



## **Welcome to the South West London Elective Orthopaedic Centre (SWLEOC) Quarterly Newsletter**

Welcome to the eighth edition of SWLEOC's quarterly newsletter, designed to keep our primary care partners and CCG's informed on what is happening within the centre.

### **Issue 8 October 2016**

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## CQC 'Outstanding' Success



In November last year we were visited by inspectors from the Care Quality Commission. The report was released in May and we are delighted to say that we received an overall mark of 'Outstanding'. That is an incredible achievement and one that the whole SWLEOC team is proud of. To read the report in full please visit our website: [www.swleoc.org](http://www.swleoc.org).

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### **The SWLEOC Discharge Advice Line 07975 232519**

The Discharge Advice Line is manned by a dedicated nurse, Monday – Friday, 8am – 4pm. Outside of those hours there is a facility to leave a message and we will endeavour to call you/or the patient, as soon as possible. The discharge advice line is for queries and advice relating to surgery and recovery, especially pain and wound issues. We suggest that a degree of pain, heat and swelling is perfectly normal after orthopaedic surgery, however the following could be of concern and we ask you to call the line if your patient

### **Advice line for post-operative care**

Some GP's we speak to are still unaware of the Discharge Advice Line, this service is here to help you! Please find a handy 'cut out' on the back page to keep in your clinic rooms, these are available to be sent to your surgery if you require more.

### **Improving discharge communication**

We are working hard to improve the quality and timeliness of the prescriptive medications patients are sent home with. Feedback on the information you receive is always welcome. One of our GP Liaison

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- Increased/constant heat in the operated limb.
- Increased /constant redness.
- Tenderness in the calf/ pain when walking in the calf.
- Excessive swelling around the wound or whole limb, which is not improving.
- New oozing from the wound.
- Increased pain.

We can arrange, if necessary, to see the patient in our wound clinic and liaise with the patients Consultant.

***Making sure our GP database is up to date***

*So that we can ensure we are sending clinical correspondence to the correct address, we need your help to ensure our database of GP practice details are up-to-date.*

Please inform us of **any changes** to:

- GPs – including any new GPs, GPs who have left or retired and any GP name changes
- Changes to practice address
- Changes to practice contact details
- Changes to practice email address used to receive electronic clinical letters and discharge notifications.

Please send any updates to our data quality team manager: [Julie.davies@esth.nhs.uk](mailto:Julie.davies@esth.nhs.uk) and please cc [cgpliaison@eoc.nhs.uk](mailto:cgpliaison@eoc.nhs.uk)

managers to arrange to attend a practice meeting or an appointment with a GP at a suitable time to gain some feedback, please contact them directly to arrange this on 01372735448 or 07975232404.

**Orthopaedic Education Centre**

We run consultant-lead courses in orthopaedics across the whole health spectrum, from medical students and allied health professionals to consultant surgeons. For more information on courses or to book, please visit the dedicated education section of our website at <http://www.swleocoec.com/>



**The Friends and Family Test**

**Friends and Family Test – our results so far this financial year 2016/17**

**% of patients likely to recommend SWLEOC**

**April- 98%**

**May- 99%**

June- 98%

July- 98%

August 95%

### **Rehab classes for knee replacement patients**

In response to evidence that some patients have on-going pain and inactivity for months after their knee replacement, SWLEOC and Central Surrey Health are running activity classes for patients who want to become more active.

We currently have two established classes in Epsom and Chessington, and are starting up three new classes in Wandsworth, Sutton and Croydon. The classes are approximately an hour and a half long and patients are asked to make a voluntary contribution of £5 a session.

Patients must have been discharged from physiotherapy and have reached a threshold level of recovery. Typically patients will be at least six weeks post-op and must have had their surgery at SWLEOC.

Patients who wish to attend or would like more information should call the booking line to self-refer: 01372 735 843 between 9.30am-12.30pm

Details of the classes as follows:

#### **Chessington**

**Mondays 10.30am-11.45am**

Elliott Room, The King's Centre  
Coppard Gardens, Chessington  
KT9 2GZ

#### **Croydon**

**Wednesdays 1.00pm-2.45pm**

St Mildred's Church, 30 Bingham Road  
Croydon, CR0 7EB.

**Epsom****Mondays 2.15pm-3.45pm**

St Martin's Church House, Church Street  
Epsom KT17 3PX

**Sutton****Wednesdays 10.15am-11.45 am**

St Andrew's United Reformed Church  
Northey Avenue, Cheam, Sutton SM2 7HF

**Wandsworth****Tuesdays 2.00pm-3.30pm**

The Penfold Centre, 1 Neville Gill Close  
Wandsworth, SW18 4TJ

**'One stop' hip and knee clinics – how to refer**

All referrals to SWLEOC for outpatient consultations should be made electronically. This method is quicker and more secure, and ensures we receive your request. It also allows us to process your referrals more efficiently.

You can refer:

- Via e- referral system (formally known as Choose and Book) <https://nww.ebs.ncrs.nhs.uk>
- By email to [est-tr.SWLEOCREFS@nhs.net](mailto:est-tr.SWLEOCREFS@nhs.net)

**One Stop Referral Form**

## **Feedback**

Our GP liaison managers are available to assist you with any enquiry that you may have about our services and provide you with information on a wide range of issues, including how to refer your patients to the Centre.

Our rapid response hotline will ensure any query is dealt with in a timely manner and an agreed turnaround time will be arranged with you.

Our liaison services include:

- SWLEOC service queries
- Information on latest surgical and technological advancements
- Keeping you up to date with clinic changes and service developments
- Arranging GP/ Consultant engagement forums and education programmes

In addition to the GP Hotline we are available to visit you for a one to one meeting where any questions or queries can be answered.

Feedback from General Practices to our GP liaison service is both welcomed and encouraged, if you would like further information on any of our services please feel free to contact our dedicated GP Liaison Manager for advice and support.

Telephone: 01372 735448 / 07975232404 alternatively drop us an email: [gpliaison@eoc.nhs.uk](mailto:gpliaison@eoc.nhs.uk)

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**PRINT AND KEEP FOR YOUR CLINIC ROOMS**



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with :-

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