

GP Education Events Launched with Gastro and ENT

Kingston Hospital's programme of education events to provide a regular CPD opportunity for GPs launched in May with a Gastro and Haematology event which was followed by an ENT event in June. Both of these events were well attended and received positive feedback. There are no events in July and August and the next event will then take place on Thursday 12th September on the topic of Elderly Care. The event will begin with a buffet dinner, followed by presentations from consultants and an informal Q&A. An invitation will be issued via email once all details are finalised. Currently confirmed to present are consultant geriatricians:

- * Dr Louise Hogh, (Clinical Director for Unplanned Care)
- * Dr Duncan Gerry, (Clinical Lead for Elderly Care)
- * Dr Ana Gutierrez-Larrainzarr
- * Dr Asis Kumar

Events are planned to be held on the second Tuesday/Thursday of most months. Dermatology and Cardiology are planned for October and November. We will issue information once the details of each event are confirmed. We would like to hear your views and suggestions for these events and will be refining events and reviewing the schedule as appropriate. If you have any comments, would like more information or to attend an event please email Rishi.goel@nhs.net or Catherine.bottrill@nhs.net

Dr Enyi Ofo, Tinnitus Support Group volunteer Pat Hunt and Dr Abbad Toma with GPs at the recent ENT event



Connecting Your Care Now Live

Connecting your Care is now live in Kingston providing an in-context, secure, real-time and read-only summary view of patient and service user records for health and care professionals across:

- Kingston Hospital NHS Foundation Trust
- Your Healthcare
- Royal Borough of Kingston upon Thames
- SWL & St Georges Mental Health NHS Trust
- 95% of all GP practices in South West London.

The system allows health and care professionals to see important information about their patients so that they are able to make more informed decisions when assessing and planning their care. Connectivity with Croydon Health Services for acute and community information, St George's University Hospitals NHS Foundation Trust for acute information and view only access for Epsom and St Helier University Hospitals NHS Trust will be deployed shortly.

For more information check out the Connecting your Care resource pages at: www.swlondon.nhs.uk/connectingyourcare

Direct enquiries can be made via email: connectingyourcare@swlondon.nhs.uk or phone: 0203 668 3100



Docman Upgrade

Kingston Hospital NHS Foundation Trust currently uses Docman to deliver patient correspondence electronically to GP partners in the community who are also signed up to Docman. Until now, those practices who do not use Docman receive this documentation via the post. On 10 July 2019, the Trust went live with a new version of Docman called "Docman Connect" which allows documents to be transmitted electronically to non-Docman enabled GP practices that have a MESH inbox. We are working with Docman to confirm the 8% of UK GP Practices who do not use MESH continue to be sent letters manually. In some instances your MESH inbox may need configuring by Docman to allow receipt of these documents. If you are unsure, please contact Docman support via: support@docman.com or 0844 967 0967.

Rejecting documents received in error

For GP Practices using Docman 7 or Docman 10, you should continue to reject documents as you do now, and they will then be sent back to the rejected queue in the Trust's Docman hub. If you are using MESH, you will be unable to reject back into Docman. Please contact the department which generated the letter to ensure that they are aware that it has not been sent to the right practice, so that they can re-direct it more appropriately. During the go live period if you notice any issues with receiving patient correspondence from us, please contact the IT Service Desk on kh.itservicesdesk@nhs.net or 020 8934 5200 in the first instance.

www.kingstonhospital.nhs.uk

E: catherine.bottrill@nhs.net

T: 0208 934 2957

Click [here](#) for
July 2019 SWL Pathology Newsletter

Living our values *everyday*



Orthoptic Stroke Service

The Orthoptic Stroke Service at Kingston Hospital began in May 2017. A regular weekly visit to the ward, means the Orthoptist can screen patients who are suffering with visual symptoms. A patient who has had a stroke may suffer from:

- Visual field loss
- Visual neglect—in attention to one side of body/space
- Diplopia—double vision caused by damage to nerves supplying eye muscles
- Difficulty reading
- Eye movement problems
- Blurred vision

The orthoptic service ensures early diagnosis and treatment of eye problems and facilitates appropriate and timely referrals to the Eye clinic and related services. The service advises that GPs can support patients by:

- Referring patients complaining of visual symptoms to their nearest eye unit for further investigations
- Suggesting patients have a routine glasses check with their optometrist following a stroke as their eye health and glasses prescription may have changed
- Checking with patients that they have received an Orthoptic/Ophthalmology appointment if this is included in their discharge letter from the stroke ward as any delay can affect the rehabilitation process

[Click](#) for further information on the Orthoptic Stroke service

Clinical Audits show best practice and outstanding care

National clinical audit results continue to show how the Trust is achieving the best possible outcomes for patients, demonstrating achievement at a national level in a number of services. Details of the audits can be accessed via the links below:

[World Health Organisation \(WHO\) Safer Surgical Checklist Audit](#): 100% WHO checklist compliance

[Excellence in Nursing Care across 2018/19](#): Monthly nursing audits provide assurance of the quality and safety of patient care. Performance across KHFT wards equals or exceeds targets in the NEWS 2, Oxygen Prescribing and Safe and Secure Medicines audits

[National Heart Failure Audit](#): 100% for patients discharged on 3 recommended disease modifying treatments and improvements in both assessment and diagnosis and discharge and follow up

[Outstanding Care for Paediatric Diabetes](#): performed better than the London and South East Network and national averages for a range of measures including all essential care processes and diabetes control

[National Hip Fracture Database](#): More patients receive 6 NICE key aspects of care and best practice criteria identified as important in improving the quality and outcome of care after hip fracture than the national average

GP Contraceptive Training

The Trust's Sexual Health service offers a range of contraceptive training, including intrauterine and subdermal contraceptive implant techniques, that are free to Kingston GPs and available at a small cost to clinicians from other CCG areas.

Click [here](#) for a leaflet on the courses offered

Further information is available on the website at:

<https://www.sexualhealthkingston.co.uk/for-healthcare-professionals/training-course/>

For booking enquiries please call 020 8934 6845 or email khn-tr.wolvertoncentre@nhs.net

Cardiology Diagnostic Test Results

The cardiology department is not able to provide results directly to patients. This is the case for consultants within the Trust and GPs requesting diagnostic tests directly with the department. This is in order for the referring doctor to explain the results and discuss them with their patient. Results of cardiology tests requested by GPs are sent to the GP practice. Practices are asked to contact the department on khft.cardiacinvestigations@nhs.net or 020 8934 3854 should they need to follow up for results. Please do not ask patients to contact the department themselves as they will not be given the results.

Referrals to the Paediatric Prolonged Jaundice Clinic

Please note that we are changing the way referrals to this clinic are made. Rather than fax, the attached form should now be sent via email to a mailbox which is monitored daily.

The email address is: khft.paediatric-rapidaccessreferrals@nhs.net

This will be a more reliable way for ensuring Prolonged Jaundice referrals are dealt with in a timely and secure manner. Referrals to the Jaundice clinic should be made if visible jaundice is present at 2+ weeks of age and families will be offered a clinic appointment when the baby is 3-4 weeks old.

Referral must not be made through e-Referrals as it could result in a delay.

Any questions you have regarding this service should be directed to the mailbox or you can contact the service directly on 0208 934 6403.



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