



Kingston Hospital GP Newsletter



Kingston Hospital
NHS Foundation Trust

December 2018

2nd Dementia Friendly Ward Opens

Kingston Hospital's second dementia friendly ward has now officially opened with a ribbon cutting by Chairman, Sian Bates, pictured right, assisted by Chief Executive, Ann Radmore, and Director of Nursing & Quality, Sally Brittain. The full refurbishment of Blyth Ward has created a calm, light, structured place where patients who may be confused and scared can feel safe and looked after in a homely environment. Learnings from our experience on Derwent Ward, our first dementia-friendly ward, and the particular needs of patients with dementia had been considered in every aspect of the design including the signage, wall finishes, lighting, flooring, sanitary ware, artwork and furniture.



The images below illustrate the transformation achieved in Blyth Ward's corridors and communal areas:



Haematology Day Unit – Is Moving

We are very pleased to report that the Haematology Day Unit service is to move to the Sir William Rous Unit in January 2019. A second floor is being added to the existing building which will be large enough to accommodate and treat 3,000 patients each year. It will enable chemotherapy services to be delivered from one building. Whilst this new unit will provide a dedicated space for our patients it will assist in improving the patient experience. It will also afford our patients easier access to wellbeing support from the Macmillan Information Centre. Kingston Hospital Charity committed significant funding to the cost of the building along with a very generous bequest from a past patient. We have also been successful in securing two additional nurses funded by Macmillan. One post is a Clinical Nurse Specialist who will develop end of treatment summaries and end of treatment wellbeing clinics. This will further improve the patient experience and improve communication within primary care. For any queries about Kingston Hospital's Haematology service please contact Lesley Chamberlin, Lead Haematology/Chemotherapy CNS via email: Lesley.chamberlin@nhs.net



Referrals to our service - The Wolverton Centre is not currently part of the E-Referral system (eRS) so please continue to send referrals letters to our Wolverton Centre nhs.net mailbox khn-tr.wolvertoncentre@nhs.net. If you have any queries regarding existing referrals, please call the Wolverton Secretaries on 020 8934 6845 or 020 8934 3399.

Patients with complex needs - If you see a patient who has a complex* sexual health or contraceptive need, please send a referral letter to khn-tr.wolvertoncentre@nhs.net or ask the patient to call us on 020 8974 9331 for further advice. This will ensure they are seen by the most appropriate Wolverton health professional. Our walk-in & wait clinic is for routine sexual health screens and contraception needs and we are unable to deal with complex conditions in this clinic.

*Complex conditions include *genital skin conditions, genital pain, psychosexual problems, coil problem, scan or biopsy.*
Click [here](#) for an updated Wolverton Centre Sexual Health clinic timetable & contact details effective from November 2018

Click [here](#) for Wolverton Centre Sexual Health Service Christmas opening times

www.kingstonhospital.nhs.uk
E: catherine.bottrill@nhs.net
T: 0208 934 3624

**Click [here](#) for
SWL Pathology Service
Newsletter**



Paediatric Rapid Access Referrals

Please note that we are changing the way referrals to this clinic are made. Rather than fax, all referrals should now be sent via email to a new mailbox which will be monitored daily. The email address is:

khft.paediatric-rapidaccessreferrals@nhs.net

We hope this will be a more reliable way for ensuring rapid access referrals are dealt with in a timely manner. Please direct any questions you have regarding this service to the mailbox or call directly on 0208 934 6403.

HSJ Award for Kingston Hospital Maternity Team

Kingston Hospital's Maternity team has received national recognition at the HSJ awards 2018. The team won the HSJ Awards 2018: Improving Outcomes Through Learning and Development award for the work they have done in physiological CTG and Human Factors training in the maternity unit. The project started 3 years ago and we have seen a sustained reduction in HIE (Hypoxic ischemic encephalopathy - brain damage due to lack of oxygen in labour) and early neonatal deaths due to CTG misinterpretation with rates that are now half the national average. A core team developed and delivered a specific training programme which identified a different way of reading the CTG (Cardiotocography) and combined this with Human Factors training, resulting in this fantastic outcome. Pictured receiving the award are from left to right: second from left, Midwife Vanessa Cole, Midwife Chloe du Parc, Consultant Obstetrician Gabby Bambridge & Consultant Obstetrician Susana Pereira.



Improving Outcomes Through Learning and Development

Voice Service at KHFT

The Speech & Language Therapy (SLT) - Voice Service provides a specialist service to people with voice and/or swallowing difficulties referred via the Ear, Nose and Throat (ENT) Department. Outpatient voice referrals from GPs are accepted provided the patient has a recent ENT clinic report outlining the diagnosis, which is included in the referral. We were very pleased to have successfully recruited a new SLT-Voice Therapist to the team during September 2018. Furthermore, since having another specialist therapist on the team we have now reduced our waiting time for initial appointment significantly from 16 weeks to within 6 weeks for initial assessment. Patients are also commencing their therapy treatments with minimal waits. This is an achievement of which the team is very proud and which has most certainly improved patient experience. If you have any queries on the Trust's Voice Service please contact Melissa Adam, Clinical Lead Speech & Language Therapist - Voice/ENT via email melissaadam@nhs.net or call on **020 8934 3210**

Tinnitus - 3 Things To Say to a Tinnitus Patient

The Kingston Hospital Tinnitus Support Group would like to share information received from the British Tinnitus Association:

"The way a tinnitus patient is diagnosed has a huge impact on how they move forward with the condition. Choice of words makes a big difference, so 3 things to say are:

You're not alone - Tinnitus is common and there's help available from **British Tinnitus Association on 0800 018 0527** or www.tinnitus.org.uk

Support is available - A referral can be effective. Most NHS Hospitals have a tinnitus service

It will get better - Evidence shows there's significant decrease in the impact of tinnitus over time, so please try not to worry, it will get better over time"

Kingston Hospital has a Tinnitus Support Group which meets monthly. Click below for 2019's draft schedule (some topics still tbc). For more information contact the group's secretary:

Email patricia.hunt4@nhs.net or call **020 8934 3861**

Click for [Tinnitus Support Group Meetings 2019](#)

Education Events for 2019

Consultant Gastroenterologist Dr Rishi Goel is currently supporting the planning of evening education events at Kingston Hospital for GPs for 2019. All attendees receive a CPD certificate and these educational events also provide an opportunity to discuss difficult cases with consultants. The first event will be hosted by Gastroenterology in March with an ENT event planned for May. If there are specialties or topics that would be of particular interest then please do let us know and we will endeavour to cover them at future events. Please send any suggestions to:

rishi.goel@nhs.net or catherine.bottrill@nhs.net

New Respiratory Consultants

The Respiratory Service has recently welcomed two new Consultant Respiratory Physicians to the team: During his registrar training Dr Loveridge undertook a PHD at the National Heart & Lung Institute, Imperial College and is COPD lead at the Trust. Dr Mahendran is Pleural lead and has set up an ambulatory pleural procedures service here. Click the links below for more information:

Click [here](#) for Dr Adam Loveridge's profile

Click [here](#) for Dr Siva Mahendran's profile

www.kingstonhospital.nhs.uk

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Merry Christmas
and Happy New Year
Next issue: February 2019

Living our values everyday

