

# Telehealth Hub revolution

Collaboration brings 24/7 acute care services via telemedicine

# DXA scanner available

Now you can call on most reliable technique to diagnose osteoporosis

## Get your free flu jab posters and leaflets

[Click here to see the front page and click through for the full newsletter](#)



# Airedale Hospital takes part in Gold Standards

GPs are being urged to let consultants know when they refer a patient to hospital who is on their Gold Standards Framework (GSF) or supportive care register.

We need to know in the accompanying referral letter if they are on the GSF register, receive a DS1500, and, if known, their preferred place of care and that of their carers.

This is because Airedale Hospital is amongst a few in the country

taking part in the Gold Standards Framework (GSF) for Acute Hospitals. This is the next stage of the framework which started in primary care and has been successfully used by almost all GP practices in this area (and across the whole country).

As part of the framework clinical staff in the hospital will try to indicate which patients they feel are eligible for inclusion on your GP practice's supportive care register when they are sending out discharge or

outpatient letters.

Dr Linda Wilson, consultant in palliative medicine, said: "We are aware that most practices hold regular meetings to discuss and plan care for their patients who are felt to be in the last months of their life and placed on the Gold Standards register.

"Until now acute hospitals have been the 'missing link' in the Gold Standards Framework 'chain'. We are hoping to address this over the

next six months, initially on two acute medical/elderly wards, then hopefully across the whole hospital in the future. We will be providing extra training for our staff to help them deal sensitively with patients and relatives and give them the extra support they need."

For more information log on to: [www.goldstandardsframework.org.uk/](http://www.goldstandardsframework.org.uk/) or email: [Linda.wilson@anhst.nhs.uk](mailto:Linda.wilson@anhst.nhs.uk) or tel: 01535 292184. Any feedback is welcome.

# New Telehealth Hub will 'revolutionise' care

A new Telehealth Hub opened at Airedale Hospital last month (September) which will revolutionise care for people with long-term conditions across the country.

It will provide 24/7 acute care services via telemedicine, directly to patients from the comfort of their own homes. The hub is a collaboration of partners across the Yorkshire and Humber – Airedale NHS Foundation Trust, NHS Barnsley, University of Hull, Hull and East Yorkshire NHS Trust, NHS Yorkshire and Humber and the Health Innovation and Education Cluster (HIEC) – using Regional Innovation Funds. They provide a single service for a range of telehealth services including telemonitoring, telecoaching and telemedicine support services.

The Hub will provide a:

- clinical and technical triage service for patients
- scheduled out-patient appointment service
- central resource and project support for those wishing to use telehealth.

Consultant Richard Pope, said:

"The Telehealth Hub will allow us to



redesign services for patients with long-term conditions and reduce unnecessary hospital admissions.

"Not only will it achieve cost efficiencies, but also improve the quality of care and be more convenient for patients as they will no longer have to travel to hospital for many of their routine and acute consultations."

In Yorkshire and the Humber:

- there are around 11,000 new patients each year with at least one long term condition who may

benefit from short-term telehealth input at the time of diagnosis

- and a further 500,000 patients who could benefit on a longer term basis with chronic obstructive pulmonary disease (COPD), chronic heart failure and diabetes.

For more information about how the Hub can benefit your patients or to visit the Hub email:

[caroline.williams@anhst.nhs.uk](mailto:caroline.williams@anhst.nhs.uk) or [sarah.ferguson@anhst.nhs.uk](mailto:sarah.ferguson@anhst.nhs.uk) or tel: 01535 292760.



## Flu fighter!

### Get your free flu resources

Free posters and leaflets urging people to have their flu jab can be downloaded from this website, along with sudoku puzzles which can be put in waiting rooms to promote the main flu messages:

[www.nhsemployers.org/HealthyWorkplaces/seasonalflicampaign/download/Pages/Downloads.aspx](http://www.nhsemployers.org/HealthyWorkplaces/seasonalflicampaign/download/Pages/Downloads.aspx)



Dr Andrew Catto, medical director

## Welcome to Airewaves, your new bulletin

Welcome to the first edition of our GP bulletin launched to help develop a closer working relationship between primary care and secondary care staff by keeping you informed about any key developments at Airedale Hospital.

Thank you to Holycroft Surgery in Keighley for taking part in our competition and coming up with the winning title for this e-newsletter – ‘Airewaves’. Their prize is a free LEAN training session.

I was delighted by the positive feedback about our second clinical engagement event at Silsden Golf Club from both GPs and consultants.

Our GP commissioning leads have visited our medical assessment unit and taken part in ward visits to encourage greater understanding of the issues we all face so that we can work together to look at how we can deliver care differently, improve the patient experience and make the best use of resources in community settings.

I plan to make a reciprocal visit to my colleagues in primary care.

Hopefully you will find this publication informative and we welcome any feedback to: [communications@anhst.nhs.uk](mailto:communications@anhst.nhs.uk)

## A&E DVD

A new DVD aimed at reducing unnecessary visits to A&E this winter by helping patients to choose the best healthcare option will be launched this month (October) and be available for GPs to play in their waiting rooms.

‘Right time, right place’ has been produced by NHS Bradford and Airedale with support from Airedale Hospital and other health partners across the region. GPs with a [bradford.nhs.uk](mailto:bradford.nhs.uk) email address can watch this at: [www.bradford.nhs.uk/GP/Pages/Videos.aspx](http://www.bradford.nhs.uk/GP/Pages/Videos.aspx). or on YouTube from home at: [youtu.be/euOjENhiKJ8](http://youtu.be/euOjENhiKJ8).

If you would like a DVD contact: [catherine.seal@anhst.nhs.uk](mailto:catherine.seal@anhst.nhs.uk)



# New lymphoedema and oedema clinic for Ilkley

Our lymphoedema and oedema team, who help people manage their chronic swelling due to problems with their lymph drainage system, have just opened a new clinic at Ilkley.

Airedale Hospital was successfully awarded the lymphoedema contract commissioned by NHS Bradford and Airedale a year ago. The five-strong team have more than 350 patients across the district and hold weekly clinics at Westbourne Green Health Centre, Undercliffe Health Centre and Canalside Health Centre in Bingley – with a new clinic which runs the last Monday afternoon of every month at Coronation Hospital.

Pat Gardner, lead lymphoedema nurse, said: “Our first year has involved training the team and setting up administrative systems. We plan to recruit a new nurse, have a more flexible clinic structure and carry out a patient satisfaction survey to highlight areas where we can improve. We also inform people about their risk of developing lymphoedema so they can try to prevent it.”

Treatment is mainly a self-care programme involving skin care promoting hygiene to reduce the risk of infection; exercise to propel lymph fluid and improve mobility; and

massage to enhance drainage and compression, usually in the form of stockings and arm sleeves. Treatment may also include bandaging and manual lymphatic drainage.

A local support group meet at Windhill Community Centre, with a new one starting at Cancer Support near Bradford Royal Infirmary.

Referral to the service is by general practitioner or other specialist doctor or nurse caring for the patient. The team welcome enquiries and can discuss any patients’ special needs.

Contact the team on 01535 292712, 8.30am to 4pm, or log on to: [www.lymphoedema.org/lsn](http://www.lymphoedema.org/lsn)

## Direct access to echo service

GPs who suspect their patients may have heart failure can refer them to a ‘two week’ direct access echocardiography service at Airedale Hospital.

The service provides a full echocardiogram, carried out by a senior cardiac physiologist, and focuses on left ventricular function. However, other significant abnormalities will be noted.

An electrocardiogram (ECG), chest X-ray and brain natriuretic

peptide (BNP) test should be undertaken before referral. Referrals are screened on a regular basis by the senior cardiac physiologists and cardiologists.

The echocardiogram report will not make recommendations about treatment or referral and is not normally reviewed by a doctor. If any abnormality is found, that requires urgent referral, the physiologist will discuss the report with a cardiologist and GPs will be contacted, with a

view to booking the patient into a clinic. However, this will only happen for the most urgent cases.

Reports will be posted to the referring GP within 10 days of the examination.

To download copies of referral forms, visit [www.airedale-trust.nhs.uk/GPs/referrals](http://www.airedale-trust.nhs.uk/GPs/referrals).

For more about the direct access service contact tel: 01535 293401 or [paul.cobbold@anhst.nhs.uk](mailto:paul.cobbold@anhst.nhs.uk)

# Developing closer working relationships

Thanks to GPs, practice staff and consultants who helped to make the second clinical engagement event at Silsden Golf Club last month (September) a success.

The aim was to help develop closer working relationships between GPs and consultants. It focused on discussion areas that were identified during the first engagement event last May.

Sponsored by Pfizer, consultants who took part in the latest event were:

- Dr Ann Cuthbert, consultant haematologist, tel: 01535 293472
- Dr Richard Shenderey, consultant gastroenterology, tel: 01535 292368
- Stephanie Lawrence, Airedale Collaborative Care Team (ACCT), tel: 01535 292581 or 07958 474849
- Mr Ranadeb Acharyya, consultant gynaecology, tel: 01535 293228
- Mr Paul Brogden, consultant ophthalmology, tel: 01535 292594.
- Dr Phil Pue, chair of the Airedale



The clinical engagement event at Silsden Golf Club was a big success

and Wharfedale Alliance, said both events had been very positive allowing primary care staff to learn more about specialities and explore different pathways for patients.

"The only way we can get the best healthcare for our patients is for secondary and primary care professionals to work together and breakdown boundaries," he said.

An action plan will be developed using information which came out of the events to help improve patient pathways.

'Something below the belt' is a lunchtime roadshow coming up. Speakers are Gill Nottidge, continence specialist advisor and Dr Anne Connolly on contraception. It will be held at Canalside in Bingley on Wednesday 19 October and The Ridge Medical Centre, Cousen Lane on Friday 21 October; 12.45 – 2.15pm.

To register contact Jacky Bishop on 07866 726205 or email: [Jacqueline.d.bishop@pfizer.com](mailto:Jacqueline.d.bishop@pfizer.com)

## Continuing professional development

The next sessions running as part of the new professional development programme for GP and practice staff alongside hospital clinicians are:

**1 November: women's health issues** by Mr Samtaney, Miss Bhuiya and Mr Acharyya, consultants in obstetrics and gynaecology

**6 December: prescribing in older people with Alzheimers** by Dr Finlayson, consultant psychiatrist from Bradford District Care Trust and Mrs McKinney, pharmacist.

They will be held at the Education Centre, Airedale Hospital, 7 – 9pm, supper at 6.30pm.

Contact: Susan Clark, education centre administrator tel: 01535 294410 or email: [susan.clark@anhst.nhs.uk](mailto:susan.clark@anhst.nhs.uk)

# DXA scanner is now available

Bone density (or DXA, dual energy x-ray absorptiometry) scans offer the most reliable technique for diagnosing osteoporosis and are now available to local patients through GP referral at Airedale Hospital.

Two consultants, Shabina Sultan (consultant rheumatologist) and Cornelle Parker (consultant endocrinologist) are leading the service following the recent purchase of a new DXA scanner.

GPs can request a DXA scan by using an electronic access request card as part of the Bradford and Airedale repository. Alternatively they can complete a referral form available on [www.airedale-trust.nhs.uk/GPs/Referrals/Forms.html](http://www.airedale-trust.nhs.uk/GPs/Referrals/Forms.html). The request form identifies the at-risk groups who would benefit from scanning in line with national guidance.

Scans measure the bone mineral density (BMD) in a patient's lumbar spine and hips to discover whether they are at risk of osteoporosis. Additionally, a lateral vertebral assessment can be performed on appropriate patients. Exposure to radiation is very low using DXA – roughly a tenth of the dose used for a chest X-ray – and a typical scan takes around 10 minutes to perform.

Reports from the scans are sent to the referring clinician. These contain specific guidance on further management and treatment if appropriate and indicate whether a specialist outpatient review is required.

Early identification of individuals at risk or suffering with osteoporosis is important to help



them to reduce their risk of future fracture. Many treatment options are available, with bisphosphonate therapy being the most common and teriperatide, intravenous zoledronate and denosomab being more recent additions.

Cornelle Parker, consultant endocrinologist for Airedale Hospital, says: "Being able to offer this new scanning facility to our patients is great news, both for the hospital and the local community.

People are often unaware that they have fragile bones until they break them and DXA scanning offers a simple and accurate means of identifying those at risk, so that treatment can be initiated where necessary."

The service is based in the Day Hospital for the Elderly, close to the west car park and is currently available Monday, Tuesday and Thursday. If you have any queries contact 01535 293636.

## Practice managers get ready

A dozen practice managers from across the district have taken part in a free introduction to LEAN training course hosted by Airedale Hospital which should help prepare them for the new national 'Productive General Practice' programme being launched this autumn.

This is the latest in the productive series promoted by the NHS Institute for Innovation and Improvement – and the LEAN techniques are useful for some of the modules.

Sue Speak, whose role is around service improvement and change management, delivers LEAN training at Airedale Hospital. She said: "This was the first course we had run for practice managers and we had really positive feedback."

LEAN is about creating more value for customers by eliminating activities that are considered waste. It covers problem solving techniques, visual management, leadership, measuring quality and team building.

For more information visit: [www.institute.nhs.uk/productive\\_general\\_practice/general/productive\\_general\\_practice\\_homepage.html](http://www.institute.nhs.uk/productive_general_practice/general/productive_general_practice_homepage.html)

If you are interested in taking part in LEAN training email: [richard.wylde@anhst.nhs.uk](mailto:richard.wylde@anhst.nhs.uk)

### Top LEAN tip

Respect everyone's ideas and opinions. Include **EVERYONE** and charge them with making small incremental improvements to support big changes.

## Be Lupus aware

October is Lupus Awareness Month and with its many symptoms this presently-incurable illness of the immune system can be overlooked by health professionals. Medical information is available at [www.medical.lupusuk.org.uk](http://www.medical.lupusuk.org.uk) and public information at [www.lupusuk.org.uk](http://www.lupusuk.org.uk)

Published by Communications Department, email: [communications@anhst.nhs.uk](mailto:communications@anhst.nhs.uk)



# Bid for extra funds to help keep patients out of hospital

Meet the Airedale collaborative care team who offer integrated care and join up professionals from Airedale Hospital, primary care, the voluntary sector and the local authority's adult social services.

They are a multi-disciplinary health and social care team which includes nurses, support workers, occupational therapists, physiotherapists, social workers, mental health specialists, advance nurse practitioners and a consultant who specialises in care for the elderly.

Set up in July 2008, the team scooped a Health Service Journal Award last year for partnership working.

Their aim is to keep patients out of hospital where possible by delivering intermediate care 24 hours a day, seven days a week, so they

can live independently in their own home or a care home. By providing 'inbetween care' and rehabilitation, they help reduce any unnecessary admissions and allow patients to be discharged earlier. They also help Airedale Hospital to achieve its national target to make sure patients are not readmitted within 30 days after discharge.

The team has some inpatient beds – 10 at Currergate nursing home in Steeton and six in Troutbeck nursing home in Ilkley.

Their patients tend to be elderly and have long-term conditions such as chronic obstructive pulmonary disease (COPD), heart failure, fractures, dementia and other mental health problems and multiple sclerosis. Each patient is assessed

and provided with an individual goal plan put together in partnership with the patient. It could involve helping them to walk again, getting them special equipment they may need, giving them intravenous antibiotics, continuing to assess their needs, for example, if they have had a fall, or providing therapies.

Stephanie Lawrence, team leader, said: "Our work around patient satisfaction has shown that we are really making a difference to the quality of lives to many patients by reducing their levels of pain and anxiety."

The team is happy to take referrals for assessments from GPs, district nurses or any health professionals or people can self-refer. Contact 24/7 for advice on 01535 292585.

## Support with occupational therapy

Airedale's community occupational therapy team will be promoting the support they can give to GP practices during national occupational therapy week, 7–13 November.

Their contacts are:  
**Craven** (based at Skipton Hospital) Eleanor Binns 01756 701703

**Ilkley and Keighley** (based at Coronation Hospital) Cath Rudman 01943 885153  
**Bingley** (based at Canalside Health Centre) Stephanie Rowson 01274 221051.

The team, led by Sue Atkinson, is happy to give advice and discuss

whether referrals are appropriate. Its patients include people who have been discharged from hospital or who have long term conditions and need support to be independent in their daily life. Contact 01535 293422.