

## The Newcastle upon Tyne Hospitals NHS Foundation Trust – January 2009

### **Trauma & Orthopaedics roll out continues at Newcastle!**

Following on from the roll out of Upper Limb services in October we are delighted to announce that Orthopaedic Spinal services are now available at both Freeman Hospital and Newcastle General Hospital sites.

Newcastle Spinal Surgeons have defined two categories of service for clinical conditions pertaining to either “Deformity” or “Non-Deformity”. Please see Choose and Book service details for further information.

### **Newcastle Choose and Book project team update**

The Choose and Book team at Newcastle has expanded recently to include Amanda McCarthy (Choose and Book Project Manager) and Lynda Aamer (Directory of Services Co-ordinator). The addition of Amanda and Lynda will help us not only improve the quality of our existing services but also extend the range of Choose and Book services available to referrers.

### **Appointment Slot Issues**

When you attempt to book an appointment it is very frustrating to get the message “No Appointments”. In the main this happens because many Trusts only provide appointments five or six weeks ahead so as to make sure that they can meet waiting time targets. Here at Newcastle we are proud to say that we continue to allow patients to book appointments up to 11 weeks into the future.

As a result, reports from the Department of Health have consistently shown that Newcastle Hospitals have the lowest rate of appointment slot issues in the region, and indeed one of the lowest in the country. We are very proud of this as it demonstrates that it is far more likely that a GP or patient will succeed in completing a booking at the first attempt at Newcastle Hospitals than with any other provider.

We want to help you and your practice make the most of Choose and Book and the services offered by The Newcastle upon Tyne Hospitals NHS Foundation Trust. If you have any problems or queries please feel free to contact Garry Schulz, Joan Debnam, Amanda McCarthy & Lynda Aamer at: [cab@nuth.nhs.uk](mailto:cab@nuth.nhs.uk)