



Welcome to the Elective Orthopaedic Centre Quarterly Newsletter



Welcome to the third 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.

The Elective Orthopaedic Centre Celebrates its 10th Anniversary

Since being opened by Her Majesty the Queen in 2004, the EOC has rapidly grown to become the largest hip and knee replacement centre in the UK and one of the largest in Europe. The internationally recognised centre is also a major centre for shoulder surgery and hip arthroscopies as well as undertaking more than 1000 minor orthopaedic procedures per year, most as day cases or short stay.

The EOC has recently celebrated its 10th anniversary and received a special message from Her Majesty the Queen to mark the occasion, addressed to Sue

King, the Director of Nursing at the EOC it read: "The Queen was pleased to learn of your good work over the past decade and has asked that her warmest good wishes be passed on to all members of staff at the EOC."

Additionally the EOC also received warm messages from its local GPs within South West London. Dr Ravi Seyan of Sutton CCG commented "My patients' who have gone through the centre have seen and experienced the best care they can get for either hip or knee surgery. The centre has revolutionised the management of joint surgery and has reduced the waiting time enormously. Such a centre is a prime example of excellent services that need to be delivered for the benefit of our local population."

The EOC Hip Preservation Surgery Unit

Hip replacement has evolved over sixty years and is recognised as one of the most successful surgical interventions

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ever devised. Hip surgeons are now developing treatments for the early stages of hip disease that can prevent affected individuals from engaging in recreational sport and maintaining their general fitness. The Hip Preservation Surgery Unit at the EOC provides a multi-disciplined approach to investigate and treat the broad range of hip conditions that can precede degenerative hip disease. Specially tailored physiotherapy regimens are provided and surgeons experienced in early intervention hip surgery provide open or arthroscopic interventions where symptoms can be alleviated and progressive damage slowed, arrested or repaired.

If your patients present with hip or groin related symptoms, please consider making a referral to "The EOC Hip Preservation Surgery Unit".

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EOC Facts and Figures 1st October - 31st December 2013

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



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

96% OF PATIENTS WERE AWARE WHO TO CONTACT IF THEY WERE WORRIED AFTER LEAVING HOSPITAL

98% OF PATIENTS RECEIVED ENOUGH INFORMATION BEFORE ADMISSION

0 EPISODES OF MRSA CROSS CONTAMINATION ALTHOUGH THE EOC DOES TREAT PATIENTS WITH MRSA

99% OF PATIENTS HAD CONFIDENCE AND TRUST IN THE DOCTOR'S TREATING THEM

What the patients say

“ I cannot speak too highly of all the nursing staff who had magnificent qualities: the love of the job, the friendship and respect between themselves ”
Ms Hunt, East Sheen

“ Everything was done very efficiently, from the moment I arrived for my operation to the care I received on Derby Ward. The staff were excellent in looking after me ”
Mrs Branch, Middlesex

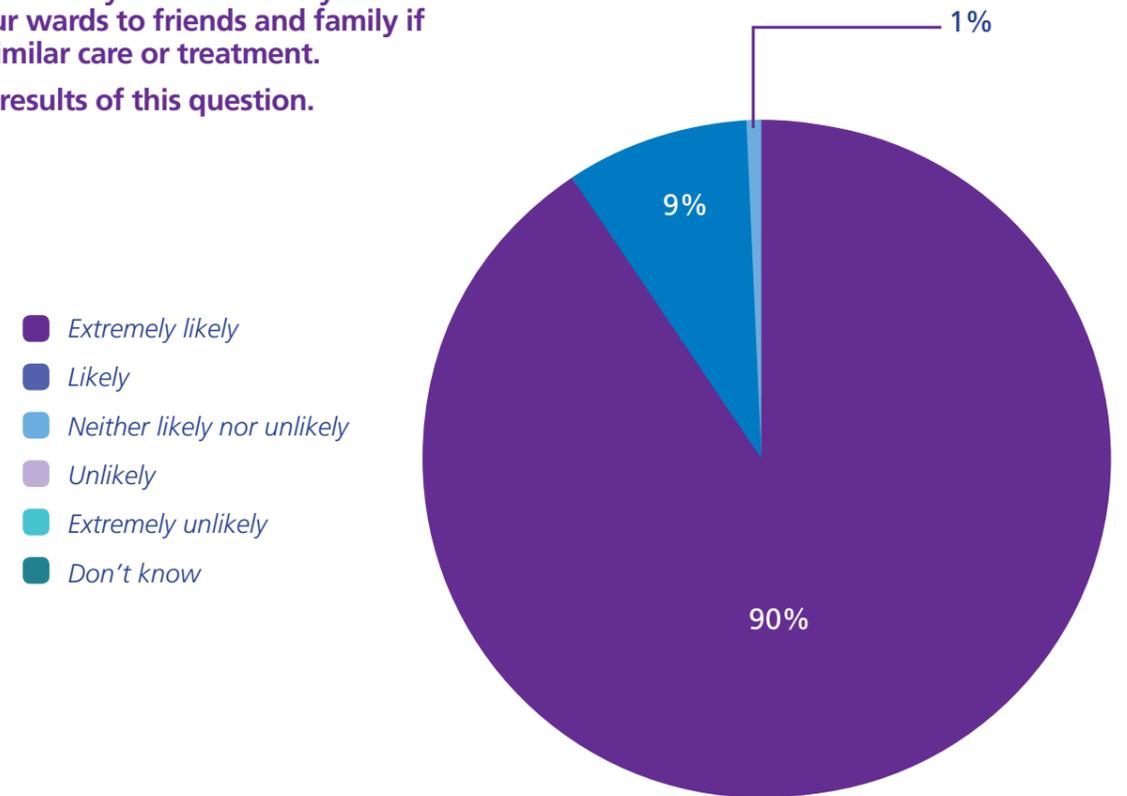
“ How very proud you must be of your Centre of Excellence and such an example of how the NHS can provide superb care carried out in such a professional, warm, caring manner ”
Mrs Breeden, Surrey

Friends & Family Test

October – December 2013

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.

Below are the results of this question.



Net Promoter Score

Month	Net Promoter Score	Response Rate
November 2013	88	54.14%
December 2013	83.3	55.98%
January 2014	88.4	58.71%
February 2014	86.3	75.91%
National Inpatient Average (February 2014)	79.2	40.58%

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.

One Stop Clinic Location Change



The Patrick Doody Centre will hold its final One Stop Outreach Clinic in May. After this the service will move to Francis Grove Surgery, 8 Francis Grove, Wimbledon SW19 4DL. The clinic will continue to be held on the first Wednesday afternoon of every month.

The new location is a short distance from the original site and the service will remain the same, providing patients with care that they need closer to their homes and at a place that is convenient to them. By providing this service we can ensure that the patient pathway runs smoothly from the point of GP assessment through to surgery and after-care.

For further information about this service and how to refer your patient, please contact Charlotte Dibble, EOC GP Liaison Manager, on 01372 735 448 or 07975 232 404. Alternatively, you can email her at charlotte.dibble@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.

Launch of the New EOC Website

Enhancing communication with our GPs and practice managers is a priority for the EOC which is why, with help from feedback received, we have recently updated our website to provide a more appropriate, better flow of information.

The new website can be found at www.eoc.nhs.uk

In addition to service and patient information the website includes a dedicated page for our GPs and Primary Care Partners.

Information includes:

- News
- Training and Education (Events are held at both the EOC and our partner hospitals)
- Research
- GP Liaison Office

THE ELECTIVE ORTHOPAEDIC CENTRE

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