

# GP LINK

**AUGUST 2013**

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## NEWS IN BRIEF

### MACMILLAN COFFEE MORNING EVENT

The Macmillan Cancer Unit at Leighton Hospital is inviting patients and members of the public to call in for a cup of coffee and a slice of homemade cake, as part of a national day of fundraising.

The Macmillan team based at the hospital are participating in Macmillan's World's Biggest Coffee Morning funding event on Friday, September 27, and are calling on members of the local community to join them at any time between 9.30am until 2.30pm.

### NEWSLETTER FEEDBACK

GP Link is designed to keep you up-to-date with news and improvements at MCHFT.

If there are any topics which you would like to see covered in future editions, or if you have any general feedback, please contact Rob Meadows, Communications and Marketing Officer, on 01270 273827 or email [rob.meadows@mcht.nhs.uk](mailto:rob.meadows@mcht.nhs.uk).

## FRIENDS AND FAMILY TEST

Tuesday, July 30, 2013, saw the first publication of national data relating to a new initiative designed to ensure transparency, celebrate success and improve patient experience within the NHS.

The Friends and Family Test gives each inpatient and A&E attendee the opportunity to say how likely they would be to recommend their ward or department to their friends and family if they needed similar care.

Since its official launch in April 2013, more than 2,500 patients have provided their feedback regarding their experience at Leighton Hospital, with the vast majority saying that they would be 'likely' or 'extremely likely' to recommend it as a place to receive treatment.

For A&E attendances, Mid Cheshire Hospitals NHS Foundation Trust (MCHFT) scored higher than the national average by at least eight points in April, May and June. In terms of inpatient feedback, our wards also scored higher than the national average in May and June.

MCHFT is always looking to improve the quality for its patients, and the Friends and Family Test is just one way that people can help to shape their local NHS services.

The Trust has a dedicated Customer Care Team, which studies each and every item of feedback, whether its from the Friends and Family Test or from one of the many sources such as surveys, listening events, complaints or compliments. This feedback is then provided to the relevant ward or department, to allow for positives to be recognised whilst also identifying weaker performance areas so that improvements can be made.

Patient feedback is extremely important to the Trust as it is a key method by which we can make improvements for the benefits of all of those who use our services. We therefore hope that all our Primary Care colleagues will encourage their patients to utilise the Friends and Family programme when they attend Leighton Hospital for treatment.

MCHFT Friends and Family Test Responses	Wards			A&E / Assessment Areas		
	April	May	June	April	May	June
Extremely Likely	288	288	264	251	368	363
Likely	78	64	72	85	135	109
Neither	13	12	2	12	14	21
Unlikely	2	2	3	6	11	9
Extremely Unlikely	6	0	2	19	1	8
Don't Know	1	2	1	7	3	3
<b>Net Promoter Score</b>	<b>69</b>	<b>75</b>	<b>75</b>	<b>57</b>	<b>65</b>	<b>64</b>
Response rate	35%	31%	33%	11%	17%	17%

## VISIT BY PRIME MINISTER DAVID CAMERON

On Tuesday, July 23, 2013, Prime Minister David Cameron visited Leighton Hospital as part of a tour of the local area. Accompanied by Edward Timpson, MP for Crewe and Nantwich, Mr Cameron spoke with Tracy Bullock (Chief Executive) and John Moran (Chairman) about the Trust and the services that it provides to the local area.

The Trust works closely with Edward to ensure that we meet the health needs of the local population, and it is a great compliment that he has been so impressed with the care that we provide that he invited the Prime Minister to come and meet with us too.

Mr Cameron was interested in our A&E department, which has managed to maintain its performance at a time when many other Trusts are struggling. He also heard about the Trust's future plans, including the new Theatres and Intensive Care Unit currently being built and is funded in part through £21.69million of Government funding.



## RETIREMENT OF DR RAVI KEDIA

Dr Ravi Kedia, Consultant Respiratory Physician, has recently retired from the Trust having worked at MCHFT for over 12 years. Many GPs will know Dr Kedia well and he will be greatly missed by his patients and fellow professionals.

His post is currently being covered by a locum consultant, Dr Baker, and interviews will be taking

place in August for his substantive replacement. Further information will be shared in a future newsletter but, in the interim, the Trust politely asks that any referral letters are simply be addressed to "Consultant Respiratory Physician" please.

We all wish Dr Kedia a long and happy retirement.

## AUDIOLOGY - NOISE BARRIERS

The World Health Organisation reports that noise exposure is the biggest cause of permanent hearing damage around the world. Noise damage to hearing can be reduced by the use of ear protection.

The Audiology Department, based at Leighton Hospital, is now selling Noise Barrier custom hearing protection. Noise Barrier is a fully certified (EN352-2:2002) reusable ear plug which is customised to the patient's ears, giving great comfort and a perfect fit. It contains a clever filter

which blocks harmful levels of noise from entering the ear, whilst allowing other sound to be heard at a comfortable, safe level.

Noise Barrier is long lasting and made from soft medical silicone. It is available in a range of colours with various options. For further information about the product, or Audiology services in general, Primary Care colleagues and their patients are encouraged to the department on 01270 612197.

# CARDIOLOGY SERVICE IMPROVEMENTS

A number of improvements are currently being undertaken within MCHFT's Cardiology department.

Led by new consultant, Dr Simon Duckett, and supported by the hard working and dedicated staff within the department, a new Stress Echo service has started at the Trust and has been running since the beginning of July, whilst the heart failure service is also undergoing improvements.

## Stress Echo

This is a non-invasive test that allows patients with chest pain and possible coronary artery disease to be investigated. Signs of heart disease may be present when the heart is exposed to the stress of exercise. Using echocardiography (ultra-sound of the heart) to assess the function of the heart at rest and during stress, the heart's response to stress is analysed. Exercise is simulated within the hospital environment either through the patient using a treadmill or, in patients unable to use a treadmill, a drug called Dobutamine is given to replicate the effects of exercise.

The introduction of this service at the Trust allows for patients to be treated and managed locally, when they previously had to travel to alternative hospitals outside of the area for similar testing. Patients requiring this test will be referred from the Trust's Rapid Access Chest Pain Clinic or from a Consultant Cardiologist.

## Heart Failure

Heart failure is a chronic complex condition, which causes multiple symptoms and has a huge

burden on patients and their families. Work is being undertaken within the Trust's Heart Failure service to improve diagnosis, management and patient care. The developments are aimed at making early diagnosis so appropriate treatments are initiated to reduce patient admissions, length of stay and readmission rates.

There is much evidence that heart failure patients seen by a specialist in heart failure will do better. To ensure that patients diagnosed with heart failure get the best possible care, a number of changes to the inpatient heart failure pathway have been made.

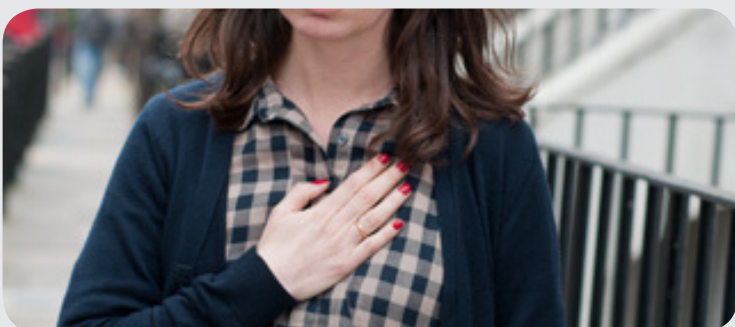
A multi-disciplinary team approach is vital in safeguarding high standards of care for heart failure patients. The heart failure team, led by Dr Simon Duckett and two heart failure nurses, Jane Wynstanley and Claire Mottram, are now running combined ward rounds and clinics. This is aimed at guaranteeing heart failure patients are rapidly diagnosed and correct therapies are initiated. A weekly multi-disciplinary team meeting has also been started to improve continuity of care. The meeting allows for the discussion of heart failure patients and thereby ensuring optimal management and increasing care needs are met.

## Charity Run

To further assist with the treatment of patients with imaging or heart failure needs, the Trust is looking to purchase a handheld Echo machine.

To help fund this equipment, Simon will be taking part in the 'Hell Runner', a 10-12 mile multi-terrain run taking part at Delamere Forest on Saturday, November 2, 2013.

For further information about any of these improvements, or details on how you can sponsor Simon, please contact email him on [simon.duckett@mcht.nhs.uk](mailto:simon.duckett@mcht.nhs.uk).

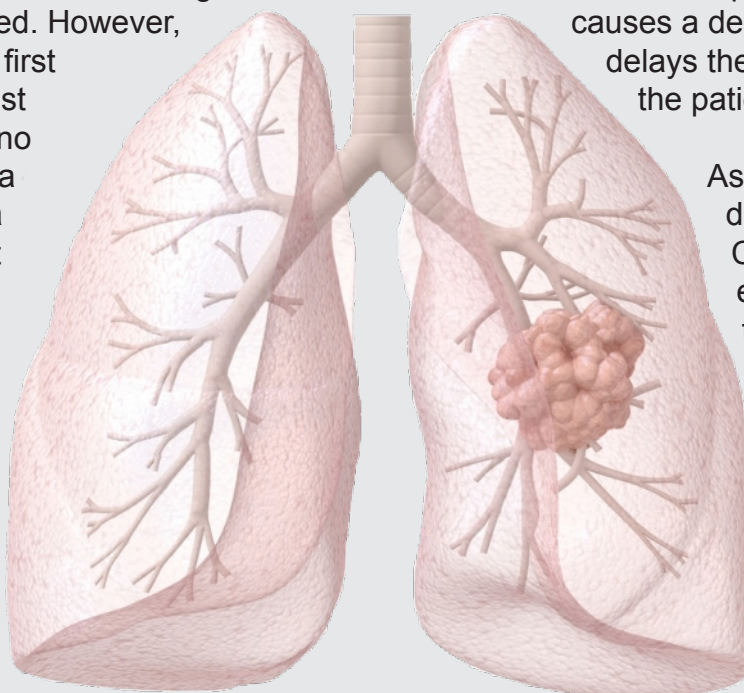


## HELPING LUNG CANCER PATIENTS

MCHFT is asking for the help of GPs to reduce potential delays for patients with suspected Lung Cancer.

As part of the Trust's pathway for Lung Cancer patients, it is the aim that CT chest scans can be booked prior to the patient's first outpatient appointment. This would mean that, by the time the patient saw the Consultant, the diagnosis would be more determined. However, without the CT scan, the first appointment is usually just an examination but with no diagnosis available until a scan is completed – as a result, the patient cannot be provided with any additional information at that time.

In order to conduct the CT scan prior to the first appointment, the patient must have blood tests taken prior to the scan to determine whether it



would be safe to use a contrast agent during the scan.

If there are no recent blood test results available on the hospital system then the patient has to be sent a blood card for them to have a blood test before a CT scan appointment can be booked. This cannot always be done before the 14 day deadline for the clinic appointment and therefore causes a delay in the pathway and delays the diagnosis being given to the patient.

As a result, following discussions with the local CCGs, GPs are being encouraged to ensure that the patient has had recent blood results. This will allow for a CT scan to be booked and undertaken prior to the first outpatient appointment, where the results can be discussed with the patient and a diagnosis can be made.

## ANNUAL MEMBERS MEETING

This year's Annual Members Meeting will be taking place on Tuesday, October 1, 2013, at the Salvation Army Community Hall in Chester Street, Crewe.

The event is an opportunity for the Trust to share its achievements, challenges and vision for the future with its Members, patients, Primary Care colleagues, and members of the public.

The date is also Older People's Day, so key members of our clinical teams will also be taking the opportunity to share with you details of the services that we provide for older people including

the SPICE Programme, the Patient Passport and the Stroke Pathway.

The event will also see the first public performance of the Trust's Staff Choir, which was established in March 2013 and was inspired by the success of Gareth Malone's TV show, *The Choir*.

All are welcome to attend the event, which runs from 2.15pm until 5.30pm. For further details, and to register attendance, please contact Melissa Steele, Acting Trust Secretary, on 01270 612128 or email [melissa.steele@mcht.nhs.uk](mailto:melissa.steele@mcht.nhs.uk).