

Kendal NHS Treatment Centre

GP Guide

July 2009



Introduction



Kendal NHS Treatment Centre is a modern, purpose built facility located in the heart of South Cumbria on the Westmorland General Hospital site. The Centre has been designed to combine exceptional standards of patient care, clinical expertise, equipment and facilities that modern medicine demands.

This Centre has 13 beds, with a mix of one and two bedded rooms, in addition we have six single day case rooms for short stays. We have a brand new operating theatre and endoscopy suite together with 3 consulting rooms for outpatient appointments. We provide NHS services in Orthopaedics, General Surgery and Endoscopy. Further details on specific procedures are available from the Centre.

Kendal NHS Treatment Centre is operated on behalf of the NHS by Ramsay Health Care UK, which manages over 35 hospitals in England. Ramsay Health Care was established in Australia in 1964 and has grown to become a global hospital group operating over 100 hospitals and day surgery facilities across Australia, the United Kingdom and Indonesia.

Ramsay Health Care is well respected in the health care industry for operating quality, private hospitals and for our excellent record in hospital management and patient care. These features help to attract leading health care practitioners to work in our facilities.

People caring for people

If you require more information about Ramsay Health Care and the NHS services we provide, please visit the website www.ramsayhealth.co.uk/nhs or telephone our patient enquiry line on **0845 094 0074**

Website : www.ramsayhealth.co.uk/nhs

Selection of Patients

The Treatment Centre is one of the options for offering choice to patients. All patients will be screened to ensure that the Treatment Centre is the most suitable environment for each individual patient to be treated. Please note that we do not treat patients under 18 years of age.

Procedures Undertaken

General Surgery - Daycase only:

- Therapeutic endoscopic procedures
- Diagnostic procedures, oesophagus and stomach
- Stomach or duodenum - therapeutic endoscopic or intermediate procedures
- Large intestine - endoscopic or intermediate procedures
- General abdominal - endoscopic or intermediate procedures
- Abdominal hernia procedures
- Inguinal, umbilical or femoral hernia repairs
- Anus - minor procedures
- Cholecystectomy
- Minor breast surgery
- Minor skin procedures

Orthopaedics - Inpatient and Daycase:

- Primary knee replacement
- Primary hip replacement
- Primary shoulder, elbow or ankle replacements
- Resurfacing of hip
- Anterior cruciate ligament reconstruction
- Arthroscopies
- Foot procedures
- Hand procedures
- Soft tissue or other bone procedures
- Muscle, tendon or ligament procedures
- Minor procedures to the musculoskeletal system
- Removal of fixation device

Staff Experience

Our consultants are employed by Ramsay Health Care UK and they work in partnership with the Treatment Centre. The surgeons and anaesthetists are registered with the GMC and are on the specialist register. All medical staff are bound by Ramsay Health Care UK's Clinical Governance regulations. Clinical practice is regularly reviewed. Further details are available on request at Ramsay Health Care.



Transportation Arrangements

Wherever possible, it is hoped patients will be transported to and from the Treatment Centre by their relatives or friends, as currently happens when referred to NHS Trusts. Patients who qualify for patient transport to get to hospital or for help with their fares will get the same if they choose to come to the Treatment Centre. The GP should write at referral if the patient requires transport, and this will be booked for them when their first appointment is made.

Infection Control

All patients are screened for infection risk at the pre-assessment stage and any urinary or skin infections treated before admission. If on the day of admission the patient appears to have an infection, which might increase the risk of cross- infection, the decision whether to go ahead with the operation will be made by the surgeon. If the decision is made not to operate, the patient will be transferred back to their GP and a date for admission given once the infection has been treated.

The Treatment Centre has an infection control link nurse for staff training, monitoring and surveillance of infections and liaising with microbiologists. In the case of nosocomial infection, an incident review meeting will be set up and procedures adjusted if necessary to prevent further occurrence.

All operations are carried out in appropriate theatres. All instrumentation will be subject to the usual NHS standards for CSSD, and all instruments will be traceable.

Medical Cover

Upon discharge, patients are given a 24 hour help line number which they may use to seek medical advice. Protocols have been developed for referral of patients and access to specialist advice in local NHS trusts for critical care transfer, access to emergency diagnostics and out of hours admissions and non-urgent transfers. The consultant will send a detailed letter to the referring clinician and GP within a week of the patient's discharge, explaining the procedure and any required aftercare.

Pre-assessment

If pre-assessment is required, patients will be invited to an outpatient appointment to meet the Consultant before their admission. At this pre-assessment, necessary pre-operative tests will be carried out and results reviewed. The pre-operative tests used will be in accordance with the NICE Clinical Guideline 3: 'Pre-operative Tests – The Use of Routine Pre-operative Tests for Routine Surgery'. These will be carried out by a pre-assessment nurse in person, or in selected cases for minor procedures, over the telephone.

If the patient is fit for operation, they will be given a date for admission. If there are any significant problems related to infection or anaesthetic risk, patients will be referred back to their GP for ongoing management of these conditions. Once the GP is confident the patient is fit for surgery, the GP can contact the PCT referral management centre to request that they contact the patient to set up a further pre-assessment appointment.

Access to Diagnostic Tests

The Treatment Centre will have access to the GP referral letter and a summary of the patient's medical history, along with any recent x-rays or lab results that are relevant to their admission. The Treatment Centre has access to pathology and radiology services. We will be able to carry out on-site basic blood tests using point of care testing, giving immediate results.

Discharge

All patients admitted must be discharged into the care of a responsible adult for at least 24 hours post-discharge, as detailed in 'National Good Practice on Pre-operative Assessment for In-patient surgery', Modernisation Agency, March 2003. At all times the patient will be encouraged to ring the treatment centre if they have any problems. Each patient will be given written instructions on discharge and a 24 hour contact number which will be manned by an experienced trained nurse. The nurse will have access to all the patient's records. The nurse will then make a decision if the Consultant needs to be contacted, and if necessary will arrange admission to the agreed hospital.

All endeavours will be made to manage any complications at the Treatment Centre. Where facilities or appropriate levels of care are not available at the Treatment Centre the patient will be transferred to an NHS hospital under an agreement with that Trust.

Follow-up

Patients will receive a follow-up appointment if clinically required. A letter of confirmation will be sent in the post where this is appropriate. If during the procedure there is a diagnosis of cancer, or cancer is suspected, the consultant/senior clinical lead will contact the local trust to refer under the 2 week pathway and the results will be copied to the GP for information. In these circumstances we may on occasion request your assistance in notifying the patient on a one to one consultation.

Communicating with GPs

A full discharge summary will be sent to the patient's GP, written by the consultant undertaking the procedure at the Treatment Centre.

Referral Method

Patients can be referred to Kendal NHS Treatment Centre through the Choose & Book system. As a contingency if Choose & Book is not available, the Centre can also receive manual referrals by fax on [0845 838 0851](tel:08458380851)

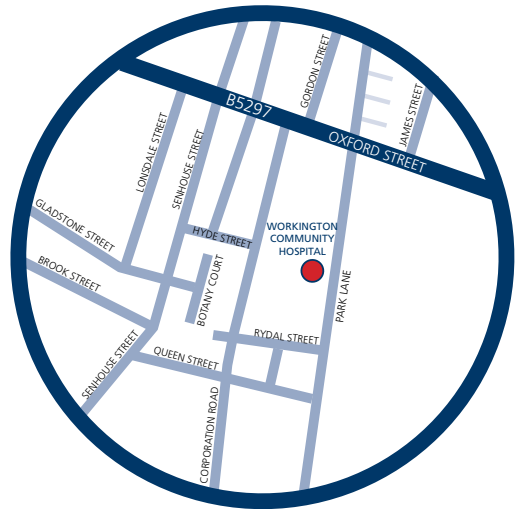
Choose and Book:

- Book online via the Choose and Book website: www.chooseandbook.nhs.uk
- Book via the National Telephone Appointment Line: [0845 608 8888](tel:08456088888)

For general enquiries regarding referrals please contact the Kendal NHS Treatment Centre by telephoning

[0845 838 8375](tel:08458388375)

Workington Community Hospital, Park Lane, Workington CA14 2RW



Caldew Hospital, 64 Dalston Road, Carlisle CA2 5NW



Acceptance criteria

All patients will be seen in a safe and appropriate environment depending on their age and any existing medical conditions they may have.

Patients must have a responsible adult with them for a 24 hour period post procedure if they are having either sedation or a general anaesthetic. We will see patients with the following conditions however, we will carefully assess their needs prior to admission and will make a decision based on the best outcome for the specific patient. This means that we may defer the patient if it is in their best interest.

- Mild to moderate asthma or chronic obstructive pulmonary disease
- Neuromuscular disorders such as multiple sclerosis or motor neurone disease
- Non-symptomatic restrictive lung disease
- Controlled systematic hypertension
- Body Mass Index over 40
- Controlled ischemic heart disease
- Mild valve disease
- Well controlled rhythm other than sinus
- Previous complications post anaesthetic
- Myocardial Infarction within the last 6 months
- Cerebrovascular accident within the last 6 months
- Obstructive sleep apnoea

For patients' safety and ease of recovery, we will assess patients for MRSA and will defer their treatment until the infection is clear. Ramsay has an excellent track record on Hospital-related MRSA and continues to work to maintain a safe and clean environment for your patient.

References

National Good Practice on Pre-operative Assessment for Inpatient surgery.
Appendix A: Guidelines for selecting patients for day surgery.
Modernisation Agency, Sept 2002.

National Good Practice on Pre-operative Assessment for Inpatient surgery.
Modernisation Agency, March 2003.



Directions

The Treatment Centre is situated within Westmorland General Hospital which is situated on Burton Road, Kendal

Enter main hospital entrance, continue straight on past reception following the Ramsay signs along the corridor and downstairs to the entrance of the Ramsay Kendal NHS Treatment Centre.

By road:

From the M6: Leave at J36 and follow A65 to Endmoor. After approximately 6 miles, Westmorland General Hospital is situated on the right. Parking is available to the right of the entrance.

By bus:

Bus routes: 41, 41A, 42, X35, 550

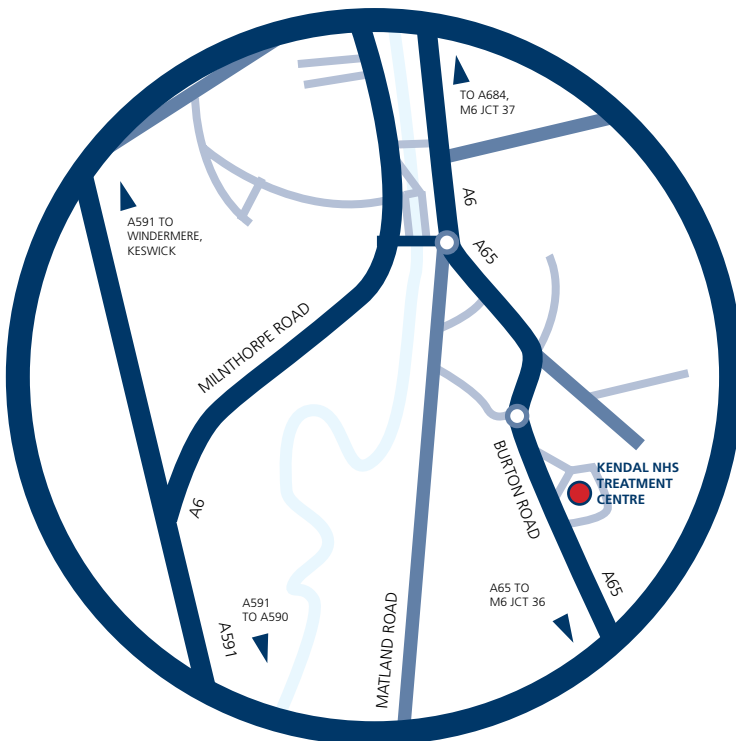
By rail:

Nearest railway station - Oxenholme (1 mile). Possible to walk but taxi best option. Taxi rank at Station.

On-site parking is available with disabled bays. Parking for visitors is situated first right on the hospital entrance road (pay and display).

Facilities

Disabled access



Kendal NHS Treatment Centre, Ramsay Health Care,
Westmorland General Hospital, Burton Road, Kendal, Cumbria, LA9 7RG
www.ramsayhealth.co.uk/nhs
0845 838 8375