

Primary Care Matters

Practice staff newsletter

Welcome

Welcome to May edition of Primary Care Matters. The past months have seen a number of exciting new developments at our hospitals.



Dr Sean O'Kelly,
Medical Director

Our new pre-operative department has opened, providing a purpose-built space where patients are assessed ahead of their elective surgery – please see the article below for more details.

Work has now begun on the installation of the new façade on main BRI building. The project, which is expected to take around nine months to complete, includes replacing all the windows and improving the building's energy efficiency, as well as its overall appearance.

During the work, access to the physiotherapy department on level one of the BRI will remain open for patients and staff. However, there will be no parking in the level one area while work is being undertaken. We hope the new façade will better reflect the excellent care delivered inside the building, and present a much more welcoming appearance for patients, visitors and staff.

New pre-operative assessment department (POD) opens at Bristol Royal Infirmary

UH Bristol has opened a new facility where patients are fully prepared for their elective surgery.

The pre-operative department (POD) has moved into a bright, spacious, purpose-built unit on level six of the BRI, where clinicians will be able to assess more patients in an enhanced environment.

Before their elective surgery patients attend the POD, where they are asked for their medical history, screened for MRSA and given information on their admission, anaesthetic, post-operative pain control and any medication needed in the period leading up to the operation.

Patients may also be referred to other medical specialists, or back to their GP for additional treatment before surgery if required.

The new POD offers improved capacity with 15 pre-operative assessment rooms, whereas the previous facility had nine.

It also incorporates the surgical admissions suite, which patients attend on the day of surgery to undergo a final review before their surgical procedure.

The surgical admissions suite has also expanded, with more changing cubicles



for patients preparing for operations.

“One of the advantages of the new location for the POD is that it provides easier access for patients to other surgery-related facilities,” said Carly Powell, divisional project manager for the divisions of Surgery, Head & Neck and Medicine.

Carly said: “The operating theatres, trauma wards and the new state-of-the-art intensive care unit are now all based on the same floor as the POD, which will

greatly improve patient flow.

“Previously, the POD was located on a lower floor, which meant patients had to be transported by lift between these facilities. The new POD also provides easier access to modern surgical wards on level seven and eight of the new BRI ward block.

“We are thrilled with the new facility: it will greatly improve the experience for our patients and the working environment of our staff.”

New restaurant on the menu at BRI

A new restaurant providing a wide range of high quality food and drink for patients, visitors and staff opened at the Bristol Royal Infirmary on 11 May.

The DeliMarché, with seating for 80 people, is located on level nine of the BRI and is open from 7.30am to 2pm Monday to Friday. The bright, modern, fully air conditioned facility complements services already available at the BRI Welcome Centre, and offers spectacular views over the city.

Customers may choose from an extensive menu including low fat food, sandwiches and baguettes, hot food including pasta, baked potatoes and pasties, cakes, hot and cold beverages, fruit and other items.

Robert Woolley, chief executive of UH Bristol, said: "We are delighted to be opening a new restaurant, which provides a bright and inviting area for our patients, visitors and staff to sit down and enjoy food.

"The DeliMarché provides us with a high quality restaurant that reflects the modern facilities of the BRI and our



continued investment in our hospital estate.

"The restaurant is run by our partners Medirest, with the income generated from the lease being reinvested in supporting the delivery of excellent patient care."

Steve Cenci, managing director of Medirest, said: "We are excited to be

further developing our existing business with UH Bristol with the opening of the new DeliMarché restaurant at the BRI.

"In addition to the restaurant, we will also be introducing an innovative 'click and collect' service, which will allow the hospital's busy staff to order their food in advance via their computer, tablet or telephone before collecting it later in the day at a convenient location and time."

Keratoconus appointments now available on Choose and Book



Appointment booking for the Keratoconus service at Bristol Eye Hospital has gone live on Choose and Book.

Patients will be able to book into clinics for Monday and Tuesday mornings only, with appointments available from 9am. The first available appointments will be for August 2015.

Patients' referrals will be reviewed by a clinician who may decide that, for clinical reasons, the appointment needs to be

changed. If the appointment needs to be rearranged, the hospital will contact the patient, either by phone or in writing. The hospital will also send confirmation of the patient's appointment.

Patients who normally wear soft contact lenses should not wear their lenses for one week prior to appointment.

Patients who wear rigid gas permeable/hard contact lenses should not wear lenses for at least two weeks (ideally four weeks) prior to appointment.

If patients are unable to manage without both lenses for this time, they may leave one contact lens out. However, this means they are likely to need a second appointment to assess the other eye.

Patients should bring copies of their previous spectacle prescriptions from their optician to their appointment; these should cover the past two years.

Emergency eye care

Healthcare professionals can refer emergency patients to Bristol Eye Hospital by calling the hospital's emergency line on 0117 342 4613.

The line is open from 9am – 4pm Monday to Friday, and 9am – 2pm on Saturday and Sunday.

In addition, an ophthalmologist is on call. Healthcare professionals can contact them via the UH Bristol switchboard 0117 923 0000

If you are unable to contact us by phone, please send patients with a cover letter so we know why they are attending ED.

Bristol Eye Hospital ED opening hours are 8.30am – 4.30pm Monday to Friday and 9am – 3.30pm Saturday and Sunday.

Outside of opening hours, patients should contact the nearest emergency department.