

Connect



Quarterly Newsletter for GPs

Issue 9 - Winter 2017/2018

Dear Colleagues



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Welcome to the first 2018 edition of Connect - a new year and hopefully new opportunities for the Hospital to work collaboratively through our GP and community partners. The Local Integrated Care Committee (LInCC) continues to develop and build on its work plan which aims to enhance the professional working relationships between GPs, consultants, hospital management and the community health organisations in order to create more effective and efficient services for patients. If you have an ideas or suggestions please contact either Dr. Aisling Ni Shuilleabhain, LInCC chairperson or myself through GPConnect@amnch.ie

The public information campaign "Are you Winter Ready?" launched at the end of last year will continue to run till the end of February and is aimed at educating and empowering patients to take responsibility for their own health.

2017 saw almost half a million patient attendances across adult and paediatric services with adult emergency attendances exceed 50,000 for the first time since the Hospital opened. This year kicked off to a busy start with the impact of flu and other infectious diseases impacting on waiting times for emergency admissions and curtailment of elective activity due to the Hospital's limited bed capacity. The Hospital has prepared a feasibility case for the development of additional onsite bed capacity and is in discussions with the HSE regarding same.

In relation to other capital developments onsite the Hospital has received planning permission and gone to tender for a new renal unit and has also submitted planning permission for an expanded Intensive Care unit (+ 12 beds) as well as a new atrium at the Hospital's main entrance. Decanting works for the new paediatric satellite centre commenced late last year with building works on the satellite centre due to commence later this year.

Lucy Nugent

Deputy CEO Tallaght Hospital

Ireland's First Public Hospital Patient App Launched

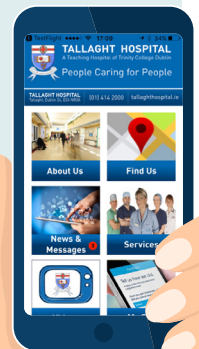


Pictured at the launch of the App were Lucy Nugent, Deputy CEO Tallaght Hospital, Catherine Heaney Chair of the Patient Community Advisory Council, David Wall Director of ICT Tallaght Hospital and Eileen Whelan Group Director of Nursing, Midwifery & Quality of the Dublin Midlands Hospital Group

Tallaght Hospital have become the first public hospital to launch a patient and visitor app.

The app provides users with access to information on many of the services available at the hospital including hospital facilities, wards and site map, visitor information, contact details for a particular clinic or consultant, videos featuring medical experts in areas such as rheumatoid arthritis or Intensive Care, and news and updates on the hospital and its work. The app is the first of its kind within Ireland's public hospitals. While Tallaght is taking the lead in Ireland, the Hospital was motivated by the success of similar apps in other healthcare systems such as the UK and US, where such apps are increasingly the norm.

In addition to the work undertaken by Tallaght Hospital and its development partner Captive Health in developing this app, the project was also supported by both the Meath Foundation, the Dublin Midlands Hospital Group and HSE. The Hospital's Patient Community Advisory Council also supported the development of the App reviewing it as it developed and providing user feedback.



National Patient Experience Survey



Last year the HSE and HIQA embarked on the first nationwide Patient Experience Survey, inviting patients for feedback on their recent stay in a public acute hospital. Nationally over 26,000 people were invited to participate with over 13,700 taking part. There was a phenomenal response at a local level with over 50% of our eligible patients participating in the survey.

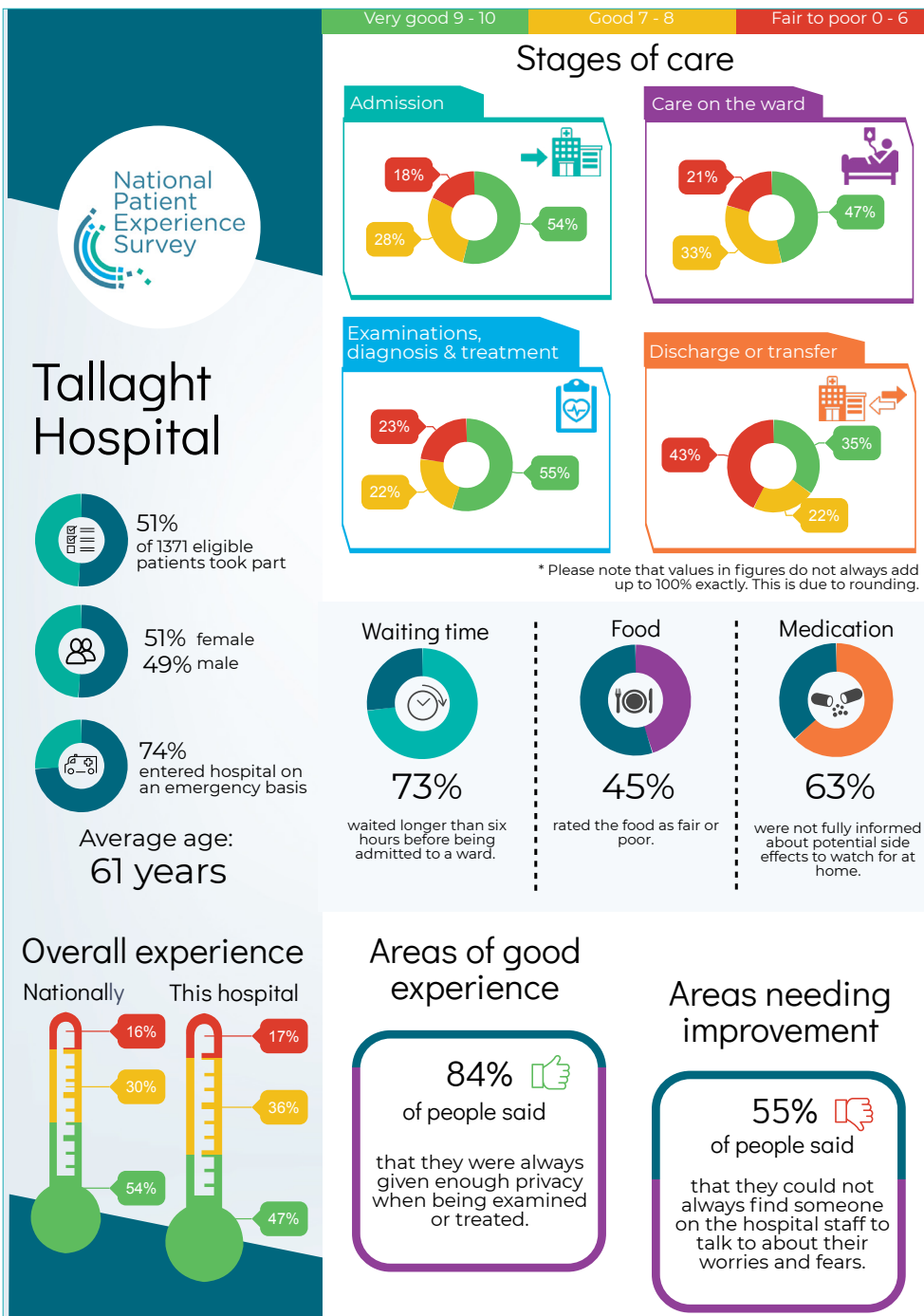
The main findings of the report for Tallaght Hospital were, 83% of our patients said they had a 'very good' or 'good' experience, compared with 84% nationally. The survey found that, overall, patients at our Hospital reported high levels of patient-centred care in terms of being treated with respect and dignity in the Emergency Department (ED).

The majority of patients also reported that they were given enough privacy when they were being examined or treated. The survey found that the communication between doctors and staff before operations or procedures received above average ratings, with many patients reporting that staff completely answered their questions in an understandable manner. Patients also reported that most staff wore name badges. Several areas across each stage of care were identified as needing improvement.

In the ED, the majority of respondents said they waited for more than six hours to be admitted to a ward. Several questions relating to communication were negatively rated with many patients reporting, for example, that they did not have enough time to discuss their care and treatment with a doctor.

Similarly, patients' families or friends did not have sufficient opportunities to talk to a doctor. Often patients or family could not find hospital staff to talk to about their worries and fears. People also reported a lack of privacy when discussing their condition or treatments as well as a lack of confidence and trust in the staff treating them.

In summary, the report highlights areas where patients had positive experiences and outlines where there is significant room for improvement and the findings will serve to inform quality improvement initiatives the Hospital over the next year. Nationally, the Department of Health will use the information gathered to inform the development of policy in relation to acute healthcare, the findings of the survey will be used to develop HIQA's approach to monitoring of hospitals.



OPAT UPDATE

If patients can avoid a hospital stay or go home early many patients would choose to have their treatment at home.

Recognising this and the growing number of patients that need to be admitted with limited bed capacity Tallaght Hospital were the first Hospital to avail of a new service option that enables suitable patients on intravenous antibiotics to be discharged early from Hospital approximately two years ago. The services, rolled out in conjunction with the Outpatient Antimicrobial Therapy (OPAT) management control centre in TCP Homecare.

In November, a new service option became available as patients are trained up for S-OPAT (self-administration) with Flucloxacillin 8g elastomeric pod, which is connected and left to infuse over 23 hours via a patients' PICC line. Normally Flucloxacillin needs to be given four times a day so self-administration is an opportunity for an early supported discharge.

The registered nurses on the Community Intervention Team complete three visits daily. With S-OPAT there is now the option to have the Community Nursing Team visit patients once daily to flush and connect new elastomeric pods. The pods are easily carried in a small pouch which enables patients carry on their normal day to day activities. The elastomeric pods have additional benefits in relation to infection control as they will require fewer connections to the intravenous access during a prescribed regimen and the pods also administer a steady level of the antimicrobial in the patients' bloodstream during infusion.

The initial clinical reports for patients have been positive from the patient's team perspective. If you would like to find out more about this new service then please link in with the Consultant Microbiologists with queries or the OPAT Liaison Nurse, Niall McLean (Bleep # 3032).



From left to right Niall McLean, OPAT Hospital Liaison Nurse; Dr. Saobdh O'Rourke, Microbiology Registrar; and patient Liam Manning

Date for the Diary

Please mark Saturday, March 3rd in your diary as the date for the annual Tallaght Hospital GP Study Day. The programme schedule is currently being finalised and five external CPD have been applied for the popular event. For further information contact Sandra Daly on 01 414 2883 or by email Sandra.Daly@amnch.ie



NURSING GRADUATION

Before Christmas the Hospital celebrated the graduation of 78 nursing graduates. Amongst the graduates are 56 General Nurse Graduates from the class of 2013, 16 Children's and General Integrated Degree Programme graduates (CGIDP) from the class of 2012 and six graduates with Higher Diplomas in Children's Nursing from the class of 2016. Over 80% of the graduating students accepted the offer of permanent nursing posts in the Hospital, this continues the trend of retaining a large percentage of student nurses which is credited to the career development opportunities the Hospital can offer staff.

Recent Awards for Tallaght Hospital

The achievement of awards for the Hospital and its staff is an opportunity to celebrate the valuable contribution and innovation demonstrated by the staff and organisation which all directly benefit our patients.

Recent wins include:

- ▶ The Clanwilliam Pharmacist Awards where Dawn Davin won the Practice Based Research Award and the Pharmacist Led Team of the Year Award went to Joan McGillicuddy and the Adult Medicines Guide Team
- ▶ Irish Heart Foundation Active @ Work Awards where our Health & Wellbeing Committee received a Gold Award for the promotion of physical activity as a positive health behaviour and the Catering Team a Silver Award for healthy catering practices and promoting a range of healthy choices
- ▶ Dr. Stephen Murphy won a prize for best original research presentation at the Irish Institute of Clinical neuroscience 2017 Registrar's Prize in Clinical Neuroscience. The title of the research he presented was 'Evidence of Ongoing Platelet Activation in Micro- Emboli Negative Recently Symptomatic Versus Asymptomatic Carotid Stenosis: Results from the Haemostasis in Carotid Stenosis Study'
- ▶ First prize in a national poster competition in the National Pressure Ulcer to Zero initiative by members of our Nursing team
- ▶ Joint first winners at the recent Health Management Institute of Ireland Leaders Award for the WALKways Tallaght Hospital Programme. This programme was launched last September in partnership with the Hospital, WALK and the Dublin & Dun Laoghaire Education & Training Board

Five Year Roadmap Published

Last week the Dublin Midlands Hospital Group (DMHG) published a new five year Strategic Plan (2018-2023). The document is a five year roadmap for the delivery of hospital services for a population of more than 800,000 who may access care in one of the Group's seven hospitals.

The strategy focuses on five key strategic aims that will drive DMHG's reform and development priorities:

1. To deliver excellent standards of quality and patient safety
2. To optimise service delivery, ensuring patients are treated in the right place, at the right time, by the right people.
3. To develop integrated care between Dublin Midlands Hospitals Group and its Community Primary Care Partners
4. To foster education, academic research and innovation
5. To strengthen co-operation and collaboration between the Dublin Midlands Hospital Group Hospitals

The Hospital Group are seeking to improve access for patients so they can be seen and treated in the right location by the most appropriate provider, to expand services in response to growth in demand, and to work in partnership to better integrate across Hospitals and community health care services, with patient empowerment at the centre.

Commenting on the publication Trevor O'Callaghan, Interim CEO of the DMHG said, "The strategy provides a blueprint of how the Group will continue to deliver the highest quality acute hospital care services and continue to drive change, support innovation, and improve access to services for all patients.

The plan acknowledges the main challenges for the acute sector in Ireland: access to health services and improvements in efficiency in the delivery of hospital services. To achieve this we will adopt a Strategy in Action. We will drive change in a collaborative, cooperative manner where, most importantly, patients will receive the best standards of care", he concluded. The strategic vision has been agreed with all seven Group Hospitals, the HSE nationally, and the Group's academic partners in Trinity College. A full copy of the document can be viewed through this link.



Upcoming education events available for GPs and Practice Nurses

Date	Course Details	Booking Information
27.02.2018	Managing Chronic illness in the Community Target Audience: Nurses supporting service users/clients to manage their chronic illnesses Time: 10am-4pm Venue: The Centre for Learning & Development, Tallaght Hospital Cost: N/A	Maria Carr 01 414 2852 Maria.carr@amnch.ie
Day 1 -21.02.2018 Day 2 -07.03.2018	Enhancing & Enabling Well-Being for the Person with Dementia (2 Day Programme) Target Audience: All staff working in the following care settings: - Acute Hospital - Community - Residential Care Time: 8.30am-4:30pm (both days) Venue: Robert Graves Postgraduate Centre, CLD Cost: N/A	Clodagh McLoughlin 01 414 2851 info.cld@amnch.ie
16.01.2018 06.03.2018 10.04.2018	Venepuncture & Peripheral Venous Access Device (PVAD) Insertion Target Audience: Nurses supporting service users/clients to manage their chronic illnesses Time: 10:30am-12:30pm Venue: Two Rock Clinical Skills Lab - CLD Cost: €50 fee	Clodagh McLoughlin 01 414 2851 clodagh.mcloughlin@amnch.ie
Every Friday during Term Time	Grand Rounds Time: 8am - 9am Venue: Trinity Lecture Theatre, CLD <i>Speaker updates on Twitter - @CLDTallaghtHosp</i>	Sandra Daly Tel: 01 414 2883 Sandra.daly@amnch.ie



If you would like any more information about any articles in the Connect or have suggestions for future editions please do get in touch.

Email: GPCConnect@amnch.ie