

# GP Choice

Rotherham Hospital *Your hospital, your health, your choice*

July 2011



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## Rotherham Hospital awarded CHKS Top 40 Hospital status for third year running



Former Chief Nurse, Jackie Bird and Chief of Strategic Development, Mike Pinkerton receive the award from Jason Harries, Managing Director of CHKS

Rotherham Hospital has been named as one of the CHKS Top 40 Hospitals for the third year running at a prestigious award ceremony in London.

The awards celebrate healthcare excellence across the UK and are based on the evaluation of 20 indicators of clinical effectiveness, health outcomes, efficiency, patient experience and quality of care.

The winners were announced at a ceremony hosted by CHKS, the UK's leading independent provider of healthcare intelligence and quality improvement services.

Chief Executive, Brian James said: "It is a wonderful tribute to all our staff that we have received this award for the third year in succession. We aim to provide the best possible healthcare to all the communities we serve and I am delighted that the passion and dedication of our staff can be rewarded in this way.

"These awards are independently assessed which gives them even more value. The judges review a significant range of quality and performance indicators before deciding on the winners, so it really is a great honour."

Now in its eleventh year, the Top Hospitals Programme has recognised and rewarded achievements of Acute Trusts since 2001.

T H E

top hospitals

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P R O G R A M M E



# Welcome to our new Consultants at Rotherham Hospital



*Dr Seema Garg*

**Dr Seema Garg  
Dermatology**

To access via choose and book, please select:

Specialty: Dermatology  
Clinic Type: Acne, Adult Eczema, BCC, Childhood Eczema, Dermatology-Adult, Dermatology-Paediatric, Plaque Psoriasis, Venous Leg Ulcer.

Dr Garg joined the Trust's Dermatology team back in August 2010. After completing her training in Sheffield, she went on to complete a Paediatric Dermatology Fellowship in Birmingham.

Dr Garg subspecialises in Contact Dermatitis and Paediatric Dermatology. She told GP Choice: "Part of my role will be to create an accessible community service to Rotherham patients and I am delighted to have joined such a forward thinking, progressive Dermatology team."



*Dr Sunil Punnoose*

**Dr Sunil Punnoose  
Elderly Medicine**

Choose and book details to be confirmed.

Dr Punnoose joined the Trust in May having previously worked as a Consultant Stroke Physician at Chesterfield Royal Hospital for 5 years

Dr Punnoose said:

"Having trained initially in India, I moved to Aberdeen to complete my Registrar training. During that time, I subspecialised in stroke medicine for a year. I am pleased to join the dedicated Stroke team at Rotherham and here I will be involved in three broad areas in stroke medicine, namely stroke prevention, acute care including stroke thrombolysis and stroke rehabilitation. My special interests include stroke in younger people and functional neurological disorders.

"I strongly believe that there is real potential to develop Stroke services in Rotherham and I am looking forward to the new challenges of delivering stroke services both in hospital and in the community."



*Dr Suchita Karthik*

**Dr Suchita Karthik –  
Histopathology**

Dr Karthik completed her SpR training in Histopathology in August 2010 in the West Yorkshire training scheme before joining The Rotherham NHS Foundation Trust in January 2011.

Dr Karthik said: "I will mainly be based in the hospital providing diagnostic services across a wide range of subspecialties with particular interest in lung, skin, urology, head and neck and liver pathology.

"The role of the Histopathologist is quite central in the multidisciplinary management of cancer patients by providing accurate diagnosis and prognostic information where appropriate."



*Dr Steven How*

**Dr Steven How  
Accident and Emergency**

Dr How first joined the Trust back in 2005 whilst completing his Registrar training programme. He then went on to work as a Locum before securing the substantive post of A&E Consultant back in April.

Dr How told GP Choice: "I'm delighted to be working with the A&E team and offering a great service to the Rotherham community. I already know the staff well having worked here for several years and we have a great team ethos."



*Dr Simon Smith*

**Dr Simon Smith  
Cardiology**

Choose and book details to be confirmed.

Dr Smith joined the Trust in June after completing Specialist Registrar training on the Sheffield rotation. His subspecialty interests include complex pacemaker and internal defibrillator implantation.

Dr Smith said: "I am pleased to be joining a superb Cardiology unit within a welcoming Trust. I look forward to providing general Cardiology care and device implantation expertise for our patients.

*Top right and bottom left images taken at the Rotherham GP Summit, June 2011*



Dr Mark Williamson with Chief of Community Services, Andy Irvine



# Trust Welcomes Community Medical Director

The Rotherham NHS Foundation Trust is pleased to welcome Dr. Mark Williamson as its new Community Medical Director.

A GP by background, with a distinguished career in Medical Management in Primary Care Trusts, the Department of Health and also with Connecting for Health, Mark remains a practising GP in Hull and will be a key support to Andy Irvine in taking forward the Trust's strategy for developing Community Services across Rotherham.

Mark will be working closely with Andy Irvine, Chief of Community Services, providing a clinical bridge between the emerging GP Consortia, Rotherham GPs and Hospital Clinicians.

Plans are already well underway for the integration of primary care pathways in Rotherham. A clinical engagement event was held on 8 June, providing clinicians within the hospital and community with the opportunity to come together, review and further develop integrated care pathways for long term conditions and urgent care.

Andy Irvine said: "Benefiting from a multi-disciplinary approach, the event provided an opportunity for all health professionals to develop a strategic, integrated approach to community care with a view to developing a new community nursing structure for the local community.

"We're committed to providing as many opportunities as possible to strengthen GP involvement and develop a seamless, whole systems approach. By working closely with colleagues in primary care, we will be helping to empower patients and better equip them to be in control of their own care pathway and manage their own conditions."



## Biography Dr Mark Williamson

Mark told GP Choice: "After spending 10 years in general practice on Teesside, during which time I served as a GP trainer, an LMC vice chair and a Tees Health Authority non-executive director, I was appointed as the Primary Care Medical Adviser to the East Riding and Hull Health Authority. During this time, I helped develop clinical pathways, performance managed and developed primary care and built improved working across primary, community and secondary care. In addition I supported the establishment of the Hull York Medical School in curriculum development and developing learning resources.

"I also developed my longstanding interest and expertise in clinical IT and became the North and East Yorkshire and Northern Lincolnshire (NEYNL), then Y&H primary care lead for the NPFIT. In 2002 I moved to Leeds as the Medical Director for the five new PCTs and after two years, moved back to Hull as the PCT medical director.

"I have always wanted to promote and improve the quality of primary and community care with a particular focus on the most disadvantaged in society. I became interested in and have since dedicated much of my time and energy to improving health services for offenders, and other socially excluded people, firstly at a local level, then regional, and over the last five years in national policy development. During this time I was the CFH medical lead deploying SystmOne in to all prisons in England. I have always continued to work as a general practitioner and now provide care in the social exclusion practice, the Quays, in Hull and in HMP Hull.

"Working, for me, in a new health economy, in an integrated FT with the highest of reputations, at a time of great change and opportunity is going to be both exciting and challenging. My priorities are to improve care for patients, assure the professional experience and fulfilment of clinicians, and promote the profile and success of the Trust. I look forward to working with emerging consortia to ensure that the NHS is delivering the highest possible quality and range of services as possible."



# Countdown to new Electronic Patient Record begins!

The Rotherham NHS Foundation Trust will shortly be implementing its new 'Electronic Patient Record' (EPR) system, which is set to improve patient care and transform the way in which we work at the Trust.

The EPR is due to go-live across the hospital later this year and will support the collection and storing of clinical and administrative patient information in a safe and secure record.

This will improve the safety, quality and efficiency of patient care and will ensure that doctors, nurses and other healthcare professionals within the hospital will have instant access to the information they need about the patients they are treating. Correspondence, such as discharge summaries and assessments, can be created electronically, in a

standardised format, with automatic data capture and with different staff able to contribute to the system. This will ensure information is shared in a more timely manner, improving patient care and reducing printing, postage and telephone costs.

**The Trust will be using the MEDITECH v6.0 system software contracted through FileTek UK. The EPR system will be implemented in three phases and will be fully implemented in 2012. To find out more about the new EPR system at the Trust, please call 01709 427758 or e-mail [EPRProjectTeam@rothgen.nhs.uk](mailto:EPRProjectTeam@rothgen.nhs.uk)**

## Benefits of EPR

The Electronic Patient Record system has been developed to revolutionise the way that patient information is recorded and shared. Once fully implemented, it will provide significant benefits to patients, the Trust and the wider healthcare community, including;

- The collection and sharing of clinical information in a fully integrated system, accessible 24 hours a day
- Easier co-ordination of patient data in outpatients, A&E and admission through to discharge
- Easier to flag patient allergies and alerts; prevents ordering of contra-indicated services
- Ability to keep patients better informed
- Improved completeness and accuracy of records
- Patient information can be accessed and updated in 'real time'
- Increases patient safety by providing instructions for physicians to follow when they prescribe drugs to patients
- Reduction in prescribing issues by preventing illegible and incomplete prescriptions
- A detailed record of clinical information which could benefit research
- A full migration, over time, from a paper based patient record to an electronic patient record including patient and clinical data

All of these benefits will be fully available once the entire EPR system has been implemented. This list of benefits is by no means exhaustive and we expect to discover additional benefits as the system goes live across the hospital.



one patient, one record

## Extended opening hours at the Children's Assessment Unit

In a positive step to respond to the needs of children and their families, the Children's Assessment Unit is extending its opening times after identifying periods of peak activity.

From Monday 25 July, the Children's Assessment Unit will be open from 8.30am to 9.30pm. It is therefore anticipated that unnecessary admission to the inpatient ward will be avoided wherever possible. The process of referral remains unchanged.



# One-stop clinic provides even faster service for skin cancer patients

Rotherham Hospital's Dermatology team now offers a one-stop service for patients requiring treatment for basal cell carcinomas.

Provided under the direction of the Consultant Dermatologists, the "See and Treat" clinic provides a comprehensive consultation and same day excision service for patients with a suspected basal cell carcinoma.

Clinics are delivered every Thursday morning in the hospital's Dermatology department by Dr Chris Proctor, who provides diagnosis, information and advice on treatment options, as well as same-day surgical intervention where appropriate.

Dr Margaret Wood, Consultant Dermatologist, said: "Our one-stop service is suitable for any patient presenting with a suspected basal cell carcinoma, but not those requiring a flap or graft repair. The clinic is accessible via Choose and Book and is suitable for most patients with BCC, except those who are bed-bound or taking Warfarin.

"We kindly request that GPs wishing to make a referral to this service, advise the patient that same day surgery is likely, so that they can make appropriate preparation ahead of their procedure."



For more information on the service, please contact Angela Knowles on 01709 424187. To access via Choose & Book, select Specialty: Dermatology Clinic Type: BCC

## Hypnotherapy treatment benefits patients at Rotherham Hospital

The use of alternative therapies within the NHS hit the headlines recently, with a report from the Royal Society of Medicine stating that hypnotherapy should be offered as a standard treatment for a range of conditions.

The Dermatology team at Rotherham Hospital has been aware of the benefits hypnosis can provide for some time and provides a weekly clinic for patients with a wide range of dermatological conditions. Delivered by Jackie Bowe, Dermatology Specialist Nurse and Qualified Clinical Hypnotherapist, the service provides patients with the tools and techniques to help alleviate the pain and stress associated with conditions, such as psoriasis, eczema, malignant melanomas, vulvodynia, hyperhidrosis, rosacea, nodular prurigo, acne and dermatitis artefacta, to name but a few.

Jackie said: "Skin diseases are usually very visual in their presentation and the stress associated with conditions such as acne or eczema can often exacerbate the condition

further. Its also known that 'stress' can affect the immune system, which could of course be relevant to cancerous disorder. At their initial appointment, I work with the patient to develop a dedicated treatment plan, tailored to their own individual needs.

"Although this service is not designed to replicate traditional medication, this alternative therapy complements the overall package of care the patient receives. Indeed, for many patients, we find that there may be an underlying, deep rooted problem which can often be addressed through the use of hypnotherapy techniques."

To access this service, patients should be referred to Dermatology in the first instance. The weekly clinics are held every Thursday evening in the Hospital's Dermatology department for patients presenting with a dermatological condition. For more information, please contact 01709 424436.



Jackie Bowe, Dermatology Specialist Nurse and Qualified Clinical Hypnotherapist.

Diabetes Week is Diabetes UK's annual UK-wide awareness and fundraising week and took place between 12–18 June 2011. In this edition of GP Choice, we take a look at the specialist dietetic services for diabetes available at the Trust.



Sarah Groom

#### About the Service

The Diabetes Specialist Dietitians form a key part of the Integrated Diabetes Specialist Team, which also comprises Consultant Diabetologists, Consultant Paediatricians, Consultant Obstetricians, Diabetes Specialist Nurses, Podiatrists, Children's Psychologists, Specialist Diabetes Midwife.

We also work with primary and secondary care medical and nursing staff and other AHPs to provide a robust service for people with diabetes.

The Dietetic team consists of:

#### Sri Kakarlapudi

*Lead Dietitian for Diabetes Services*

#### Sarah Veitch

*Diabetes Specialist Dietitian, Adult Services*

#### Sarah Groom

*Diabetes Specialist Dietitian, Adult Services*

#### Janet Gomm

*Diabetes Specialist Dietitian, Paediatric Services*

#### Natasha Lloyd

*Diabetes Dietitian, Paediatric Services*

Based in the Diabetes Centre at Rotherham Hospital, we hold clinics and education sessions in the hospital and in community health care centres. We also see patients on hospital wards, in their own homes and in other settings as required.

#### Our Services

##### One to one consultations

Individual consultations for patients with diabetes referred by GPs, Consultants, other professionals within the diabetes specialist team, Practice Nurses and other health professionals.

##### Group Education

Self management forms a key part of diabetes management. Diabetes NSF stipulates that all people with diabetes should be offered structured diabetes education. As a specialist team we offer several education programmes for people with diabetes and their carers. Education sessions include:

##### DAFNE

'Dose Adjustment for Normal Eating', a national structured education programme designed for people with Type 1 diabetes which is delivered by DAFNE trained Specialist Dietitians, Specialist Nurses and Diabetologists

##### DESMOND

'Diabetes Education and Self Management for Ongoing and Newly Diagnosed' is also a national structured education programme designed for people with Type 2 diabetes. Our team of Diabetes Specialist Dietitians and Specialist Nurses are trained DESMOND educators.

##### Weight Management

June 2011 saw the launch of 'Diabetes Reshape', a weight management programme designed for people with diabetes who are on hypoglycaemic medication or insulin and are struggling to juggle their diabetes medication and weight management issues.

There are approximately 2.8 million people diagnosed with diabetes in the UK and an estimated 850,000 people who have the condition but don't know it.



Focus on.  
Diabetes Dietiti

# Diabetes Week

## 12-18 June 2011

### Carbohydrate counting/ awareness

We deliver carbohydrate counting sessions to help people understand how to estimate the carbohydrate content of their food and adjust their insulin dose based on this. The sessions are for people either Type 1 diabetes or Type 2 diabetes treated with insulin.

### Insulin Pumps

We deliver insulin pump updates and problem solving workshops along with the Diabetes Specialist Nurses.

We also provide a range of training programmes for professionals.

### Benefits of our programmes

Our education programmes can:

- Provide patients with an understanding of carbohydrate counting and how to adjust insulin doses accordingly which can lead to better diabetes control: less hyperglycaemia and less hypoglycaemia
- Lead to better management of diabetes when exercising with information about appropriate food choices and medication alterations
- Lead to better understanding of diabetes, diabetes medications and the effect of diet on diabetes control
- Aid weight reduction and improve the individual's ability to insulin dose adjust preventing hypoglycaemia which may lead to better compliance with a weight management programme
- Lead to a better understanding of carbohydrate portion sizes which helps people to review their dietary intake, often helping with weight management.

### Why refer to us?

We provide important education and intervention to help people to manage their diabetes on a daily basis, giving them more confidence and skills in varying situations.

With our in depth knowledge of diet and many years of experience in insulin dose adjustment; we can often provide a holistic approach to diabetes management, which may prevent multiple hospital visits to address different aspects of diabetes management.

### Who to refer

We're able to see and treat any patient who:

- Has erratic blood glucose levels who may have little understanding about the effect carbohydrate has on their blood glucose levels
- Wants to understand how to adjust their insulin doses to take into account the carbohydrate they are eating
- Is undertaking more exercise than usual or training for an event
- Is trying to lose weight and:
  - Is at risk of complaining of being hypoglycaemic and having to eat more as a consequence
  - Is following a commercial diet plan or who wants to follow an unconventional diet and is struggling with diabetes control
  - Wants advice on the best diet plan to follow to achieve weight loss whilst maintaining good blood glucose levels.

### Accessing the service

Via referral letter to the Integrated Diabetes Specialist Team, to include:

- Patient's NHS number and hospital number (if known)
- Contact details
- Recent HbA1c results; type of diabetes; list of medications and doses
- Alternatively, please complete a yellow dietetic referral card and return to the Diabetes Centre at the address below (This option will not be available once the Integrated Diabetes Specialist Team referral pathway is established)
- If the patient needs specialist dietetic intervention, please specify.

If you have any queries about the appropriateness of a referral or would like to discuss a patient further, then please do not hesitate to contact a member of the team.

### Diabetes Specialist Dietitians

Diabetes Education & Resource Centre  
Rotherham Hospital  
Moorgate Road  
Rotherham  
S60 2UD

Telephone 01709 427910

01709 424297

Fax 01709 427911

# Improved Health Care for Older People at Rotherham Hospital



Health Care for Older People (HCOP) at Rotherham Hospital is being transformed as part of a regional quality improvement project which will improve HCOP specific outpatient services.

The six month project, which is receiving resource support as part of the regional Quality, Innovation, Productivity and Prevention (QIPP) agenda, was initiated in April 2011 and is being led by Service Managers Alison Smith and Nicola Howard. By mapping out existing care pathways and adopting a multidisciplinary approach, clinics have now been redesigned to better suit the needs of the patient journey, providing a more effective and efficient working environment.

Tracey Craggs, Business and Service Manager for HCOP said: "The most significant change we have introduced has been the scheduling of outpatient clinics. Previously, all clinics were delivered between the hours of 9.00am and 5.00pm. Now, following pathway redesign, all HCOP outpatient clinics, with the exception of INR clinics, are now delivered in the afternoon."



## Benefits

Since its introduction in April, the project is already resulting in significant benefits for patients and for the department. By concentrating all outpatient clinics in the afternoon, the team has been able to free up medical staff to focus on inpatient work in the mornings ensuring that inpatient treatment and flow is maximised.

The redesign of clinic delivery to the afternoons has not impacted on waiting times for clinic appointments, with patients generally waiting no longer than three weeks for a first appointment.

The redesigned capacity has also enabled the department to provide mainstreamed Rapid Access services for patients requiring urgent attention.

Tracey said: "In just a short space of time, we are observing improvements in the patient journey. The service now plans investment into our nursing team through training to enable the medium term goal of the service to provide more enhanced interventions such as nurse prescribing to support those delivered by the Junior Doctors, Consultants and Specialist Nurses.

## About the department

The multidisciplinary team, comprising therapists, nurses, medical staff and administrative support, provides a range of weekly outpatient clinics in a dedicated separate HCOP setting, with a specifically designed layout and design to address the needs of older people. The setting also benefits from a dedicated sensory garden, proven to provide a range of therapeutic health and wellbeing benefits for patients, helping the overall recovery process.

Weekly clinics include:

- Falls
- Stroke/TIA
- Parkinsons
- General
- Syncope
- Heart failure
- Diabetes Nurse

## Next steps

Tracey added: "By looking at the whole processes, we have been able to unlock productivity improvements and improve services for our patients. The project forms part of a phased approach and over the forthcoming months, we will be introducing additional work streams to ensure that the service remains responsive to the needs of the health community."

**For more information on the project, please contact Tracey Craggs on 01709 427038**





**BJN**  
British Journal of Nursing

## The Awards 2011

# Rotherham Continence Service receives a top award

The Rotherham Continence Service and Medicines Management Team have recently received national recognition for their work in helping patients presenting with incontinence.

The service which is run by The Rotherham NHS Foundation Trust and NHS Rotherham has scooped a top honour in the British Journal of Nursing awards. They were successful in winning the continence category for their Continence Prescription Service and for making continued improvements to the quality of continence care delivered to patients in Rotherham.

Joanne Mangnall, Continence Nurse Advisor says: "We have redesigned the prescription service for continence patients to ensure they get the appropriate treatment quickly and effectively.

We make sure their treatment is regularly reviewed so they receive the care they need when they need it. This has helped to identify issues like skin irritation or catheter blockage quicker and has enabled us to give an even better and safer service to patients. We have also set up a patient user group who can feed back to us directly and help us to shape our service.

"It's a huge honour to win this award, but it is more important to us that our patients get the best possible care and the right treatment for them. Changing the prescription service to fit their needs will help us to support them better.

"Both the Medicines Management and Continence teams worked hard on redesigning the prescription service model and we are delighted to have received recognition at a national level."

The new prescription service model also won the continence category at the 2009 Nursing Times awards and was a finalist at the Medipex awards last year. The system has also received interest from other NHS organisations across the country.

“It's a huge honour to win this award, but it is more important to us that our patients get the best possible care and the right treatment for them.”

Joanne Mangnall  
Continence Nurse Advisor



Joanne Mangnall, Continence Nurse Advisor and Stuart Lakin, Head of Medicines Management receiving the BJA Award

# HELP

## Heart failure Education and Learning Programme

Heart failure is a debilitating condition associated with high morbidity and mortality rates. Both emergency hospital admissions and hospital length of stay are much higher in the heart failure patient group when compared to the general medicine population.

Rotherham's team of heart failure specialists recognises the need to evolve and adapt to the prospective health needs of the people living in Rotherham in order to effectively treat the predicted growth in patients who are diagnosed with heart failure.

Sarah Briggs, Heart Failure Nurse says: "Greater emphasis needs to be given to prevention with the aim of improving patient expertise and promoting self management. The key to achieving this is through education."

The Heart Failure Education and Learning (HELP) programme is a one day, community-based, interactive education course currently held at Rotherham Community Health Centre. It aims to provide standardised patient education from members of the Multi disciplinary Team, including the Heart Failure Specialist Nurse, Dietician, and Pharmacist.

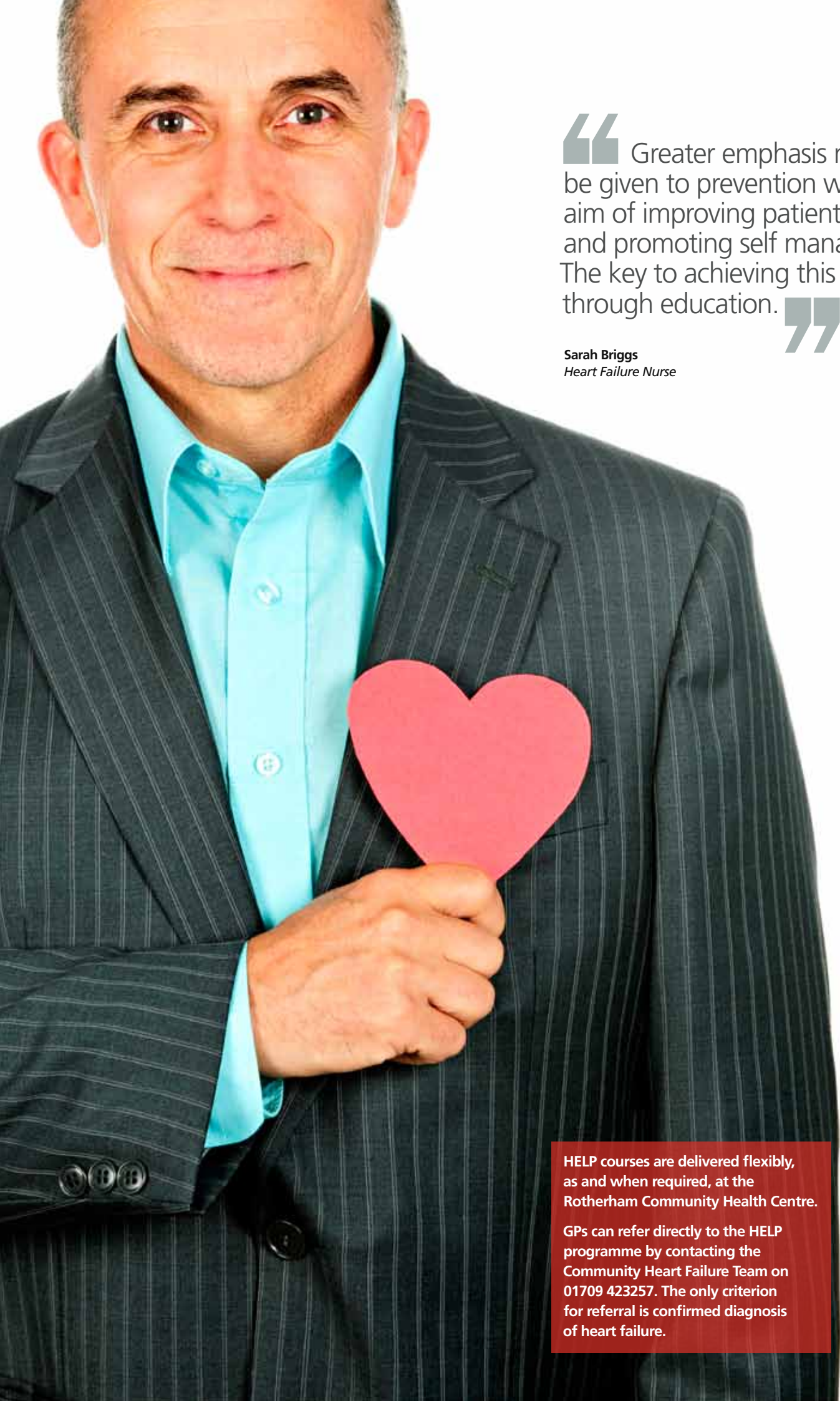
During the day, patients will be provided with the knowledge and skills that will enable them to manage their condition and to identify the early warning signs of fluid retention and to know how to respond to this. Early detection and treatment of fluid retention aims to reduce unnecessary hospital admissions.

At the end of the day all patients will receive an individualised management plan to take back to their GP or practice nurse. This aims to promote patient responsibility and increase the prescription and titration of heart failure medication.



Sarah Briggs  
Heart Failure Nurse





“ Greater emphasis needs to be given to prevention with the aim of improving patient expertise and promoting self management. The key to achieving this is through education. ”

Sarah Briggs  
Heart Failure Nurse

HELP courses are delivered flexibly, as and when required, at the Rotherham Community Health Centre.

GPs can refer directly to the HELP programme by contacting the Community Heart Failure Team on 01709 423257. The only criterion for referral is confirmed diagnosis of heart failure.

