

### CQC Survey Rates Kingston Maternity the Best in South West London

The survey, undertaken by Picker on behalf of the CQC, was sent to over 400 women who gave birth at the hospital in February 2018. Questions were asked relating to three different areas of their experience: Labour and Birth, Staff, and Care after Birth. Kingston Hospital scored better overall than all other Trusts in South West London for all three areas. The Maternity Unit was also ranked 15<sup>th</sup> out of the 69 acute Trusts to take part in the survey nationwide. Some of the Trust maternity team is pictured on the right.



### New Antenatal Guidelines

Kingston Maternity has produced new local guidelines for GPs based on the latest national guidance. The guidance is specific to Kingston maternity service and is intended to help GPs when caring for pregnant women who are booked for care with Kingston Maternity. GPs are advised to pay particular attention to pages 5 to 11 (inclusive) of the new Antenatal Guidelines attached via the below link.



**Click [here](#) for Kingston Maternity GP Guidance for Antenatal Care**

For GP & self-referral booking forms see: [www.kingstonmaternity.org.uk](http://www.kingstonmaternity.org.uk)

### Transforming Outpatient Services

As part of the Transforming Outpatients Project currently being undertaken at Kingston Hospital in collaboration with Kingston and Richmond CCG the Gynaecology Service is working on five transformation work streams to improve efficiency and reduce face to face attendances within the healthcare setting.

**Direct access hysteroscopy** - A direct access outpatient hysteroscopy service is being developed to enable GPs to refer patients directly to test. The purpose is to shorten access times to treatment and minimise the number of hospital appointments that patients are currently required to attend. The service is currently in the process of developing a GP referral form and guidance sheet outlining criteria. We anticipate that the service will be ready to go live in March 2019 and a new directory of service will be published on e-RS in the next few weeks.

**Patient initiated follow up** - A patient initiated follow up service for women following major gynaecological surgery is currently being developed to replace traditional face to face follow up appointments. The service will enable patients to monitor their own symptoms with a fast track route into the service for those who may require follow up in secondary care. The team are currently working with the quality improvement team to collate patient feedback on the existing pathway and outcomes from this will support the development of the new service model.

**Virtual appointments** - Virtual consultation appointments are being piloted for patients who do not require a face to face clinic appointment. Patients meeting the criteria will be offered the option of a pre-booked telephone consultation to replace the traditional clinic appointment. This service is expected to enhance patient experience and reduce the number of face to face follow up attendances.

**New GP guidance for managing common conditions in primary care** - The service is currently developing a single set of referral guidelines for common conditions and symptoms that will set out advice on investigations and management in primary care.

**See and Treat colposcopy service** - The colposcopy service is implementing a see and treat pathway for women with severe dyskaryosis and colposcopic appearance of CIN 2 or 3 as recommended by the National Health Service Cervical Screening Programme. This pathway aims to decrease patient anxiety, improve waiting times and reduce the number of hospital attendances for this service.

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

**National Stroke Audit:** 'A' rating for Trust stroke service in top 25%

**Emergency Contraception Benchmarking Audit:** 100% compliance. 1st in 2 of 4 best practice standards

**7 Day Service Audit:** exceed NHS targets and national average (where data available)

**National Hip Fracture Database:** Top 25% performing Trust. More patients receive 6 NICE key aspects of care

[www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)  
E: [catherine.bottrill@nhs.net](mailto:catherine.bottrill@nhs.net)  
T: 0208 934 2957

There are a few remaining places  
for STIF course on 11th & 12th  
March. Click [here](#) for booking form

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## Overactive Bladder—Research Collaboration

Kingston Hospital's urogynaecology team is working on a research study to establish whether a protein called mechano-growth factor (MGF), which helps regenerate muscle and nerves is more or less present in people with overactive bladder. Led by consultant urogynaecologist, Eduardo Cortes, (pictured right with Dr Bernadette Lemon) this basic science research project has the potential to inform new treatments for the management of overactive bladder. This is a condition characterised by urinary urgency with frequency, night-time toilet trips, and incontinence. It affects 17% of women, reaching a prevalence of 50-60% in the frail elderly. The project is a collaboration between Kingston Hospital and Kingston University and is supported by Kingston Hospital Charity.



## Inflammatory Bowel Disease (IBD) Advice Line

We are pleased to announce that an additional Specialist nurse, Dawn Warren, has now joined the IBD team: Fiona Donovan, Specialist nurse; Yasmin Pasha, Consultant; Rishi Goel, Consultant & IBD Lead. The advice line is open from 9am-12pm Mon-Fri. It is not an emergency service nor for general enquiries, but for advice on:

- Patients not managing their symptoms relating to their IBD
- Patients not responding to current medications and treatment plan
- Patients with persistent flares of IBD or requiring multiple courses of steroids
- Patients developing side effects to medications
- Pregnancy and IBD patients

We aim to respond within 48 hours. Emergencies should still be directed to A&E. Further specialist advice can be obtained by contacting one of the Gastroenterology Registrars via switchboard or via Kinesis.

Click [here](#) for useful contacts for general information.

## RCOG Award for Kingston Consultant Obstetrician



Miss Elisabeth Peregrine (pictured left) one of our Consultant Obstetricians was the winner of the 4th annual RCOG Trainer of the Year Award. This award is given to those who are recognised to go over and above any formal role they may have. We are very proud of her achievement and this award was based on nomination from London Deanery Trainees. RCOG in its statement said "Education of trainees is vital to ensuring future quality in Obstetrics and Gynaecology. Ms Elisabeth Peregrine's hard work and devotion to training is inspiring and greatly appreciated by those she teaches. Her hard work to improve her unit's training had a positive impact upon trainees and this is recognised in her nomination."

## Community Paediatric Audiology Clinics at Emberbrook Health Centre moving to Surbiton

**Health Centre** - Unfortunately the test room used at Emberbrook Health Centre to complete children's hearing tests does not meet audiology buildings standards. The room is not sound proofed, it is too small to support visual reinforcement audiometry testing and it does not have a separate control room. Regrettably we have therefore had to make the difficult decision to move these clinics to Surbiton Health Centre with effect from 1 April 2019. Surbiton Health Centre offers a custom built paediatric booth and parental feedback regarding this new site has been extremely positive because it is child and family friendly. We will work with families and professionals affected by this change and welcome feedback regarding this. Please contact Justine Sweet, Head of Audiology if you would like to discuss this. E: [justinesweet@nhs.net](mailto:justinesweet@nhs.net) T: 020 8934 2144

## Referrals to the Wolverton Centre, Kingston Hospital

The Wolverton Centre is not currently part of the e-referral service system. Referrals should be sent from an NHS.net mailbox to [khn-tr.wolvertoncentre@nhs.net](mailto:khn-tr.wolvertoncentre@nhs.net) Please do not send referrals by fax or by post. We offer Consultant-led sexual health services for patients with more complex sexual health & contraception needs. This includes syphilis, chronic herpes, thrush, BV, pregnancy, genital skin conditions, biopsies, genital pain, psychosexual problems, complex coil problems, missing coil threads and difficult to remove implants. For more details about referring a patient to one of our specialist services see <https://www.sexualhealthkingston.co.uk/for-healthcare-professionals/referring-a-patient/>

Click [here](#) for a copy of our Implant Removal referral pathway.

**Wolverton Centre Contact numbers:** Appointments/General Advice 020 8974 9331 (for patients)

Clinical team (via Secretaries) 020 8934 3399/6845 (for health professionals)

For more information about the Wolverton Centre and routine clinics see <https://www.sexualhealthkingston.co.uk/>

**WOLVERTON**  
Sexual Health Kingston



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[www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)

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