



## Welcome to the South West London Elective Orthopaedic Centre quarterly newsletter

Welcome to the sixth edition of the South West London Elective Orthopaedic Centre (SWLEOC) newsletter, designed to keep our primary care partners and CCGs informed about how we are performing and what is happening within the centre.

## Introducing the SWLEOC GP Liaison Manager - Lucy Morgan

We are pleased to announce the appointment of Lucy Morgan as interim GP Liaison Manager for the SWLEOC, who is covering Charlotte Gaynor whilst she is on maternity leave.

Lucy is 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. The meeting will also be attended by one of our SWLEOC consultants or a senior nurse at your request.

**To arrange a practice visit, please call us on the phone number listed on the back of the newsletter or send us an email to [lucy.morgan@eoc.nhs.uk](mailto:lucy.morgan@eoc.nhs.uk).**



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2. SWLEOC facts and figures and new anaesthetic review clinic
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4. Private Patients

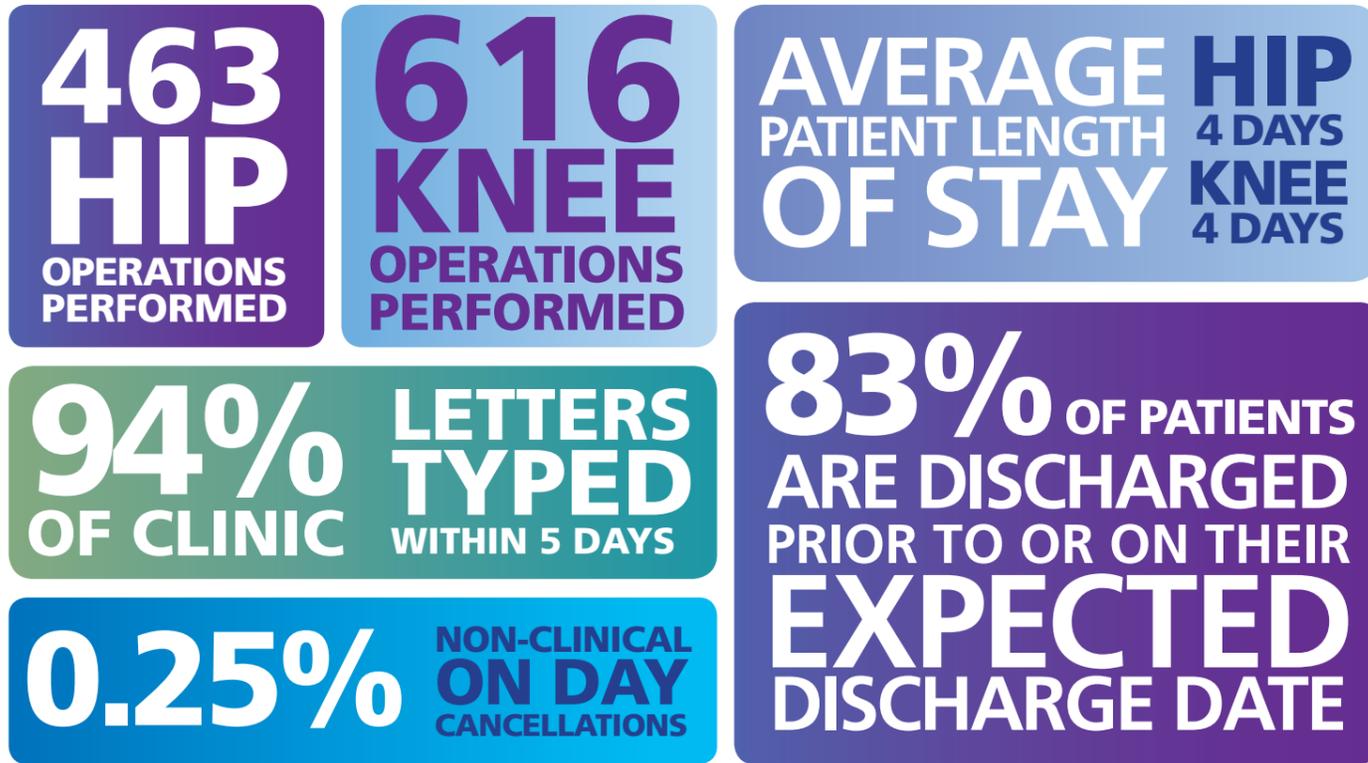
## Hip and knee outreach clinic at the Francis Grove Surgery

The SWLEOC has recently re-launched its monthly hip and knee specialist outreach clinic at the **Francis Grove Surgery, 8 Francis Grove, Wimbledon, SW19 4DL**. Mr Jason Millington, who previously provided this service, has taken up the offer of a job opportunity nearer to home and the clinic will now be delivered by Mr Feroz Dinah, Consultant Orthopaedic Surgeon.

Patients can be referred via Choose and Book or through the one-stop pre-operative hip and knee service referral form for an initial consultation, with Mr Feroz Dinah. The service, which is held on a monthly basis, ensures patients receive their care closer to home, offering easier access to a specialist consultant.

**If you have any problems booking your patient into the clinic through Choose and Book please let our GP Liaison Manager, Lucy Morgan know on 01372 735 448 who will be happy to assist.**

## SWLEOC facts and figures 1 January 2015 - 30 April 2015



### New anaesthetic review clinic

We are pleased to announce the appointment of Anaesthetist Dr Katarzyna Mrozek, who will assess complex patients requiring anaesthetic review prior to their surgery, if they are deemed high risk.

The selection of anaesthesia is a major decision that can have a significant impact on the patients' recovery. As well as informing the patient of the risks to surgery, the Anaesthetist will assess their fitness for surgery.

Initially this clinic will be held on Monday afternoons but will later move to all day Friday. This service is part of the pre-assessment tariff.



### Friends and Family Test

January - April 2015

	Response rate	Percentage recommended	Percentage not recommended
January	43.51%	100%	0%
February	51.95%	99%	0%
March	30.19%	100%	0%
April	46.4%	100%	0%



### What our patients say

“ I would just like to write and thank all the staff in Derby ward for the wonderful care I received...nothing was too much trouble and all the staff and physios were kind and helpful. ”

*Mrs Youles, Surrey*

“ I was rather apprehensive before my operation, but I have got nothing but praise for the team. I would 100% recommend the hospital. ”

*Mrs Cattini, Kenley*

“ At every level, from Porters, Receptionists, Nurses and Doctors, I could not have been treated with more skill and compassion, for which I am truly grateful. ”

*Mr Cornwell, Surrey*

## Private patients

SWLEOC is delighted to offer the option of admission to the centre as a private patient. The service is provided for patients who are covered by private medical insurance or are paying for their procedure themselves. By becoming a private patient, the patient will avoid NHS waiting times and be fast tracked in to the centre for the operation.

We are proud to offer a high quality service which provides the patient with the benefits of leading surgeons from across the South West London area who undertake the highest quality work at our internationally recognised orthopaedic centre, along with privacy and comfort of private en-suite rooms.

Currently we are in the process of re-launching the service and would like to take this opportunity to introduce you to our Private Patient Coordinator, Catherine Flower.

**If you would like to refer a private patient please contact our Private Patient Coordinator, Catherine Flower.**

**Catherine Flower - 01372 735 835 or email [Catherine.Flower@eoc.nhs.uk](mailto:Catherine.Flower@eoc.nhs.uk)**

## Feedback

**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.**

## Single rooms for patients

We have a small number of single rooms within the unit that we are able to offer to our patients, depending on availability. Our single rooms have private en-suite facilities and provide a quieter environment for those patients who have difficulty sleeping or perhaps may prefer the privacy of their own room.

**The cost of a single room is £75.00 per night charged to a maximum of five nights.**

**Should a patient be interested in requesting a single room whilst staying at SWLEOC, they can contact Catherine Flower on the contact details below.**

## **SOUTH WEST LONDON ELECTIVE ORTHOPAEDIC CENTRE**

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