

EOC Newsletter

Information for Clinical Commissioning Groups, GPs and other primary care partners



ISSUE 1 – August 2013



Welcome to the Elective Orthopaedic Centre Quarterly Newsletter!

Welcome to the first edition of the Elective Orthopaedic Centre 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.

Centre of Excellence - Proud to be NHS

Since opening in January 2004, the EOC has earned a reputation as a centre of excellence for elective orthopaedic surgery with excellent

outcomes, low complications and high patient satisfaction. We have consistently achieved operational targets, including length of stay and minimal infection rates.

Our expert surgeons perform more than 3,200 joint replacements a year, making us the largest joint replacement centre in the UK and potentially Europe. We are also one of the largest shoulder surgery centres in the UK, with other sub-specialties including soft tissue, spine, foot and ankle procedures.



THIS ISSUE

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Supporting Discharge

The EOC is dedicated to providing a continuous, first-rate service even after discharge.

Patients are able to contact a committed aftercare service on 07975 232 519 if they are unsure of their progress after surgery.

Patients are then able to come back to the centre for an appointment with an Advanced Nurse Practitioner for peace of mind and clarification about any part of their care and recovery. By providing this service, we hope that patients will feel that their care was provided seamlessly and that we can also reduce the number of visits to their GP.

EOC Facts and Figures 1 April — 30 June 2013



Cumulative Complications Overview

1 April 2012 - 31 March 2013

Mortality Rate

HIPS
EOC 0.76%
National Average* (6 months) 1.33%

KNEES
0.18%

Dislocation

HIPS
EOC 1.30%
National Average* (2 years) 3.10%

KNEES
0.43%

Pulmonary Embolism

HIPS
EOC 0.31%
National Average* (6 months) 1.70%

KNEES
0.43%

DVT

HIPS
EOC 1.22%
National Average* (6 months) 4%

KNEES
2.08%

* RCSI/BOA study that reported to the Department of Health in year 2000. This is the most recent national level data available.

Friends & Family Test

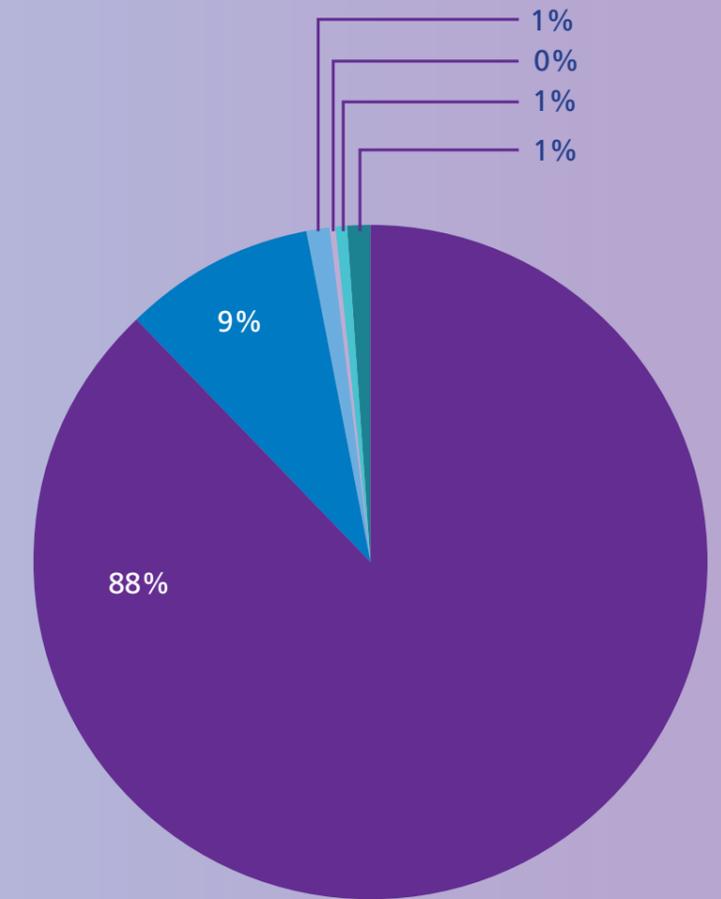
April – July 2013

Quarter 1 Inpatient Net Promoter Score

EOC - 87
NHS National Average - 70

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.

Response rate 46%



- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

What the patients say

“The care given was of the highest standard and cannot be faulted, thank you.”

Mr V Cochrane, London

“Everyone who has been involved in my care during and after my operation have been lovely and caring people, I could have not of asked for better, thank you.”

Mrs Strange, Surrey

“The team worked hard and made my stay as comfortable as possible, the nurses were great and highly professional.”

Mr Baker, Surrey

GP Liaison Manager

We have a dedicated GP Liaison Manager to assist you with any enquiry you may have about our services and provide you with information on a wide range of issues. This includes how to refer your patients to the centre.

Our rapid response GP contact line will ensure any query is dealt with in a timely manner and an agreed turnaround time will be arranged with you. This service is available Monday to Friday 08:30am – 16:30pm on 01372 735 448 or 07975 232 404.



In addition to the GP contact line, we are available to visit you for a one to one meeting where any questions or queries can be answered. One of our Consultants or Senior Nurses can also attend this meeting at your request.

Our liaison service includes:

- EOC service queries;
- Information on latest surgical and technological advancements;
- Keeping you up to date with clinic changes and service developments;
- Arranging GP and Consultant engagement forums and educational programmes.



THE ELECTIVE ORTHOPAEDIC CENTRE

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