

Interface

GP Newsletter

Issue 5 - March/ April 07



ENT services in Newham are now provided by a very dynamic and enthusiastic team from Whipps Cross University Hospital.

The aim of this new partnership between Newham and Whipps Cross hospitals is to provide an excellent local ENT service across the two 'sister sites' with different specialty services at each site.

We have worked closely with the previous ENT service provider and with the new Whipps Cross team to ensure that services to patients continue smoothly over the transition period.

The consulting team, led by Mr Mike Papesch, provides **outpatient services and day surgery in Health Central and the Gateway Surgical Centre** at Newham and acute inpatient care and more complex surgery at Whipps Cross Hospital.

A dedicated paediatric clinic is held on Monday mornings and general clinics are held on Wednesdays (am and pm),

New and improved ENT services at NUHT

Thursdays (am), and Fridays (pm) with one mixed day case list at Gateway Surgical Centre on Monday mornings and there are plans to add additional lists on Thursday and Friday afternoons.

- Mr Salah Salim: General ENT care
- Mr Abir Battacharyya: Otology/Voice



Mr Papesch

Mr Papesch discussed his team's aims and plans for service development at the evening launch held at Newham General Hospital in February. He said: **"The team is currently exploring opportunities to expand the service** to include the provision of an 'Emergency Clinic' three mornings a week. Further development plans include nurse-led services such as Allergy Clinics and an 'Ear Toilet'; two additional half day theatre lists at the Gateway Surgical Centre, tripling our ENT local theatre throughput, and the conversion of the current Monday list to paediatrics only."

The team also aims to expand their services over both sites incorporating a Cancer Nurse Specialist service, One-stop lumps and bumps clinic, voice clinic, rhinology clinic, sleep disorder clinic and improvements to paediatrics services provision.

- The consulting team:
- Mr Mike Papesch: Clinical lead; Head and Neck Surgery, including Thyroid and Parotid lumps, General ENT care
 - Mr Nitesh Patel: Otology, Paediatrics and General ENT care
 - Mr Guy Kenyon: Rhinology and General ENT care
 - Mr Sam Jayaraj: Rhinology, Facial Plastics

Mr Papesch and his team will also be hosting an educational session on Friday 9 March 2007 from 1 to 2.30pm at Newham General Hospital.

This change in service provision will not impact on your referral patterns in the short term. We will still acknowledge your referral letters and Choose and Book appointment requests until appropriate alternative systems are set up. The new ENT team is keen to accept your referrals for Head and Neck/ENT/Lumps and Bumps and Thyroid referrals.

We hope that the new arrangements will offer a much **more comprehensive and better quality local ENT service for the people of Newham.**

Non-invasive ventilation (NIV) and sleep medicine services at Newham



NIV has emerged as a significant advance in the management of respiratory failure. The Trust provides a very dynamic and dedicated NIV service, led by Dr Yasser Ahmed, consultant chest and sleep medicine physician.



This service is mainly geared towards the management of patients with acute respiratory failure due to exacerbations of chronic obstructive pulmonary disease (COPD). However, many other patients can also benefit including those suffering from acute hypoxic respiratory failure, obesity hypoventilation, neuromuscular disease and chest wall deformity as well as difficult to wean patients. This treatment improves survival, reduces the number of infectious complications and reduces the need for intubation.



We provide NIV for type II respiratory failure in the hospital. This contributes largely in avoiding the need for endotracheal intubation and unnecessary ITU admission. Alternatively, patients with overnight desaturations such as those with neuromuscular disorder, decompensated OSA and obesity hypoventilation can benefit from the long term use of domiciliary NIV.

The Trust conforms to the new British Thoracic Society guidelines on NIV services and applies the most recent advances in NIV provision.

Limited sleep studies using overnight oximetry and heart rate variability are also performed regularly with expert analysis of the results. This helps to screen sleep disordered breathing

problems and to monitor the effectiveness of treatment. We are currently exploring opportunities to further develop this service and establish a home based sleep studies arm. We aim to set up a new subspecialty clinic where patients will be assessed and offered limited polysomnography or overnight oximetry and heart rate variability; followed by titrate for those who require it. The team will also maintain and adjust CPAP machines to the required pressure according to each patient's needs to treat their sleep problems followed by repeat studies to assess the control of symptoms.

Contact Dr Ahmed through his secretary on 020 8586 5228, by fax on 020 7363 8332 or email yasser.ahmed@newhamhealth.nhs.uk

New multidisciplinary urogynaecology clinic at the Gateway

There is evidence that patients presently being treated for Incontinence represent the 'tip of the iceberg'. Incontinence is a still a taboo subject and is often seen as a reversion back to childhood. It is a disorder associated with considerable stigma and embarrassment which results in people not seeking help. Also, patients commonly believe that there is no cure for such a condition.

The Trust has established a new clinic which offers a multidisciplinary approach to the assessment and treatment of women with urinary incontinence and prolapse. It is held on Monday mornings at the Gateway

Surgical Centre and runs alongside the urodynamics clinics.

Our dedicated team offers full assessment, diagnostic and treatment facilities for conservative and medical conditions. Surgical treatment is also arranged when required.

Patients are currently being seen within one week of their referral being reviewed and approved. Furthermore, the Trust has recently appointed two specialist nurses and acquired a new urodynamics machine. This has contributed largely to reducing waiting



times for the urodynamics clinics to an average of eight to nine weeks.

Patients with urinary incontinence after lifestyle modifications and conservative measures, or those with symptomatic prolapse can be referred on to this service. We will also see any patient with voiding difficulty, suspected fistula or previous Continence Surgery and complaints should also be referred.

The team led by Mr Antonios Antoniou, Consultant in Urogynaecology and supported by Selina Fifield, Specialist Physiotherapist; Maureen Pathe and Daljit Kaur, Specialist Urogynaec Nurses.

Contact Mr Antoniou through his secretary on 020 7363 8028, by fax on 020 7363 8134 or by email on Antonios.Antoniou@newhamhealth.nhs.uk

Choose and Book update

Choose and Book is becoming more embedded as the method of sending referrals and to date, we have had more than 17,000 bookings made by 62 practices in our community.

Over the last few weeks, we have noticed that some referral letters have not been attached on time or sometimes not at all. We would like to encourage practices to look at their 'outstanding referral letters' worklist to ensure this is done in a timely manner.

We have recently reviewed our Directory of Services; the updated version will be circulated to practices shortly. Additionally, we are reviewing our booking line performance and reorganising our call centre to make this service more efficient and accessible for patients calling to book their appointments.

For further information or for additional support, contact Pradip Karanjit, Choose and Book project manager on 02070555635 or email pradip.karanjit@newhamhealth.nhs.uk

GP Educational Programme Making it even better this year!

Last year, the Trust successfully ran a joint education programme covering a series of seminars on educational and service topics decided with GP colleagues.

Dr Osman Bhatti, GP at Royal Docks Medical Centre, is a regular at our Friday sessions. He commented: 'The programme is a useful way of communicating with secondary care and I hope we can build and enhance the services we provide. It is also a very good opportunity to meet the clinical teams and put faces to names. I also feel it can be used as a platform to discuss common cases and for GPs to discuss their current patient management problems and difficult cases for advice and support.'

A word from Mike Gill (Medical Director)



I don't know how it has felt out there in Primary Care, but suspect like the services here the last year, it has been a most turbulent time. As this goes to press, we are in the process of a Trust-wide consultation involving the further reduction of our workforce. Letting staff go in any situation is difficult and some of them have committed long working lives to Newham and can't help but feel undervalued by the process. Most importantly, these posts can only be reduced by us redesigning our processes and thus being more efficient. That challenging task is well underway. Even in the face of job losses, I remain impressed by the continued commitment of these staff members. We are now certainly a much leaner organisation; it is now time to make sure we remain fit too.

The PCT have now produced some challenging plans around next years commissioning which I am sure you in your Practice Based Commissioning

Consortia are working through. It seems clear to me that we will have to work closely together to achieve some of this. Indeed, I think it is more urgent than ever that we build strong partnerships and relationships; otherwise our patients will lose out. I am hopeful we may be able to use the joint education session to continue to work through some of these issues.

This issue of interface demonstrates despite our uncertain times, we are not standing still with the now refurbished and expanded Greenway Centre, Non Invasive Ventilation services, Urogynaecology services and our collaboration with Whipps Cross ENT services. We must continue to move forward with our services and doing that together is the best way of securing quality and locality.

For your diary:

9 March, ENT

Mr Mike Papesch, ENT Consultant and Head and Neck Surgeon

13 April, Orthopaedics

Mr Mustafa El-Zebdeh, Consultant Orthopaedic Surgeon

27 April, Cardiology

Dr Akhil Kapur and Dr Andrew Archbold, Consultant Cardiologist

11 May, Advanced Laparoscopic Surgery at Newham

Mr Nicholas Marshall, Consultant Surgeon

8 June, Paediatrics

Dr Imdad Ali, Consultant Paediatrician

22 June, Ophthalmology

Mr Hooman Sherafat, Consultant Ophthalmologist

13 July, Gastroenterology

Dr Nigel Beejay and Dr Vasu Kulhali, Consultant Gastroenterologists

27 July, Pain Control

Dr Wasan Al-alwan, Consultant Anaesthetist

Sessions start at 12.15pm with lunch and run for one hour and a half from 1.00pm. Dates for after the summer break will be printed in the next edition.

Please send queries, comments and proposals to Lesley Elias, Medical Education Manager on 0207 363 8348 or lesley.elias@newhamhealth.nhs.uk



The Greenway Centre - bigger and better

The Trust is pleased to announce the completion of the Greenway Centre renovation. The new facilities provide dedicated space for HIV positive patients as well as a complete refurbishment of the GUM clinic.

Patients can now enjoy a much bigger and better waiting area, more treatment rooms, improved toilet and baby changing facilities as well as a host of other improvements.

The aim of the renovation is to improve patient experience and encourage

uptake of sexual health screening and prevention services.

The remodelling of the GU service has helped us to improve access for patients and ensure we continue to see people within national access standards. Indeed **recent figures published by the HPA show Newham to have the best 48 hour access for GU services in the UK.**

We have developed nurse led clinics and streamlined diagnostic and treatment pathways to help deliver a

faster and more effective service for clients. **Texting of results has been extremely popular with patients** and frees up time for new patients to be seen.

As a team, we are keen to develop our links into primary care and a website is being designed to help disseminate information more widely.

The Greenway Centre provides a comprehensive GUM/HIV outpatient and inpatient clinical service.

Greenway Centre Services

Genito Urinary Medicine (GUM) services

The Greenway Centre runs a walk in service. Everybody who arrives at the centre during the opening hours is seen on the same day.

We offer the following sexual health outpatient services:

- Full check up and screening
- Hepatitis A and B screening and vaccinations
- Emergency contraception and advice
- Gold Clinic (special care for survivors of sexual assault and rape)
- Erectile dysfunction Clinic
- Psychosexual counselling
- HIV Testing

Extended Nurse led services

The Greenway Centre has recently extended its nurse led service both at the main department and at the Appleby Centre.

Any patients identifying themselves as asymptomatic are now examined by a nurse. Designated senior nurses are also able to provide care for symptomatic patients and provide treatment under Patient Group Directions (PGDs) if necessary. Current treatments are available under the PGD's for Chlamydia, Non Specific Urethritis, Candida, Bacterial Vaginosis, Trichomonas, Genital Warts and Emergency Contraception. This has helped reduce the amount of time some patients stay in our clinic.

Since December 2004, nurses at the Greenway Centre have joined with the North East London Sexual Health Nurses Forum in partnership to share resources, standardise guidelines, provide training and education regionally and participate in forums for clinical governance. To date, **the group has achieved great success in developing and training dozens of nurses** across the sector in using PGDs for their nurse-led services.

HIV Services offered at the Greenway Centre

The team at the Greenway Centre also provides outpatient and inpatient HIV services to a steadily expanding client group.

The Centre currently provides care for more than 700 patients with 15 outpatient clinics per week. Additionally, the team coordinates the inpatient care based on Beckton ward.

Our HIV services include:

- Full HIV outpatient care including HIV resistance testing and therapeutic drug monitoring
- Research clinics
- The Sun Clinic – family HIV clinic including preconception and antenatal care
- HIV Pharmacist sessions
- Specialist psychology and liaison psychiatry

Further Support and Advice Services

The sexual health team plays a vital role in patient education, advice and guidance. This includes:

- **Patient education** - on concerns such as sexually transmitted diseases, their treatment and risk reduction to prevent reinfection

- **Counselling and crisis intervention** on matters such as a

positive diagnosis of infection, fears around infertility and other long-term complications of STIs; associated issues such as termination of pregnancy and substance misuse; pre and post test discussion for HIV patients

- **Contact tracing and partner notification** – this begins at the time of diagnosis. Patients can discuss risks to partners and the risks of

complications with untreated infections; the dangers of asymptomatic infection and reinfection as well as risk to future partners. There are two types of contact tracing: patient referral and provider referral by letter, telephone or home visit

- **Training** – our team provides training in Newham and on sector wide courses such as STIF and study days involving GP's and practice nurses.

The Sun Clinic

The Sun Clinic, held at Newham University Hospital, is the only family HIV clinic in North East London. It is held every Thursday morning and provides seamless comprehensive care from pregnancy through childhood and to adolescence.

There are two typical patient journeys through the clinic:

1. **A pregnant woman with HIV** might have known about her HIV status for a while or might have been diagnosed positive for the first time via antenatal screening. Her **antenatal care** is taken over by our HIV specialist midwife, and our maternal medicine specialist obstetrician. Her **HIV care** is taken over or supervised by our pregnancy specialist HIV physician. She is referred to our children's' and families' HIV community clinical nurse specialists (CNS).

As the birth of her baby approaches, **a delivery plan is written for the mother.** Our consultant paediatrician with an interest in HIV is involved with decisions about which post-exposure prophylaxis antiretroviral medication is appropriate for the baby.

The baby is seen in the Sun Clinic – at 6 weeks, 3 months, 1 year and 18 months. Three blood tests for HIV are taken during this time, and a developmental assessment carried out by an occupational therapist.

At the final visit a final HIV antibody test is taken and when this is confirmed to be negative the baby is discharged from clinic. The mother usually has ongoing care within the HIV adult services.

There are two typical patient pathways into the Sun Clinic - a pregnant woman with HIV or a child found to be HIV positive

Liebshuetz in the Sun Clinic. HIV testing for relevant family members is arranged. The child and family receive support from their CNS, occupational therapist and are referred to community-based organisations and/or social services if appropriate.

Psychology support is on offer, and is particularly useful leading up to disclosure of the HIV diagnosis to the child by his/her parents. Liaison with the child's school is made with the parents' consent if necessary. **At age 14-16 the adolescent is transitioned** to the adolescent and adult services within the Greenway Centre.

Greenway Centre Contacts

We are very happy to give telephone advice about sexual health and HIV. The departmental secretary, Jacqui, can be reached on 020 7363 8400. She will arrange for one of us to phone you back – in most cases this will be on the same day.

Consultants



Dr Tom McManus



Dr Simon Limb

- Dr Tom McManus**
Lead GU Physician
- Dr Simon Limb**
Lead HIV Physician
- Dr Heather Noble**
HIV Physician
- Dr Ade Fakoya**
Researcher P/T

Specialist nurses

- Mrs L Oredoko**
Matron
- Mrs N Aidoo**
Senior Sister
- Mrs I Cheah**
Nurse Practitioner – GUM
- Ms J Higgins**
HIV Nurse Specialist

Health Advisor

- Mr J Hardie**
Sexual Health Advisory Service Manager

Research into Sexual Health

Dr Ade Fakoya is lead for research at the centre and all consultants are actively involved in ongoing studies. We undertake studies developed in house, MRC funded trials and industry sponsored **research on new treatments and approaches to HIV management.** The centre has also started to develop more GU lead research.

There are currently seven trials ongoing including; three drug industry trials, trials on TB diagnosis in HIV infection, validating new HIV testing tests and a trial to look at the effectiveness of a genetic test to identify individuals more likely to react to HIV drug- Abacavir.

We have worked jointly with the Hospital for Tropical disease laboratory and UCL hospitals and were the first group in the UK to show the importance of screening African patients with HIV for parasitic infections. The results of the study will soon be published.

Dr H Noble is also leading a new King's Fund study aimed at supporting HIV testing in male partners of pregnant women.

GP involvement in HIV care

We are now encouraging our patients to seek care from their GPs for non HIV-related illnesses.

There is a growing recognition that HIV specialists are not able to manage all of a patient's medical problems, and that **GPs are much more qualified to manage conditions such as diabetes, asthma and hypertension.** Additionally, this will allow us to address the ongoing clinical risks of GPs prescribing medication and vaccines without being aware of a patient's full medical history and concurrent medication.

If our patients consent, **we will send medical summaries to their GPs for non HIV-related treatment and medication.** In any case, we send the patient a medical summary in the hope that s/he will decide to disclose his/her medical information in the near future.