



## Welcome to the Elective Orthopaedic Centre Quarterly Newsletter

Welcome to the fourth edition of the Elective Orthopaedic Centre (EOC) quarterly newsletter, designed to keep our primary care partners and CCG's informed on how we are performing and what is happening within the centre.

### Research at the EOC - Leading the Way

The EOC has a progressive research unit which is rapidly expanding its portfolio of research activity. The focus of our research is on the collection of patient-reported outcome measures (PROMS) of the patients we treat for total hip and knee replacement. Our comprehensive data collection process and web-based database allows us to monitor the functional outcomes of the patients we treat, as well as any complications that have occurred and how the patients rate their satisfaction with both the outcome of their operation and the service they received during their stay at the EOC. We are currently expanding our workflow to follow-up on the outcomes of other joint operations performed. Our Outcomes Programme allows us to monitor our patients' operations, as well as reflect on the quality of the service we provide at the EOC.

With our trained research staff and robust infrastructure, we also have a large portfolio of both commercially-funded and academic research projects. We run several multi-centre post-marketing surveillance studies of new implants and are actively involved in collaborative work with other NHS centres, recruiting patients into NIHR portfolio studies.



If you would like to know more about either our Outcomes Programme or the research we undertake, please feel free to contact the EOC Research Manager, Jocy Buly, at [jocelyn.buly@eoc.nhs.uk](mailto:jocelyn.buly@eoc.nhs.uk).

### THIS ISSUE

1. Research at the EOC, Service Update
2. EOC Facts and Figures, Nurse Led Follow up Clinic
3. Friends and Family Test
4. Referring your patient to our One Stop Outreach Service

### Access Policy

Epsom and St Helier NHS Trust is in the process of reviewing the existing Access Policy. In the future, patients will be referred back to their GP if they are not willing or ready to proceed with their surgery within 3 months of the EOC receiving the referral. If they are unfit to proceed and the medical condition will take more than 2 weeks to treat, then they will be referred back to the GP until they are fit to proceed. Once the patient is fit the GP can re-refer the patient directly back to the EOC waiting list if within 6 months of original referral.

# EOC Facts and Figures 1st April - 31st August 2014

Celebrating 10 years of successfully improving the quality of life for our patients

**878**  
**HIP**  
OPERATIONS PERFORMED

**1078**  
**KNEE**  
OPERATIONS PERFORMED

**AVERAGE**  
PATIENT LENGTH  
**OF STAY**     **HIP**  
4 DAYS     **KNEE**  
5 DAYS

**99%**  
OF PATIENTS  
FELT THEY WERE  
TREATED WITH  
**RESPECT AND**  
**DIGNITY**

**97%**  
OF PATIENTS  
FELT DOCTORS  
WERE AVAILABLE  
**TO TALK**  
ABOUT ANY  
WORRIES / CONCERNS

**100%**  
OF PATIENTS HAD  
CONFIDENCE  
AND TRUST IN THE  
**DOCTOR**  
TREATING THEM

**99%**  
OF PATIENTS  
FELT THAT  
EVERYTHING  
WAS DONE TO  
**CONTROL**  
**THEIR**  
**PAIN**

**99%**  
RECEIVED  
ENOUGH  
INFORMATION  
**BEFORE**  
**THEIR**  
ADMISSION

## Nurse Led Follow Up Clinic at the Jubilee Health Centre

The EOC now holds a nurse-led, joint replacement, follow-up clinic within the Jubilee Health Centre at Wallington, Surrey. This monthly clinic was initiated in response to the Better Healthcare Closer to Home initiative as well as both local and national developments. The clinic has led to increased nurse autonomy as well as an improvement in patient services, which is reflected in our recent patient satisfaction survey.

Patients can now be seen by an Advanced Nurse Practitioner or a Nurse Consultant at a location that is convenient to them to discuss their progress after surgery.

By holding Nurse Led clinics consultant workload is reduced, releasing their time to see new patient referrals into the centre.



## Friends and Family Test

January – August 2014



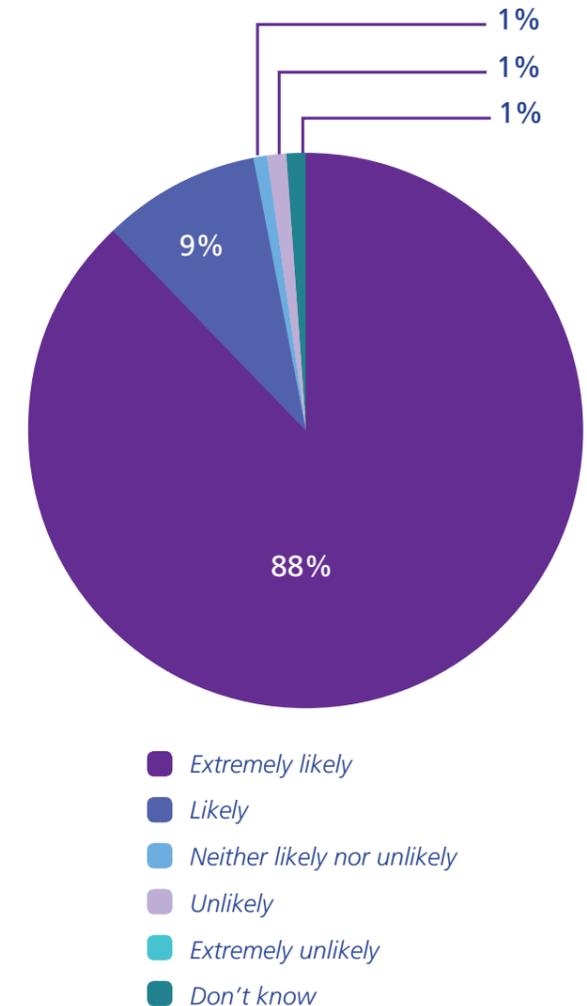
Patients at the EOC are asked within 48 hours of receiving care if they would be likely to recommend our wards to friends and family if they needed similar care or treatment.

Opposite are the results of this question.

### Net Promoter Score

Month	Friends & Family Test Score	Response Rate
January	88	58.71%
February	86	75.91%
March	91	57.54%
April	89	48.29%
May	90	51.31%
June	81	48.87%
July	90	37.75%

The Net Promoter score is calculated using the proportion of patients who would strongly recommend minus those who would not recommend, or who are indifferent.



## What the patients say

“Communication between departments and disciplines is excellent - faultless. From my very first phonecall regarding increased pain in hip through to discharge, the continuity of care has been excellent. Every member of staff performed their role brilliantly. This resulted in friendly, professional and excellent joined up care. Many could learn from you. Thank you.”

*Mrs Breeden, Surrey*

“Have had a very good experience. I am very nervous in hospital and was at ease at all times. Thank you for all your great care.”

*Mr Usher, Middlesex*

“I am extremely impressed with the EOC and all the staff. The aftercare was brilliant. Thank you.”

*Mrs Redfern, London*

# Referring your patient to our One Stop Outreach Service

You can refer your patient directly to one of our One-Stop Outreach Clinics via the Choose and Book service or by completing an EOC referral form (which you can request from our GP Liaison Manager).

By referring your patient to the service they will have an initial consultation with one of our orthopaedic Surgeons and should they be listed for surgery at the EOC, your patient will then receive a pre-assessment from one of our Advanced Nurse Practitioners at the same appointment. This allows us to begin the process quickly and efficiently with fewer outpatient attendances. This also gives our patients extra time to plan and prepare for surgery

Outreach clinic locations include: Merton, Wimbledon, Wallington, Weybridge, Epsom and Leatherhead. With new clinic locations opening frequently, please keep updated via our GP Liaison Manager.

## Step 1

Patient complains of hip or knee problems.

## Step 2

GP undertakes a hip or knee Oxford Score.

## Step 3

Score <30 order x-rays (AP and lateral), must be less than six months old, preferably with calibration ball.

## Step 4

Review x-ray and score. Discuss referral with patient and ensure they are optimised for surgery.

## Step 5

If appropriate refer patient for assessment at the EOC or one of our outreach clinics, which are listed on choose and book.

## Step 6

Complete referral form and send to the EOC via email to [slangfield@nhs.net](mailto:slangfield@nhs.net) or fax to the outpatient department on 01372 735 421.

## Prior to referral check



Have all non-surgical pathways been exhausted?



Is the patient agreeable to surgery?



Is the patient fit for surgery? (i.e. they have no underlying health condition that needs prior treatment)



Has the patient had a recent x-ray that is less than 6 months old?

## THE ELECTIVE ORTHOPAEDIC CENTRE

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