



Dear colleagues

How things change and move on in just a few weeks. I am sure you agree that knowing that a Covid-19 vaccine is soon to be approved definitely gives hope that next year will surely be easier than 2020. Of course, this said, we all appreciate that the delivery of the vaccine is a monumental logistical exercise for both primary and secondary care.

Another reflection is around what learning we can take into next year, for example, the continued and improved use of technology.

We certainly learnt about using technology in a way we haven't before as we held our first virtual GP excellence through collaboration event last week.

For those that joined us, I hope you enjoyed the day. We have had some really positive feedback, which is appreciated. Delegates will receive an email soon which will include a link to presentations, a Q&A document and also a feedback survey. Your feedback on the event is valuable and will help us to improve future event, so please spare a few minutes to complete it.

As a result of one of the presentations at the virtual conference and a request from a delegate, we have produced this **short video** for you to share with patients who have had Covid-19. Greg Mavin who is one of our respiratory physiotherapists gives advice on breathing techniques. We hope you find it useful.

We are always keen to hear about any information you would find useful for us to include in this trust bulletin. Please email cara.charlton@northumbria-healthcare.nhs.uk with any suggestions.

Dr Alistair Blair

Video Q&A session with Iain McCallum

This is a new addition to our bulletin and one that we hope you find insightful and supportive.

This month we hear once again from Iain McCallum, a consultant colorectal surgeon, about fit testing. To watch the video Q&A session [click here](#).

We are planning to do a series of discussions with clinicians, and have Jo Hughes, one of our emergency care consultants and head of emergency medicine, lined up for the next month. If there are any other specialities you would like to hear from, or you have specific topics you would like us to focus on, please email cara.charlton@northumbria-healthcare.nhs.uk.

Pathology reports for haematology speciality testing

We are currently having on-going issues with the reporting format of speciality tests, particularly molecular testing, genetic testing and flow cytometry.

These are mainly pertaining to known diagnoses of haematological malignancies. If you are not expert in reviewing the data in reports such as BCR/ABL, JAK2's then it can be somewhat confusing and could lead to erroneous interpretation of results.

In order to mitigate this, we would advise that any such result, if it is not clearly known that the patient is under the care of the haematology consultant, should prompt further discussion and advice with a haematology consultant. There is a haematology consultant on-call 24 hours a day, seven days a week contactable through switchboard on 0344 811 8111.

Arranging a plain film X-ray, patients need to contact us direct



Just a reminder that if a request is made for a patient to have a plain film x-ray, the patient is required to contact the X-ray department directly to arrange their appointment.

The radiology department will hold the request for four weeks to allow time for the patient to make contact and arrange their appointment. After this time, if the patient hasn't made contact, the request will be cancelled and returned to the referrer.

The direct line for the radiology department is 0191 293 2541. Appointment lines are open 9.00am to 7.00pm, Monday to Friday, and 9.00am to 12.00pm, Saturday and Sunday.

Some practices send the below to patients, via AccuRx, when booking X-rays and they find it useful.

ARRANGING YOUR X-RAY - please ring the radiology department appointment desk to arrange an appointment. The central radiology appointment desk can be contacted on 0191 293 2541 The result of your test will be available within 14 days.

Referral pathway for suspected groin hernia

Over the last few years we have been receiving increasing requests from primary care for ultrasound scanning of the groin for possible groin hernias.

In our experience if a hernia cannot be clinically diagnosed it is very unlikely for it to be diagnosed by an ultrasound Scan.

This is supported by the European Hernia Society Guideline as below - https://www.europanherniasociety.eu/sites/www.europanherniasociety.eu/files/medias/cov13178_ehs_groin_hernia_management_a5_en_10_lr_1.pdf

Consequently, we recommend that going forward, if you suspect a groin hernia then the patient should be referred to general surgery within Northumbria Healthcare. An ultrasound scan will be organised by the surgeon, in the rare circumstances they deem it necessary.

Based on this we will stop accepting new referrals for US scanning of the groin hernias from 1 December 2020.

If there are other indications for scanning the groin, for example, a lump which is palpable, we will of course scan the groin. If there are any queries about the pathway please feel free to contact one of the team.

Northumbria dietetic department has moved to ICE referrals

As you should hopefully be aware, all referrals to dietetic outpatient services should now be made via ICE. This will help colleagues at Northumbria to prioritise new patient referrals to the appropriate teams and localities.

Please note that care home patients can continue to be referred directly, as can diabetic patients. Both of these pathways are unchanged.

Referrals that are already in process will be accepted until the end of December. There are separate referral forms for adults and for children under 16. All mandatory fields must be completed otherwise the form cannot be submitted.

Your support is appreciated. If you have any queries please contact the dietetic admin team on 01670 564 006.

Update on North Tyneside specialist CAMHS service

As you may be aware, there is a significant amount of work taking place across North Tyneside to address some of the gaps in our service provision, particularly in relation to early intervention and prevention services for young people. We are having to do this with limited resources and appreciate that this is impacting on waiting times.

We also want to let you know that, following feedback from some of our GP colleagues, we have redesigned our CAMHS referral form. It is now split into two sections -; one for the referrer to complete and the other for the patient/carer to complete. This will help with the clarity of information and will ensure we get the most urgent cases into the service, bearing in mind how much pressure the service is under.

New enhanced learning disability services in North Tyneside

We have recently introduced two new services to provide additional support to people with learning disabilities with complex health needs in North Tyneside.

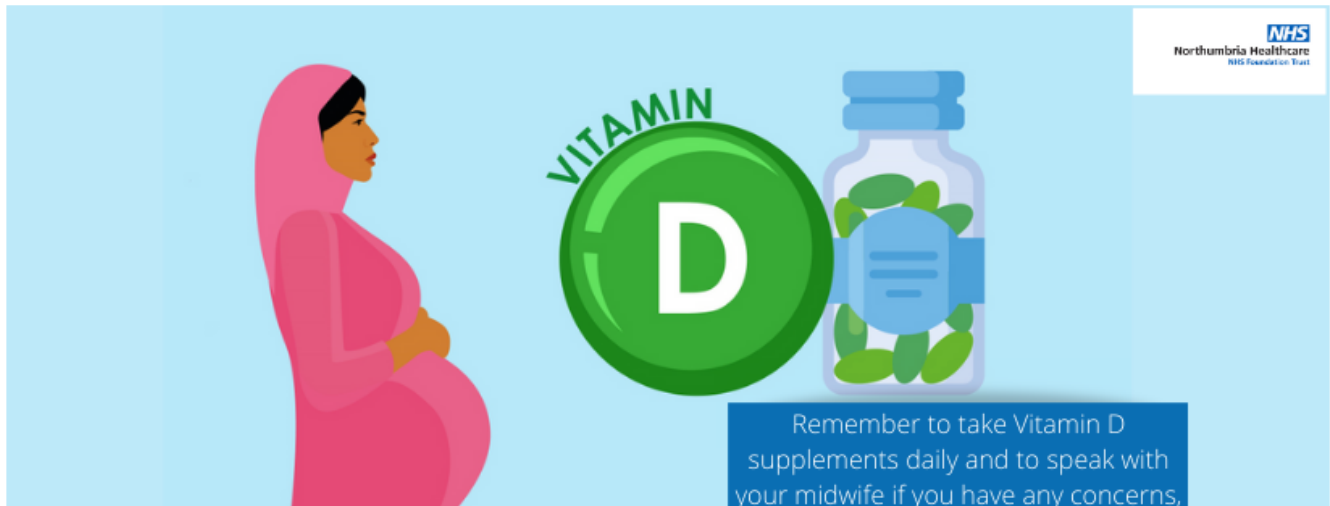
These include crisis aversion and forensic behaviour services. They aim to enable more people with a learning disability to live well in their communities, with the right support, and closer to home.

The crisis aversion service supports people with a learning disability, their family and carers by providing specialist behaviour assessment to help people stay safe and well. We work together to understand their needs and identify changes to care and support arrangements in order to stop people reaching crisis point.

Our forensic behaviour service supports people who are at risk of engaging in offending behaviour and provides help to maintain community placements. We work with individuals and their families to carry out assessments, support plans and deliver specific therapeutic interventions to prevent them reoffending or reaching crisis point. This includes in hospitals and prisons.

We also offer advice, support and training to agencies providing support. For more information including our service leaflet visit www.northumbria.nhs.uk or call us on 0191 643 2487.

Maternity care in North Northumberland



We are delighted to share an update regarding the provision of maternity care in North Northumberland.

As you will know Better Births, the report of the National Maternity Review, set out a vision for maternity services in England to be more personalised, placing the needs of the woman, her baby and family at the centre of care.

Following an organisational consultation with the maternity workforce of North Northumberland we will be launching a new continuity of carer model within the next few weeks.

The existing midwifery and support staff at Hillcrest and Berwick Midwife Led Units become the Bright Horizons midwives, with one geographical team of ten midwives. Each midwife will have a home base and team, for which she will cover part of the rota.

This integrated model will enable midwives to provide continuity of carer to a geographical caseload of low and high-risk women in the antenatal and postnatal period and continuity of carer by a known midwife in labour. It will allow the midwives to work flexibly to provide care centred around the woman's individualised needs.

To find out more the team will be holding a Q&A session on 21st December 11-11.30am. You can join the meeting via this link [here](#).

Integration of the SystmOne UTC module into North Tyneside

We are very pleased that we are in a position to update you about the integration of the SystmOne UTC module into North Tyneside hospital.

The integration has gone well and we now have the capability to receive NHS 111 appointments, book patients in and record consultations all on one electronic record. For GP surgeries that use SystmOne, we can see the patient's full medical record and update the record with the discharge summary, which is a significant benefit to both GP practices and patients.

This progress would not have been achievable without a team approach and an understanding about what the UTC needed from both clinical and operational perspectives. In addition, the support from our IT department in relation to training and help when going live ensured a smooth and straightforward launch without disrupting patient care.

We appreciate that this is a new way of working and everyone involved has been very flexible and open-minded to this significant change. As with all new systems, it will evolve over time in order to meet the changing system and staff needs. Thank you to everyone who has been involved, we appreciate your effort and support.

You need to register for an IT partner portal account

In order to improve the IT service it provides, the Northumbria Healthcare IT department has recently developed a partner portal. This will allow for clear visibility of all requests from primary care colleagues, as well as dramatically improving the turn-around times for simple requests, including account creations and password resets.

In order to facilitate this the trust will be switching off the facility for IT requests via the current email inbox. **As result, it is imperative that we arrange access to the IT partner portal, for each GP surgery, as soon as possible.**

To request partner portal account, please contact Mathew Burns, service desk team leader, at Mathew.Burns@northumbria-healthcare.nhs.uk.

Please note the current option for email requests will be closed by the end of this calendar year.

Trust CEO appointed as chair of the NHS customer board for procurement and supply



Sir James Mackey has been appointed as Chair of the NHS Customer Board for

Procurement and Supply.

He will attend his first meeting next month with the aim of taking over the chairmanship from Sir Ian Carruthers OBE in 2021. The board aims to influence and lead procurement strategy by engaging with the senior stakeholders who understand the challenges faced by the NHS with a particular focus on the new NHS supply chain operating model. For further information on the NHS Customer Board for Procurement and Supply: <https://www.supplychain.nhs.uk/about-us/customer-and-supplier-boards/>

If you have a query or if there is something that you would like to be included in future editions of this newsletter please email cara.charlton@northumbria.nhs.uk