, Operations Planning Manager at Norfolk and Norwich University Hospital. Tim is becoming widely acknowledged for his expertise in forecasting and is currently developing an Operations Room for his local StHA. The presentation was well attended by delegates from Gateshead Health NHS Trust, as well as colleagues from the PCT and StHA and has prompted the Trust to begin the development of a regular, accessible data-set to examine and monitor activities
- Collaborative working with North Eastern Ambulance Service and Healthy Communities has resulted in NEAS being able to refer patients with falls directly to the Falls Team. For those patients who choose not to attend A/E, the multi-disciplinary team is able to visit and provide an assessment and advice to prevent recurrence with the potential for more serious injury. This is the first such scheme in the region.
- The service provided by Nurse Practitioners to manage Deep Vein Thrombosis (DVT) was developed with support from Diagnostic Imaging. Same-day perfusion scanning was arranged in order to confirm diagnosis so that the patient

could either have treatment started promptly or be discharged if the scan proved negative. The out-patient component of this service was developed and access is currently being rolled out across all adult services

- Four national Wave 1 workshops were attended by a broad spectrum of staff within the acute Trust as well as guests from NEAS, community nursing, a primary care Practice Manager and Community Based Services. They were able to share and contribute to learning opportunities as a result of their attendance and better understanding of the ESC aims and activities
- A Capacity and Demand workshop was facilitated by three local ESCs, including Gateshead Health NHS Trust. Following this the working practices within Occupational Therapies were redesigned to better manage referrals and identify and respond to priorities more promptly

Some of the strategies that have been most successful have been around improving the quality and flow of patient services to reduce duplication and waiting times and in developing robust discharge processes.

- An Older Person's Nurse Specialist was placed onto the Medical Assessment Unit to ensure that this group of patients was promptly and appropriately directed to the correct level of care depending on their symptoms/diagnosis
- The role of the Discharge Liaison Nurses was reviewed so that referrals to support services are made more promptly and patients followed more closely during their care episodes
- Links with Community Based Services, nursing and therapies have been strengthened to facilitate more effective multi-disciplinary team (MDT) working: MDTs now meet weekly on most wards to identify and plan to meet patient needs
- The role of Clinical Bed Manager has been trialled very positively in ensuring that patient care and flow is better coordinated and managed and this post will go out to appoint to a substantive position
- Patients have been involved in the completion of a questionnaire to find out if, in some cases, they would be happy to attend A/E by appointment. The Red Cross helped with completion of the questionnaire over the period of a week
- A week-long audit was recently undertaken on all patients attending A/E. From this we hope to gain a better understanding of patients' needs, times of attendance and symptoms so that we can continue to improve our service to suit need
- Regular multi-directorate meetings are underway in order to share problems and ideas for their resolution. These are improving the understanding of each others' problems and showing more clearly where we can help each other
- A celebratory event entitled "To Infinity and Beyond" is scheduled to take place on 4th May at the Springfield Hotel, Gateshead and will share learning and initiatives developed particularly as a result of the ESC. A programme of events is available from Jackie Rutter, Modernisation Emergency Care Lead, Trust HQ, Queen Elizabeth Hospital

gateshead health matters



Consultant	Waiting time in weeks
Services provided by Gateshead Health NHS Trust	
General Surgery	
Mr Mercer-Jones	6
Mr W J Cunliffe	8
Mr D Browell	8
Mr Farrell	8
Mr A Mudawi	6
Mr H Ashour	6
Mr Bhattacharya	6
Mr Clark	6
Vascular Surgery	
Mr A Mudawi	6
Mr H Ashour	6
Mr Bhattacharya	6
Symptomatic Breast Surgery	
Mr Clark	10
Mr W J Cunliffe	10
Mr D Browell	10
Urology	
Mr N Soomro	6
Mr R Pickard	6
Orthopaedics	
Mr N Shankar	13
Mr Checketts	13
Mr Cohen	13
Mr J Pooley (Upper Limb Referrals Only)	9
Mr J Du Fosse	9
Hand Clinic	
Mr B Dorani	10
E.N.T.	
All Consultants	8
Direct Access	7
Plastic Surgery	
Mr R B Berry	5
Anaesthetics	
Dr Olukoga Pain Relief Clinic	8
General Medicine	
Dr Elarbi Chest	8
Dr J W Killen Chest	13
Dr D M Beaumont Medical/Care of the Elderly	10
Dr A Saeed Gastroenterology	10
Dr S Kadis Gastroenterology	10
Dr J Singh Gastroenterology	10
Dr J U Weaver Endocrine/Medicine	13
Diabetic	13
Dr Narayanan Medicine	13
Diabetic	13
Prof D Barer Cerebro Vascular	6
Medical/Care of the Elderly	6
Dr Hogg Medical/Care of the Elderly	6
Dr Shanshal Medical/Care of the Elderly	10
Dr C Scott Cardiology/Medicine	13
Dr J Barker Cardiology/Medicine	13
Dr R Meleady Cardiology/Medicine	13
Dr Kearney Cardiology/Medicine	13
Haematology	
Dr A Hendrick	2
Dr G Summerfield	2
Medical Oncology	
Dr R Coxon	2
Nephrology	
Dr A Brown	10
All referrals for Nephrology to be sent to Freeman Hospital	
Neurology	
Dr Miller	4
Rheumatology	
Dr C A Kelly	10
Dr C Heycock	10
Dr J Hamilton	10

Consultant	Waiting time in weeks
Paediatric Medicine	
Dr A Dale	4
Dr J Beesley	2
Dr R J Menzies	2
Dr A Steele	4
Dr Helen Palmer	2
Dr D Bosman	9
Dr Benhamed	6
Dr K Brown	6
Antenatal	
Mr I A Aird	Appointments are booked between 10 and 14 weeks into the pregnancy
Mr M Das	
Mrs S Field	
Mr A Beeby	
Mr R Walker	
Dr H Brandon	
Gynaecology	
Mr I A Aird Gynaecology	6
Infertility	9
Mr M Das	9
Mr A Beeby	8
Mrs S Field	6
Mr R Walker	6
Dr H Brandon	1
Dr L Wilson (Family Planning)	3
Child Psychiatry	
Dr L Barrett	12
Dr D Bone	12
Dr G Doyle	12
Old Age Psychiatry	
Dr R Harrison	2
Dr Pam Stevenson	1
Dr A Thomas	1
Dr P Thompson	2
Dr Panikkar	2
Psychology	
Elderly Mental Health	3
Child and Family	12
Learning Disabilities	28
Oncology/Radiotherapy	
Dr H Lucraft	2
Gynaecological Oncology	
Mr T Lopez	3
Mr R Naik	3
Mr K Godfrey	3
Mr H Hatem	3
Physiotherapy	
Waiting times vary according to patient category - max wait 10	
Dietetics	
Routine appointments	4
Services provided by Gateshead Primary Care Trust	
Speech and Language	
Adult	16
Paediatric	12
Special Needs Children	12
Special Needs Adults	65
Occupational Therapy	
Wait is dependant on speciality - maximum wait 21	
Community Dental Services	
Dental	2
Podiatry	
All referrals for podiatry to be sent to Dunston Hill Hospital 12	
Services provided by South of Tyne & Wearside Mental Health Trust	
Psychiatry	
Psychiatrists do not take direct referrals themselves and all referrals for Mental Health assessment should be made to the Community Mental Health Team.	
Psychiatrists will be involved in assessments and the usual waiting time is within 4 weeks.	
Psychology	
Adult Mental Health	26

Urgent appointments are available in all specialities. Requests for a termination of pregnancy should be made on form (HMR GYNAE TERM).

Please send all referrals to the outpatient department at Queen Elizabeth Hospital.

Fax number: 445 2914

Cancer (all specialities) fax number: 482 0360

