

# Practice Based Commissioning (PBC) Newsletter

## Contact Details

Head of PBC and Strategy	Caroline Salmon <a href="mailto:caroline.salmon@dudley.nhs.uk">caroline.salmon@dudley.nhs.uk</a>	PA: Tracey Downton <a href="mailto:tracey.downton@dudley.nhs.uk">tracey.downton@dudley.nhs.uk</a>
PBC Project Manager	Nighat Hussain <a href="mailto:nighat.hussain@dudley.nhs.uk">nighat.hussain@dudley.nhs.uk</a>	
PBC Project Manager	Hannah Leyton <a href="mailto:hannah.leyton@dudley.nhs.uk">hannah.leyton@dudley.nhs.uk</a>	
<b>Cluster Name</b>	<b>GP Cluster Chair</b>	<b>PBC Cluster Manager</b>
Cluster One	Dr Harcharan Sahni <a href="mailto:harcharan.sahni@dudley.nhs.uk">harcharan.sahni@dudley.nhs.uk</a>	Daniel King PBC Manager—Cluster One & Halesowen <a href="mailto:daniel.king@dudley.nhs.uk">daniel.king@dudley.nhs.uk</a>
Halesowen	Dr Richard Johnson & Mary Akufo-Tetteh <a href="mailto:richard.johnson@dudley.nhs.uk">richard.johnson@dudley.nhs.uk</a> <a href="mailto:mary.akufo-tetteh@dudley.nhs.uk">mary.akufo-tetteh@dudley.nhs.uk</a>	PA: Tina Clarke <a href="mailto:tina.clarke@dudley.nhs.uk">tina.clarke@dudley.nhs.uk</a>
SLK	Dr David Hegarty <a href="mailto:david.hegarty@dudley.nhs.uk">david.hegarty@dudley.nhs.uk</a>	Liz Fisher <a href="mailto:liz.fisher@dudley.nhs.uk">liz.fisher@dudley.nhs.uk</a> PA: Tina Clarke <a href="mailto:tina.clarke@dudley.nhs.uk">tina.clarke@dudley.nhs.uk</a>
Beacon & Castle	Dr P D Gupta <a href="mailto:purshotam.gupta@dudley.nhs.uk">purshotam.gupta@dudley.nhs.uk</a> Vice Chair: Dr Julian Randall <a href="mailto:julian.randall@dudley.nhs.uk">julian.randall@dudley.nhs.uk</a>	Derek Hunter <a href="mailto:derek.hunter@dudley.nhs.uk">derek.hunter@dudley.nhs.uk</a> PA: Sarah Graham <a href="mailto:sarah.graham@dudley.nhs.uk">sarah.graham@dudley.nhs.uk</a>
Worcester Street	Dr Steve Mann & Dr Carol Griffiths <a href="mailto:stevemann@doctors.org.uk">stevemann@doctors.org.uk</a> <a href="mailto:cagriffy@doctors.org.uk">cagriffy@doctors.org.uk</a>	Cathryn Bateman <a href="mailto:cathryn.bateman@dudley.nhs.uk">cathryn.bateman@dudley.nhs.uk</a>



## Welcome

If you have any feedback on any of the items, or ideas for future articles, please contact Caroline Salmon or your Cluster Manager – the e-mail addresses are on the final page.

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## Paediatric Triage

The Paediatric Advice Triage Service was launched on 1<sup>st</sup> May 2009 and is a pilot project for 12 months that is supported by all Practice Based Commissioning Clusters. The service has been established as research indicates that between 20 and 30% of paediatric outpatient referrals are inappropriate and could be managed within primary care. The service provided will remotely triage all paediatric out patient medical referrals prior to a referral being made for a secondary care outpatient appointment. All referrals will be remotely triaged by a Consultant Paediatrician who will advise whether the referral is necessary for secondary care face to face consultation or whether the patient can be managed appropriately within primary care. If the referral is deemed appropriate for management within primary care, the Consultant Paediatrician will provide advice to the GP on how the patient can be managed and will provide ongoing support.

The service is being provided by Dudley Community Services. The lead Consultant Paediatrician is Dr Rebecca Mann, who has successfully led a paediatric triage service in Taunton for 3 years and as a result has reduced paediatric outpatient referrals by 30%. The service can at present be accessed via fax or email:

Fax number: 01823 261299  
E-mail: [dudleypaediatricadvice@nhs.net](mailto:dudleypaediatricadvice@nhs.net)

Work is ongoing at present to enable the triage service to be accessed via Choose and Book.

All Practice Based Commissioning Clusters are supportive of this pilot, and are urging all GPs to use this triage service before referring a child for secondary care consultation.

From the total number of referrals that have been received since the new service commenced, 25% of the children referred have been appropriate for management within primary care and not needed a secondary care consultation.

If anyone has any queries on the service please contact Stephanie Cartwright on 01384 361274 or [stephanie.cartwright@dudley.nhs.uk](mailto:stephanie.cartwright@dudley.nhs.uk)



## Stepping Out

Stepping Out is a basic foot care scheme delivered by Age Concern Dudley working in partnership with Dudley PCT. The aim is to offer a flexible service, through trained volunteers, to older people who are unable to do their own foot care.

### How does Stepping Out Work?

If you are 60+, living in the Dudley Borough and are not eligible for the NHS Podiatry Service, we will be able to provide you with a basic toe nail cutting and a hard skin filing service as long as you do not have certain medical conditions. **All clients** will be subject to an assessment by an NHS Podiatrist before any treatment can begin.

The scheme is available on referral from your GP, an NHS podiatrist, Community Health Nurse or you can self refer. Once your referral is received you will be given an appointment for your first consultation.

### The cost for this service

You do not pay for your podiatry assessment. Once you have been advised you qualify for this service, you are asked that you buy your own personal nail cutting and file kit which will be available at the clinic and will only be used on yourself and it **must** be brought to each session to allow your treatment to go ahead. It will then be cleaned and returned to you at the end of your session. There will also be a charge for each foot care treatment you receive thereafter. This charge will be payable upon receipt of the service, and includes any cost of the materials used. The appointments given will be on a 10 weekly basis.

### What Training do Volunteers have?

All volunteers have been specially recruited. They are trained in foot care by an NHS podiatrist employed by the PCT. They receive regular update training and are supported and supervised by a scheme co-ordinator and project staff.

Clinics are held across the Dudley Borough. When you are offered your first appointment, we will ask you the best place for you to attend.

If you would like more information on the scheme, please telephone Kim or Julie on 01384 354667

## Community ENT Service

The community ENT service has reported that it is receiving an increasing number of referrals for removal of ear wax. The advice from the service is that soft wax can be removed manually or by syringing either within general practice using a mechanical ear syringe with water at body temperature. They advise that if hard wax is causing hearing loss or obstruction to clinical examination then they recommend local instillation of sodium bicarbonate ear drops for 5 days. Other proprietary preparations containing cerumenolytics (e.g. urea, peroxide etc) are not considered as effective and can cause aural irritation if used repeatedly, e.g. olive oil can have an effect on some hearing aid mould materials. The usage of bicarbonate ear drops then needs to be followed by syringing. The service is happy to give advice to practices, and would like to point out that Ear Care Study Days can be found in the Clinical Training Courses section of the Training Directory, which can be located through the Dudley PCT Intranet.

## Commissioning Plans

The PEC meeting in May approved the 5 clusters' commissioning plans. Cluster managers will be working with practices to develop business cases for some of the initiatives outlined. Copies of the plans are available on the intranet.

## New Project Manager Appointment

We are pleased to inform you that Hannah Leyton has accepted the post of Project Manager and will hopefully be joining the team on Monday 8 June 2009.

Hannah is a nurse by background but has extensive experience of project management.

