

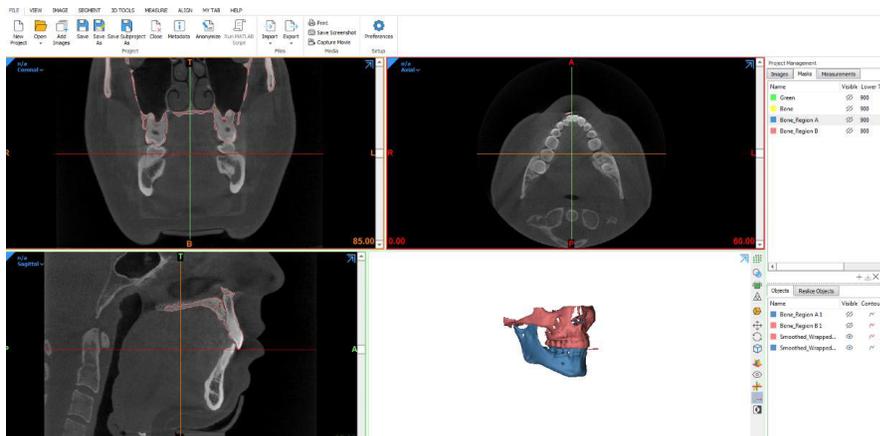


July 2019

3D printing and CAD-CAM comes to the L&D

The L&D's Oral & Maxillofacial (OMFS) laboratory has recently invested in state of the art 3D printers and CAD-CAM software (computer aided design-computer aided manufacture). This technology will lead to much improved care for patients while delivering considerable savings for the NHS.

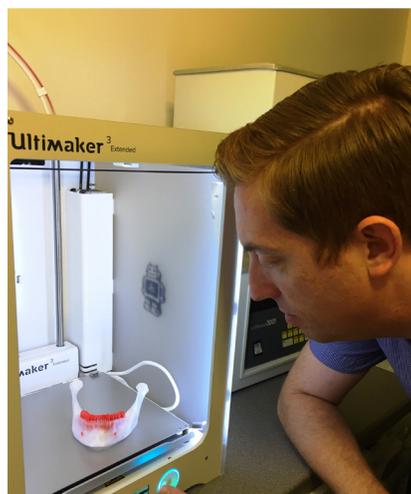
The OMFS laboratory provides a large range of bespoke medical devices for the Oral, Maxillofacial, Restorative Dentistry and Orthodontic departments, as well as a Prosthesis clinic for patients requiring prosthetic facial reconstruction. Images taken of patients are now downloaded and transferred into the new software where they are manipulated to create a virtual 3D model.



Above: Image manipulation to create a 3D model. Right: Prosthetist Edward Malton inspects one of the Ultimaker 3 Extended printed models

Once the virtual 3D model is ready, it is then sent to one of two 3D printers. The Form2 (a Stereolithography printer (SLA)) allows for 25 micron accuracy prints to be made in a selection of resin materials including biocompatible materials.

The Ultimaker 3 Extended, (a Fused Deposition Modelling printer (FDM)) can print very large models allowing for two colours to be printed at the same time



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Welcome to L&D Community, the newsletter for GPs, Primary Care Practitioners, Practice Managers and Practice Administrators who use hospital and community services from the Luton and Dunstable University Hospital.

Inside you will find out about new clinical and administrative developments, service updates, such as new Consultants, changes to existing services, referral processes, useful contacts, clinic details, waiting times and E-referral updates. These are all designed to make the L&D referral process simpler and quicker saving you time and effort.

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3D printing and CAD-CAM comes to the L&D

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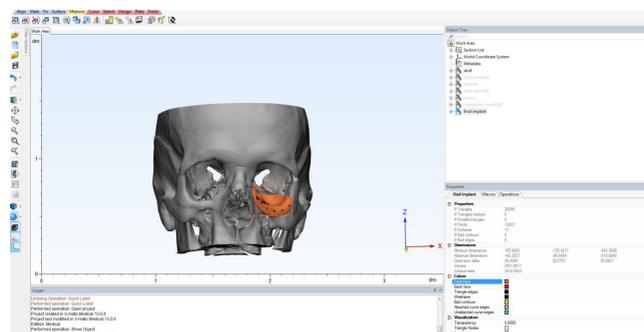
Left: Highlighted tumour (blue) within the maxilla (upper jaw). Right: mandible (lower jaw) showing tooth roots, nerve and tumour (pink).

Surgical planning is enhanced by models which allow the surgeons to understand a patient's anatomy before operating. Models can show how a tumour, for example, might be encasing critical nerves, or give the location of the nerves and tooth roots prior to performing Orthognatic surgery (jaw realignment surgery).

Models of this type can also help the consultant explain and demonstrate to the patient where the tumour is located and its size. This gives patients a visual guide and helps towards understanding and informed consent for operations which are often life-changing.

Custom made surgical implants and cutting guides can now be designed in house, rather than having to be outsourced to

an external company. The finished design can then be sent off to be 3D printed in titanium.



Above: CAD-CAM custom orbital implant design for a patient with a fracture of the floor of the eye socket

The OMFS laboratory is also planning to create a digital workflow for Orthognatic surgery (jaw straightening or realignment surgery for patients with growth abnormalities). Our surgeons perform 100 of these operations a year and this development will bring more accuracy when planning surgery, leading to enhanced patient care and a reduction in laboratory and operating theatre time.

For more information email Edward Malton, Principal Maxillofacial Prosthetist Edward.Malton@ldh.nhs.uk

Introducing the new Gynaecology Health Centre (GHC) in Zone J near the Main Hospital entrance

What drove this initiative?

- ▶ Women's health ambition to expand services
- ▶ CQC recommendation to separate gynae from obstetrics (i.e. women who have miscarriages and heavily pregnant women)
- ▶ Better patient experience (patient satisfaction questionnaires/friends and family test)
- ▶ The need to acquire a separate gynaecology area to aid Obstetric expansion

What the centre offers

- ▶ All gynaecology services except ambulatory gynaecology
- ▶ Pessary clinics
- ▶ Early pregnancy services & Hyperemesis unit
- ▶ Gynaecology scanning
- ▶ Counselling room: Simulation training room

Timings and telephone numbers will remain the same.

For any queries please contact Miss Neela Mukhopadhaya, Lead Consultant for Early Pregnancy and Emergency Gynaecology. The planned move for the Early Pregnancy Unit is July 2019. Further updates to follow.

Improving the Experience of Unpaid Carers at the L&D

The L&D's Patient Experience Team, 'Carers in Bedfordshire' and our Carers Lounge Co-ordinator have successfully acquired charitable funds to undertake a pilot 'Carers Pack' scheme aimed at improving the experience for unpaid carers accompanying their loved ones into the Luton and Dunstable University Hospital.

This initiative will help identify unpaid carers to staff, and provide them with useful information and access to concessions.

The Carers Pack provides carers with a lanyard and bracelet, information

leaflets, contact information, a pass enabling them to get reduced cost meals in the hospital restaurant, concessionary parking forms and a comment card to evaluate the effectiveness of the pack. The pack is theirs to use whenever their loved one is in hospital.

We plan to launch this in July, as an initial pilot for three months, with all non-paid carers who attend the hospital. After the pilot we will look for further sponsorship/fundraising opportunities to continue if the scheme is well evaluated.

What is IDDSI?

IDDSI stands for International Dysphagia Diet Standardisation Initiative. Food and fluid modification is widely accepted as a way to manage dysphagia. Local variations have persisted for both food and fluid textures confusing patients, carers and healthcare staff. The imprecise term 'soft diet' continues to be used to refer to modified food texture for patients with and without dysphagia.

In June 2018 NHS Improvement issued the Patient Safety Alert Resources to support safer modification of food and drink. A review of National Reporting and Learning System over a two year period identified seven reports where patients have come to significant harm because of confusion about the meaning of the term "soft diet".

These incidents included choking and aspiration pneumonia with two patients dying, and suggested that the continuing use of the term 'soft diet' can lead to patients needing a particular type of modified diet being harmed.

As a result, the International Dysphagia Diet Standardisation Initiative (IDDSI) developed standard terminology to describe texture modification for food and drink. The overriding goal of IDDSI is patient safety, ensuring safety through common terminology for all ages in all care settings and for all cultures. Please click the link below to see the full details.

To view the full article and further information please visit www.ldh.nhs.uk/gps-professionals/consultants-and-services/speech-and-language-therapy-slt

Community Health and Wellbeing Engagement event

The L&D is hosting an event for people to find out more about the services offered at the hospital and in the community. Everyone is welcome!

Date: Wednesday 10th July at the L&D Marquee between 6pm to 8.30pm (drop in anytime)

There will be information stalls and healthcare professionals on hand, including L&D stroke, cancer, diabetes and cardiac teams, Carers in Bedfordshire, Dementia Action Alliance, Age Concern, and you can have a mini health MOT while you are there!

For more information, please visit www.ldh.nhs.uk or call 01582 718 290

Get up, Get Moving Campaign

The hospital's Chief Nurse Liz Lees launched the Trust's Get up, Get Moving campaign on 13th June. The campaign aligns with the End PJ Paralysis initiative and aims to support patients to get up and out of bed and to keep as active as possible while they are an inpatient.

Why is it so important to support patients to get up and out of bed?

- **A patient loses 5% of their functionality every day they spend in hospital as an inpatient**
- **Helping patients to put on a dressing gown and slippers (or clothes) while in hospital enhances dignity, autonomy and, in many instances, improves their spirits**
- **Getting patients up and moving shortens their length of stay**
- **For patients over the age of 80, a week in bed can lead to 10 years of muscle ageing, 1.5 kg of muscle loss, and may lead to increased dependency and demotivation**
- **Getting patients up and moving has been shown to reduce falls, improve patient experience and reduce length of stay by up to 1.5 days.**
- **Get up, Get moving puts the focus on quality of patient time and experience. It asks the question, "If you had 1,000 days to live, would you like to spend them in hospital?"**

The Therapy teams will be bringing packs out to each of the wards, with posters and PiPA magnets to identify patients who are able to get up, and checklists for patients and carers to complete. There is also a commitment statement for ward teams to sign to ensure awareness and commitment to the campaign.

L&D Open Access Policy for Endoscopy

The Open Access Policy for Endoscopy has been in place for a number of years. It provides a GP direct referral pathway for patients requiring an endoscopic procedure (either Gastroscopy and/or flexible sigmoidoscopy). In order to simplify this process further, we have provided a flow chart for your reference. To view the full open/direct access endoscopy pathway please visit www.ldh.nhs.uk/gps-professionals/consultants-and-services/endoscopy

We have updated this pathway process to provide clarity and an additional 'safety net' for histology results to ensure these are acted on appropriately and in a timely manner.

Historically, those patients referred through this service were required to contact the department - this is no longer necessary. Requests are triaged within 72 hours and an appointment will be sent by post (the Endoscopy Booking office will call patients to confirm attendance within 72 hours of the appointment).

Furthermore, all endoscopy reports are available to review on ICE as soon as they are approved at the end of the procedure. Any histology taken at the time of the procedure should be tracked by the referring GP (you will be copied into the histology request as an additional referrer).

The Endoscopist undertaking the procedure will also be responsible for checking this result. If normal the endoscopists will NOT write with the results. However, if there is any sinister pathology (either seen at the time of the procedure or histologically) and/or require surveillance, the patient will be referred for further investigation and to the appropriate MDT or added to the surveillance database, respectively.

We hope that you find these changes more 'user friendly' whilst providing reassurance and safer pathway for our patients.

Paediatric Blood Tests process

Please see below a summary of the process for arranging children's blood tests at the Trust's Paediatric Department.

UNDER 13

If the child is under the age of 13 years they can have their blood test at the children's outpatients department at the Luton & Dunstable Hospital. This appointment must be booked. We do not offer a drop-in service. Appointments can be booked by telephoning the blood line on 01582 497 224 Monday to Friday between the hours of 8am - 10am & 4pm -5pm.

The parent/guardian must have the blood form with them to book the appointment. If an urgent blood test is required for a child under the age of 13 years the GP must phone to arrange this on 01582 718 293.

OVER 13

For children over the age of 13 years they can attend Arndale House where both a drop-in and appointment service is offered. Drop-in is available Mondays 8.30am - 4pm, Tuesday to Friday 10am-4pm. To book an appointment please phone 01582 7189 68 Monday to Friday between the hours of 10am -12pm and 1pm - 4pm.

Please note both the children's outpatient department and Arndale House are closed at the weekends and on bank holidays.

L&D Paediatric Team

Cardiology and Outpatient Departments Referral Process update

You will be used to using the ERS system for referring patients into a variety of outpatient services within the Trust.

Recently, the Cardiology and Outpatient Departments have seen an increase in patients referred via ERS where there is a lengthy delay between the referral being opened and the relevant information being uploaded to complete the referral.

This causes an additional and unnecessary delay for the patient between the date that you decide a Cardiology appointment is required and the date that they attend the Trust for their appointment.

The Cardiology Department would encourage you to upload the correct information at the same time as the referral is initially opened to minimise unnecessary delays.

A delay between opening and completing an ERS referral has the potential to impact negatively on both patient safety and patient experience and can cause bottlenecks within the Outpatient Department.

Wherever possible, please encourage patients to book and choose their own appointments to allow patient choice over dates, times and locations.

Many thanks for your cooperation,
Cardiology Department & Outpatient Department

L&D Fax replacement nhs.net email addresses

This is in line with the December 2018 NHS directive to cease the usage of fax machines across the NHS.

Please see below a list of secure email addresses for the departments listed. These emails are for sending and receiving patient identifiable enquiries which were previously sent via fax.

TOP and obesity referrals can be emailed using their respective email addresses below. All other referrals should continue to be made via ERS.

Department	New nhs.net email address
Haematology Dept Secretaries	ldh-tr.haematologysecretaries@nhs.net
Open Access Echo Referrals (for GPs not linked to the L&D ICE System)	ldh-tr.cardiologysecretaries@nhs.net
Obs & Gynae	ldh-tr.obs-gynaequeries@nhs.net
TOP Referrals	ldh-tr.topreferrals@nhs.net
Rapid Access TIA Referrals	ldh-tr.dmesecretaries@nhs.net
Ambulatory Care	ldh-tr.ambulatorycare@nhs.net
L&D Imaging Dept Secretaries	Ldh-tr.imagingsecretaries@nhs.net
Audiology Referrals	ldh-tr.hearingservices@nhs.net
GP Client Services	ldh.gpsupport@nhs.net
L&D Obesity Services	ldh-tr.obesityreferrals@nhs.net
L&D Obesity Services	ldh-tr.obesityqueries@nhs.net
L&D Dieticians	dietitians.department@nhs.net
Anticoagulation team	Ldh-tr.anticoagulantteam@nhs.net
L&D Acute Diabetic Podiatry Services	ldh-tr.diabeticlanddpodiatry@nhs.net
L&D Urgent Eye Clinic	ldh-tr.acute.eyeclinics@nhs.net
L&D Urology Dept	ldh-tr.urologyqueries@nhs.net
L&D Radiology Dept	ldh-tr.imagingsecretaries@nhs.net
L&D Radiology Dept	AdminMedicalImaging@nhs.net
L&D Pathology Blood Sciences Dept Consumables Order Form	ldh-tr.pathologysupplies@nhs.net
L&D Colorectal Team	ldh-tr.colorectalqueries@nhs.net
Speech & Language Therapy	ldh-tr.sltdh@nhs.net

L&D site redevelopment update – July 2019

There has been much activity in redeveloping the site over the last few months. Construction of two new theatres - G and H - is well underway with all modules delivered to site in April 2019.

This project will complete in August 2019, at which point we will use these theatres to support much needed maintenance on our existing Theatres; full operational capacity will be realised by September 2019.

Another significant project has been the upgrade of the electrical infrastructure on site, with the creation of two new substations bringing much improved resilience and will support the increasing demands on the site infrastructure.

Minor works to improve the patient environment have included refurbishment of both male and female changing areas in Endoscopy and the refurbishment and creation of a larger waiting area in Zone B Outpatients.

Consultant Starters & Leavers up to June 2019

STARTERS

Title	First Name	Last Name	Start date	Speciality
Dr	Mohamad	Al-Housni	01/03/2019	Cardiology
Dr	Sarika	Deshpande	03/06/2019	Diabetes
Mr	Yasir Khidr	Imam Mohamed	01/04/2019	Ophthalmology Medical

LEAVERS

Title	First Name	Last Name	Start date	Speciality
Mr	Mohammed	Al-Rashedy	31/05/2019	Upper GI Medical
Mr	Arash	Bahmaie	31/03/2019	Obstetrics Medical
Dr	Sadaf	Javed	26/03/2019	Imaging Medical

MAMMA event and Maternity Open Day

The L&D MAMMA event and Maternity Open Day is being held on Thursday 11th July at 4.30pm to 8pm at the Hospital.

We are inviting expectant parents in for tours of the unit and to visit a marketplace of various information stands to help prepare them for their baby's arrival. Qualified staff will be available to talk to parents to be about choice of place of birth (Home, MLBU or delivery suite), pain relief options, water birth, having a Caesarean section, infant feeding, cord blood donation and much more.

There will also be stands detailing external services that are available locally to help parents before and after baby arrives.

L&D Imaging Waiting Times June 2019

Modality	App wait (weeks)	Report wait
MRI	4 weeks	>3 weeks
MRI Paeds/Ga	8 weeks	>3 weeks
CT (Gen)	6 weeks	>3 weeks
CT (Brain)	3 weeks	>3 weeks
CT (Colon)	3 weeks	>4 weeks
US(Gen)	5.5 weeks	No Wait
US (MSK)	5.5 weeks	No Wait
US (MSK Inj)	15 weeks	No Wait
US (Gynae)	9 weeks	No Wait
US (Paed Hips)	6 weeks	No Wait
US Neck	4 weeks	No Wait
NM (Bone Ortho)	8 weeks	
NM (Bone Oncol)	2 weeks	
DMSA	8 weeks	
Mag 3	8 weeks	
Cardiac	7 weeks	<1 weeks
Gen Screen	3 weeks	<1 weeks
Paed Screen	3 weeks	<1 weeks
HSG	2 weeks	<1 weeks
Arthrogram	4 weeks	<1 weeks
Small Bowel	3 weeks	3 weeks
Sialogram	6 weeks	2 weeks
Plain Film Xray	5.5 weeks	3-4 weeks
Daxa	2 weeks	No Wait

L&D Imaging Waiting Times June 2019

The waiting times (right) are for routine appointments. Urgent appointments are available in each of the modalities.

Urgent results reporting shall be given priority with reports provided to GPs as soon as possible.

Phone Numbers

Priority GP Phone Line: 01582 492851

The L&D's main switchboard: 01582 491166

Direct Line for Out-Patients Booking Dept: 01582 561385 Fax: 01582 718177

If you have any queries related to the services we provide contact:

Amran Qurban

Head of GP Client Services

01582 718086

amran.qurban@ldh.nhs.uk

www.ldh.nhs.uk/gps-professionals/