Microbiology’s temporary move

The microbiology department has temporarily moved from the Windeyer Institute of Medical Sciences to the Kathleen Lonsdale Building before transferring to its final location in Whitfield Street in September.

For users of the UCLH specimen transport there will be no obvious change, as the couriers will simply be re-routed. Users who send specimens to the laboratory in the post should note the new postal address, which will remain the same after September 2011:

Clinical Microbiology and Virology
UCLH NHS Foundation Trust
60 Whitfield Street
London W1T 4EU

For users who currently deliver specimens direct to the laboratory in the Windeyer Institute of Medical Sciences, specimens should now be sent to the Kathleen Lonsdale Building:

2nd Floor
Kathleen Lonsdale Building
5 Gower Place
London WC1E 6BS

Telephone numbers
The contact telephone and fax numbers for the microbiology department remain the same. Please see telephone number insert with this issue of GP Links.

Postal address
This following address must be used for all post.

Department of Clinical Microbiology
UCLH NHS Foundation Trust
60 Whitfield Street
London W1T 4EU

Contact: David Baker, lab manager,
020 3447 9643 or Dr Bruce Macrae,
clinical lead on 020 3447 9912 / 9914
or fax 020 3447 9211. For clinical advice: 020 3447 9515

Improving communications with GPs

We have listened to your feedback and have created a dedicated switchboard line for GPs.

By calling **020 3447 9000** your call will be connected immediately to the switchboard operators and there will be no recorded messages for you to have to listen to.

All of our services are providing GPs with direct contact lines and these are – or will soon be – available via the Trust website **www.uclh.nhs.uk**

In the meantime we have put together a list of direct telephone numbers for departments which you regularly contact which accompanies this edition of GP Links. These new numbers are the result of a project to change all numbers across UCLH to provide every area with a direct dial.

To ensure this service is as efficient as possible, please use the new GP switchboard number when you cannot get through to the relevant department directly.
Neuropsychology helping recovery

The neuropsychology department at the National Hospital for Neurology and Neurosurgery is a unique and highly-specialised diagnostic and therapeutic service which now provides neuropsychology-led interventions for patients and/or carers.

The department is one of the largest and best established neuropsychology departments in Britain and currently offers workshops for patients with the following conditions:

- Stroke
- Parkinson’s disease
- Neuro-oncology
- Acquired head injury
- Sub-arachnoid haemorrhage (SAH)
- Deep brain stimulation (DBS)
- Multiple Sclerosis

The aims of the groups are to help patients to learn more about their condition, to discuss the impact of living with the condition, and to discover ways of managing the changes.

Our workshops consist of a series of five or six fortnightly sessions lasting two hours. Each session covers different topics associated with the experience of living with the condition, including:

- Information regarding the condition
- Cognitive strategies and thinking tools
- Strategies for coping with mood changes and difficult emotions

Contact: Dr Diana Caine, 020 3448 3292, Diana.Caine@uclh.nhs.uk

Referrals by post to:
Neuropsychology Department,
Box No. 37, National Hospital for Neurology and Neurosurgery,
Queen Square, London WC1N 3BG, or by fax to 020 7813 2516

Improving access for deaf and sensory-impaired patients

A group of staff and patient representatives are improving access to services for UCLH patients who are deaf, hard of hearing or speech-impaired.

According to Action on Hearing Loss (formerly RNID), hearing loss affects more than 10 million people in the UK. These individuals are more likely to miss medical appointments or experience difficulties in understanding the information provided to them during their visit to the Trust.

Website
In recognition of this, members of the Interpreting Services team, supported by Language Line Services, are working with service users and Action on Hearing Loss to improve access and communication for these patients.

The working group has come up with a range of improvements which will enhance the way services are delivered to those with sensory impairment. The UCLH website will now include a video clip with British Sign Language Signer, providing information on services at UCLH and how to bypass the automated service and speak to an operator.

Women’s Health is one of the first units to have a virtual tour on the UCLH website and the Maternity Services tour will also include options to view a guided tour conducted by a BSL interpreter, or with a voiceover in Bengali and Somali languages.

UCLH holds regular awareness sessions to increase staff understanding of the needs of the deaf and those with sensory impairment.

Finger spelling and signing
As a result of these sessions many staff are now able to finger spell and do simple greetings in BSL.

Hearing loops
Extensive feasibility audits have been carried out across the Trust to establish where hearing loops are required. The National Hospital for Neurology and Neurosurgery is due to have hearing loops fitted throughout. At UCH, staff in areas such A&E and Pharmacy have received training on how the induction loops work. Further feasibility audits will be conducted across Trust sites to maximise the benefits of this technology.

Text to voice
Employees are being encouraged to use the Text Relay system to communicate with patients via a Minicom or text phone. Using this system, messages are transmitted to the recipient through a text-to-voice and voice-to-text translation service.

Flashing buzzer
The Trust hopes that a new initiative launched within the Pharmacy department, will be rolled out to other suitable areas such as Outpatients. Patients waiting to collect their prescription are now alerted by a buzzer which illuminates, vibrates and flashes when their prescription is ready for collection.

Contact: Pat Isaacs, Trust Interpreting Services Project Monitoring Manager, 0203 447 9919, pat.isaacs@uclh.nhs.uk
Spotlight on... weight loss, metabolic and endocrine surgery

GPs interested in knowing more about the UCLH bariatric service are invited to attend clinics, patient support groups and multidisciplinary team meetings as observers.

UCLH provides a world-class service in line with NICE and the forthcoming guidelines from the European Association for the Study of Obesity (EASO) and is keen to develop further collaborative care for patients.

Clinical nurse specialists Emma Duke and Alice Gazet would like to hear from you if you are interested in attending any of the clinics or meetings.

UCLH carries out more than 350 bariatric procedures a year and endeavours to provide patients with the highest standards of care before, during and after surgery. The Trust recently underwent an independent appraisal by a consortium of specialist commissioning groups and was declared a preferred provider for the South of England.

The team is now pioneering the transition to 23-hour discharge after a successful pilot with selected patients. The costs associated with the bariatric service at UCLH fall under the national tariff.

Study days and educational meetings
There are plans for a pregnancy and bariatric surgery study day on 14 October 2011 and a GP masterclass to empower GPs to share care of patients before and after bariatric surgery on a date which has yet to be established. Please check the UCLH website www.uclh.nhs.uk/bariatrics for updates.

Surgical referral guide
Average waiting time to surgery from one stop assessment now only 8 months
- BMI ≥ 35 with co-morbidity eg T2DM, obstructive sleep apnoea or hypertension (+ 6 months of dietary intervention)
- BMI ≥ 40 (+ 6 months of dietary intervention)
- BMI ≥ 50
- Revision surgery or post bariatric surgery medical complications

Medical referral guide
Patients should have engaged in previous primary care interventions.
- BMI ≥ 35 with unusual, severe or complex obesity related disease
- BMI ≥ 30 secondary to genetic, endocrine or metabolic disorders

Contact: Emma Duke or Alice Gazet, clinical nurse specialists, 078 5211 2266 or 079 4382 6528, bariatric@uclh.nhs.uk; Rachel Batterham, head of obesity service, r.batterham@ucl.ac.uk; Jane Airth PA, 020 3447 9460

Services offered at UCLH


Bypass + Sleeve: Loss of 75% of excess body fat within 1 year; 80-90% remission of T2DM, hypertension and sleep apnoea

Medical Intensive Weight Loss Programme: suitable for patients with complex co-morbidity either as definitive treatment or as a precursor to bariatric surgery.

Additional specialist surgical services: revision surgery; complex nutritional/medical management after surgery.

Specialist assessment: for patients with unusual, severe or complex obesity.

Bariatric pregnancy clinic: increasingly women who have had bariatric surgery are presenting with successful pregnancy. UCLH has established a specialised clinic with obstetricians, consultant midwives and our foetal medicine department to ensure care during pregnancy is optimal.

Adolescent service: in association with our paediatric colleagues (who provide medical obesity services themselves), we have established a closely integrated service for children and adolescents with severe and complex obesity. This can, after detailed multidisciplinary assessment, offer surgical intervention if indicated.

Pre-operative cognitive-behavioural workshops: for surgical patients with emotional or eating disorders that might prejudice a successful surgical outcome.

Support Group: UCLH has a professionally-led monthly patient support group. This provides an opportunity for both pre and post operative patients to meet and discuss bariatric surgery as well as learn more about life after surgery through educational workshops.

One stop assessment clinic: reduces the number of pre-operative visits to the hospital

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Bariatrics case study

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* routine post operative prescription

**Vascular services**

The vascular department at UCLH offers a small aneurysm surveillance service with frequency of check-up dependent upon size. This is a separate service to the National Screening Program.

If an aneurysm is detected incidentally but is not yet dangerous, you will be sent a letter suggesting you refer the patient for surveillance (either at UCH or a hospital closer to home).

If the aneurysm is above a certain size threshold then the patient will automatically be added to the UCH surveillance program and again you will be informed by letter.

Meanwhile, the North Central London Commissioners have set out their intention to reorganise arterial vascular services in the sector according to a hub and spoke model. UCLH is currently fully engaged in the planning process. A decision about the location of the hub is expected by the end of this calendar year with implementation in 2012.

Contact: Tom Wright, vascular services manager, 0845 155 5000 x3502, tom.wright@uclh.nhs.uk

**New Imaging request form**

There has been a redesign of the request form for X-Ray and Ultrasound to include updated telephone and fax numbers for each department.

A copy of the re-designed request form is being circulated with this issue. More copies can be obtained from the UCLH website: www.uclh.nhs.uk/IRForm

Contact: Rebecca Steele, imaging services manager, 0845 155 5000 ext 73248
Hope to patients with excruciating facial pain

Professor Joanna Zakrzewska, an international expert on trigeminal neuralgia, runs the UK’s only multidisciplinary clinic dedicated to helping patients manage their chronic facial pain. The most severe type is trigeminal neuralgia which results in unpredictable and excruciating shock-like attacks on one side of the face.

Although based at the Eastman Dental Hospital, her patients benefit from a range of support and complementary therapies at the RLHIM (Royal London Hospital for Integrated Medicine) including hypnotherapy, sleep advice, acupuncture, homeopathy and even a healer.

Professor Zakrzewska, who studied medicine and dentistry and is the only non-anaesthetist fellow of the Faculty of Pain Medicine, said: “Chronic pain needs to be managed using medical and psychological methods and we draw on the expertise of colleagues from the RLHIM. The environment there is pleasant and we can achieve a more holistic approach which is often the key when trying to manage pain.”

“We use our faces to express our emotions and to communicate with others. It is difficult to do this if the face is in pain and the slightest touch provokes attacks of pain. The things that most of us take for granted become impossible to do, brushing teeth or going outside on a windy day can be an ordeal for them.”

A joint clinic is held each month with consultant homeopathic physician Dr Helmut Roniger for patients who no longer want conventional drugs and would prefer homeopathic medications.

Acupuncture, carried out by a dentist, helps break the cycle of facial muscle pain (TMD) and for patients who clench and grind their teeth, hypnotherapy with Dr Raj Sharma has led to promising results. Dr Sharma leads the hypnosis and cognitive therapy unit at the RLHIM.

Additionally, Dr Charlotte Feinman the liaison psychiatrist who is part of the facial team holds her clinics at the RLHIM and pain clinical psychologists offer psychological support to patients.

The facial pain team also holds joint clinics at the RLHIM with consultant neurosurgeon Neil Kitchen and headache neurologist Manjit Matharu. Patients with more widespread chronic pain may be seen in the pain management clinic at the NHNN.

The facial pain unit has an artist in residence who is doing a PhD at UCL on the visual language of pain. Patients and staff from RLHIM have taken part in Deborah Padfield’s sessions at the National Portrait Gallery on improving our understanding of the importance of the face when expressing emotions.

Some facts about the facial pain service:

- The service receives more than 100 referrals a month, 80% are accepted. Over 98 PCTs refer patients.
- Referrals come from: dentists 45%, GPs 26%, specialists 27%.
- Only 8% of patients have a dental cause for their pain; 36% have temporomandibular disorders (musculoskeletal pain); 44% mixed chronic facial pains and up to 12% neurological causes.
- 800 new patients and over 700 follow ups are seen annually.
- Patients have had pain for an average of four years when they are referred, with 60% having seen other specialists.
- Up to 50% of assessed patients show high disability, as measured with the Chronic Graded Pain Scale.
- A quarter of patients have other chronic pain problems; 20% have depression or anxiety.

Comprehensive referral information is available at: http://www.uclh.nhs.uk/FacialPainReferrals

Contact: Joanna Zakrzewska, consultant, 020 7915 1195, joanna.zakrzewska@uclh.nhs.uk.

Courses on integrated medicine and homeopathy

Health professionals from the Royal London Hospital for Integrated Medicine (RLHIM) are organising two courses, one on homeopathy and one on integrated medicine.

‘Homeopathy for Health Professionals – Introductory Course’ will focus on homeopathy and its evidence base, how to prescribe 30 acute remedies in your daily practice, how to discuss homeopathy and complementary medicine with your patients and how to find well qualified practitioners.

The next six-day course starts on the 15 and 16 September with a further four days in October and December. It is open to all registered health care professionals and an application form can be downloaded from the UCLH website here: www.uclh.nhs.uk/RLHIMCourseApp

‘Practical Introduction to Integrated Medicine’ is a course planned for GPs who want to learn how to integrate the best of complementary therapies into their everyday practice. Topics include Acupuncture, Autogenics, Healthy Nutrition, Homeopathy, Musculoskeletal medicine and Western Herbal Medicine. There are also sessions on caring for your own health, the ideas behind integrated medicine and how to find well-qualified practitioners. The next course starts in the week of the 14 May 2012.

Contact: Amy Bowrin, amy.bowrin@uclh.nhs.uk, 020 3448 2310/11
Baby friendly award for the EGA

The maternity unit at the University College Hospital EGA Wing has taken a significant step toward full Baby Friendly accreditation, having passed their stage two assessment with flying colours.

The stage two assessment involved two UNICEF professional officers interviewing 41 members of staff from the EGA Wing and assessing their clinical skills and management knowledge in relation to breastfeeding. Of the four categories assessed they achieved 100% in two and 97% and 95% in the others. The pass mark is 80%.

The timing of the assessment was significant as it coincided with National Breastfeeding Awareness Week and the publication of the Infant Feeding Survey, which indicated an increase in breastfeeding rates nationally.

Denise Kelleher, infant feeding coordinator, said: “The success of the assessment reflects the hard work of all the staff in the unit who support mothers to breastfeed – it has been a real team effort.”

Full accreditation requires the unit to pass stage three, which involves service users being interviewed about their experience of care in relation to infant feeding. This stage of accreditation is due to take place in summer 2012.

Contact: Denise Kelleher, infant feeding coordinator, 020 7380 9400, denise.kelleher@uclh.nhs.uk

Virtual ward scheme for Camden

NHS Camden has launched a complex patient pathway/virtual ward programme to transform the delivery of community services to patients with long-term conditions and provide an integrated approach to delivery across health and social care.

The aim is that this will serve to improve care for Camden residents, by delivering care closer to home, as well as creating savings by releasing activity from secondary care.

The UCLH representative on the steering group is Anne Schlattl, who also attends the fortnightly virtual ward multi-disciplinary meeting to offer secondary care’s perspective on the patients currently on the virtual ward. She also liaises with medical specialities such as care of the elderly and respiratory as required.

Anne receives a weekly updated list of patients who are on the virtual ward scheme and sends this information to the acute physicians on AMU, the discharge team and the rapid response team to ensure that if these patients are admitted, UCLH liaises with the GP lead for virtual ward to effect early discharge if possible.

Anne also meets monthly with the community matrons to talk about patients who are frequent attendees at secondary care so attendances can be reduced.

If any of your virtual ward patients have attended A&E or been admitted, Anne is happy to talk to you to help resolve any potential problems.

Contact: Anne Schlattl, nurse consultant for acute care/FEDs, 079 3084 4150, anne.schlattl@uclh.nhs.uk

Sleep course for GPs

The UCLH Sleep Group has organised a course designed specifically for GPs and non-sleep specialists. The day will give a clear, concise and pragmatic approach to the recognition and management of sleep disorders frequently seen in general practice.

Speakers are UCLH consultants from a variety of specialties including psychiatry, neurology, anaesthetics and respiratory medicine and all have specialist clinical and research interests in sleep medicine. The day will cover all aspects of sleep disorders – from insomnia and obstructive sleep apnoea syndrome to hypersomnolence and paroxysmal nocturnal events. Speakers will cover the medico-legal aspects of sleep medicine (including fitness to drive) – as well as attempting to refute some of the common myths associated with sleep.

The full course programme and registration form can be downloaded from www.uclh.nhs.uk/GPSeminars

Contact: Donna Basire, administrator, donna.basire@uclh.nhs.uk, 020 3447 9102

EVENTS

Seminars for GPs and practice staff

There are two more seminars planned for GPs this year. All start with a buffet supper at 6.30pm, which gives participants the opportunity to meet the service team members and ask questions.

Formal presentations begin at 7.00pm and close at 8.30pm, with plenty of time for questions.

The events are free, and a certificate is given to participants at the end of each seminar.

If you are interested in attending please contact GP Communications on 020 7380 9083, or email gpqueries@uclh.nhs.uk

September 14
Rheumatology

November 23
Hyperacute Stroke

Contact: Anthea Schlattl, nurse consultant for acute care/FEDs, 079 3084 4150, anne.schlattl@uclh.nhs.uk