Welcome to the summer edition of GP Links, the newsletter for GPs produced by the Western Health and Social Care Trust (Western Trust).

I would like to first welcome Dr Harry Jackson as the new GP representative from the Omagh GP’s and look forward to his contribution and input going forward.

We produce and send GP Links 2-3 times a year. It will also be available on your internal intranet through the Health and Social Care Board.

It is designed to provide information about our services and news about the Trust. It will also feature news about new appointments and article on topics raised through the GP Liaison Forum which meets every two months.

Also if you have any suggestions of methods/channels of communication which work for you and or ways in which as a Health and Social Care Trust we could communication with you and your colleagues better please let us know.

Send any feedback or suggestions for content by contacting Rita McCullagh, Communications Manager on 028 82835197 or email: ritat.mccullagh@westerntrust.hscni.net

I hope that you find this edition informative and enjoyable and please do let us know if you have any feedback.

Kind Regards,

Alan Corry Finn
Executive Director of Nursing, Director of Primary Care and Older Peoples Services and GP Liaison Forum Chairman

Welcome to GP Links

Alan Corry-Finn
Executive Director of Nursing and Director of Primary Care & Older People’s Services

You, Your child and Alcohol

In Northern Ireland more than half of young people aged between 11 and 16 years old say they have had an alcoholic drink at some point in their lives.

This means that for parents the subject of their child and alcohol is likely to come up at some stage in conversation.

New versions of the “You, your child and alcohol” leaflets are available in Irish, Polish, Portuguese and Lithuanian translations from the nidirect website: www.nidirect.gov.uk
During the winter period the Western Trust, through the HSCB sent information to all GPs on some important changes to Children’s Mental Health and Disability services.

The following highlights what those changes were.

From the 1st January 2010 all referrals for Child and Adolescent Mental Health Services (CAMHS) should be forwarded to the following address(es):

OMAGH/FERMANAGH
Rivendell
Tyrone & Fermanagh Hospital, Omagh
Co Tyrone BT79 0NS
Tel: 028 82835990
Fax: 028 82835989

LIMAVADY/STRABANE/LONDONDERRY
Woodlea House
Gransha Park, Clooney Road
Londonderry BT47 6TF
Tel: 028 71865238
Fax: 028 71865248

Previously, referrals for the 16-18 year old age group have been made by you to Adult Mental Health Services. However, the Trust is now in a position to extend our age range to up to 18 years. This applies Monday – Friday, 9.00am – 5.00pm with the current Out of Hours arrangements still applicable until further notice.

Also sent to GP’s was copy of advice to referrers and a screening tool to help identify mental health needs in young people when considering individual situations.

If there is any doubt about the appropriateness of a referral a member of the clinical staff will be available on a daily basis to discuss potential referrals. Similarly, if the situation is urgent, direct contact can also be made for advice on the best way forward.

GPs also received for their information a useful guide on early detection of eating disorders and when to refer. If there is any doubt about the appropriateness of a referral, again, a member of the clinical staff will be available.

If you would like any of this information to resent to you please contact fidelis.murray@westerntrust.hscni.net and this can be arranged.
Intermediate Care Services  
all you need to know

Intermediate Care Services bridge the gap between hospital and home, preventing unnecessary admissions to hospital and ensuring that people can receive support and rehabilitation. Professionals who provide rehabilitation & intermediate care services include:
- Nurses
- Doctors (secondary and primary care)
- Allied Health Professionals
- Social workers
- Team Co-ordinators
- Technical Instructors
- Rehabilitation Support Workers

The following is a summary of those services available and some useful contact details.

Enhanced Intermediate Care Service (Limavady, Strabane and Londonderry):
Enhanced Intermediate Care', or EIC, is the name of a multi disciplinary scheme for patients who have no rehabilitation potential, complex care needs and are making life changing decisions as to where they will be cared for on leaving hospital. It aims to provide professional input from an Occupational Therapist and a Community Nurse to support the transition between hospital and home for approximately two weeks.

The EIC Team with patient and family involvement will work closely with the all professionals in hospital and the community setting to find out and organize whatever support will be required at home. The scheme means that clients does not have to stay in hospital any longer than they need to and that with their families have more time to make important decisions about their ongoing care.

The EIC service is free for clients who live in their own home or a relative’s home. If the client requires a nursing or residential home placement, they may have to pay part, or all, of the costs, this information will be confirmed in advance. After two weeks, the EIC team meet with the client and their family to review their care and talk about any future care needed. The patients’ social worker and district nurse may also attend where appropriate.

Rapid Response Nursing - Acute Care in the Community:
Rapid Response Team compliments the District Nursing Team offering acute nursing care at home to patients who would otherwise require admission to hospital. These patients while being cared for by this team will remain under the care of either a Hospital Consultant or General Practitioner whoever has referred the client to the Team.

The referral criteria includes blood transfusions, administration of intravenous antibiotics and the out of hours cover for District nursing service. This includes palliative care symptom control, catheter or PEG tube problems and Hick/ Picc lines.

In terms of aftercare, a follow-up appointment can be arranged with a Hospital Consultant or the client may be advised to return to their General Practitioner on completion of treatment. When the treatment phase is completed the client is discharged from the Rapid Response Nursing Team within 6 weeks.

Community Rehabilitation:
The team aims to enable the patient to reach their maximum level of function and independence in all aspects of life, through assessment, treatment, health promotion and education.

This is achieved by providing a client centered, quality rehabilitation service within the community setting by promoting independence to enable the client to live safely in the community. Interventions depend on the patients’ capability, assessed needs and agreed goals that the patient would like to achieve.
Inpatient Rehabilitation Service:
The Waterside Hospital and Tyrone County Hospital’s offer an innovative Nurse Led Rehabilitation Units with multidisciplinary specialist input to encourage and promote recovery and independence. Criteria for admission require patients to be medically stable and have the potential to rehabilitate. The multidisciplinary team consists of all the different specialists involved in the rehabilitation process. The multidisciplinary team meets weekly to discuss each individual patient’s progress and care. The Consultant Geriatrician attends weekly to offer guidance and advice. The maximum length of stay is for a period of six weeks and this is constantly assessed to determine an expected date of discharge.

How are these services accessed by GPs?
It is important that the individual referral criteria for each of these services are shared with all professionals. The single point of referral to all these services (Monday to Friday 9am to 5pm) is the Referral Management Centre, Gransha Park, Telephone number 02871 864399 ext 212233. If you require information on the referral process or what the process is after a referral for any of these services please feel free to use any of the following contact information.

Intermediate Care
Mrs. Bernie Michaelides  Ms Geraldine
Head of Intermediate Care  Secretary
Spruce Villa, Gransha Park  Office: 02871 860616
Londonderry, BT47 6TF  ext. 217544
Office:  028 71860616 ext. 217547
Mobile:  07957633336
Email:  bernie.michaelides@westerntrust.hscni.net
Fax:  02871 865261

Enhanced Intermediate Care (Northern Sector)
Mrs Maria Doherty
Maple A Villa, Gransha Park, Londonderry, BT47 6WJ
Telephone: 02871 542391
Mobile: 07736732008
Fax: 02871 8643

Community Rehabilitation Teams (Contact us, Mon to Fri, 9am – 5pm)
Miss Deirdre Walker, Community Rehabilitation Co-ordinator
(Omagh/Fermanagh)
Ward 3, Tyrone County Hospital
Deirdre office: 02882 833813 or 02882 833810
Mobile: 079809552995
Fax: 02882 833814
New Hope Centre, Erne Road, Enniskillen, BT74 7HG
Office: 02866 342400
Fax: 02866 324487

Mrs Ann Marie Conlon, Community Rehabilitation Co-ordinator
(Londonderry/Strabane/Limavady)
Maple A Villa, Gransha Park, Londonderry, BT47 6WJ
Telephone: 02871 864387
Mobile: 07736499272
Fax: 02871 864340

Rapid Response Teams (Operational: 8am - midnight 7 days a week)
Mrs Pauline Sweeney (Londonderry/Limavady/Strabane)
Maple A Villa, Gransha Park, Londonderry, BT47 6WJ
Telephone: 02871 864342
Mobile (Pauline): 07525898331
Mobile Team: 07944832323
Fax: 02871 864340

Mrs Eileen Tyler (Omagh/Enniskillen)
Ward 3, Tyrone County Hospital, Omagh
Telephone: 02882 833312
Mobile (Eilleen): 07525896979
Mobile Team: 07912046215
New Hope Centre, Erne Road, Enniskillen
Telephone: 02866 342412
Mobile Team: 07912046214

Secondary Care Services  (Contact us, Mon to Fri, 9am – 5pm)
Mrs Judith Houlanah
Head of Secondary Care (Strabane, Limavady and Londonderry)
Waterside Hospital, 16 Gransha Park, Londonderry
Telephone: 02871 860007  Mobile: 07903915016

Mrs Patricia Monaghan
Discharge Coordinator, Waterside Rehabilitation Beds
Waterside Hospital, 16 Gransha Park, Londonderry
Telephone: 02871 860007  Mobile: 07823440861

Mr Joe Travers
Head of Secondary Care (Omagh and Fermanagh)
Holly Villa, Tyrone and Fermanagh Hospital, Omagh, BT79 0NR
Telephone: 028 82 835956  Mobile: 07734 397382
New Women’s Centre at Tyrone County Hospital

The Trust opened a new ‘Women’s Centre’ in the Tyrone County Hospital on Wednesday 19 May 2010 to provide local clinics for women in the Omagh area. Whilst the centre is initially providing midwife-led antenatal clinics and fetal assessment, plans are in place to introduce outpatient gynaecology clinics in the near future.

Clinical Director of Obstetrics and Gynaecology, Dr Michael Parker said: “By establishing a Women’s Centre in Omagh we aim to provide an improved service for all women using obstetric and gynaecology services, ensuring an equitable service for all. We also hope this new centre will best use our capacity for outpatient and daycase services.”

The Centre is now hosting Community Midwives who were previously located at Omagh Health Centre. A new Fetal Assessment Unit is part of the Women’s Centre and will be open 9am to 5pm Monday to Friday for all women over 20 weeks gestation from Omagh and the surrounding areas, for antenatal assessment.

The service will be led by midwives with consultant input as required.

The full range of services planned for the Women’s Centre (previously known as ward 4) in the Tyrone County Hospital include: Midwifery bookings and review clinics; Anti D Clinics for mothers who are Rh negative blood type; Fetal Assessment Unit; Consultant Gynaecology Clinics and Infertility Clinics.

Director of Women and Children’s Services, Mr John Doherty congratulated staff for the development of the Women’s Centre: “I am certain that introduction of new services at the Tyrone County Hospital through the Women’s Centre will benefit many women in the Omagh and surrounding areas. The commitment and innovative thinking of our Midwives and Consultants is to be credited in the establishment of the Women’s Centre, and also the local support and endorsement from GP practices.”

The Women’s Centre can be contacted on telephone: (028) 82833816 or fax: (028) 82833817.
Dementia Advocacy Service
Now Available

The Western Trust is the first in Northern Ireland to commission an independent advocate for people with dementia.

Danielle Given has been appointed to the post with the Alzheimer’s Society. The post itself has been financially and strategically supported by Western Trust. She is based at the Society’s office at Sevenoaks, in Londonderry and is tasked to work with people throughout the Trust area.

Danielle commented: “My work involves meeting clients privately on several occasions to share information and to build up a picture of what the person with dementia wants. I can then represent those views in discussions about care and living arrangements. A person with dementia can feel understandable frustration when they are not given an opportunity to express their views or where families are in dispute regarding the best interests of the person with dementia. These are only some of a number of situations in which an advocate, such as myself, can be invaluable”.

She continued: “My role is to ensure the wishes and views of a person with dementia are fully understood and taken into consideration in decisions being made concerning their life. Referrals come from all sorts of sources including family members, friends, carers, health and social care professionals and of course the person with dementia themselves.”

Alan Corry Finn, Executive Director of Nursing and Director of Primary Care and Older Peoples Services, Western Trust commented: “Impairment in memory, in a person’s ability to think things through and to express thoughts, are some of the symptoms of dementia, but a huge challenge for people with dementia arises from lack of general understanding of the condition and how it affects a person.

He continued: “Put simply, a person with dementia is unique and valuable; treat that person with respect. There are simple things we can all do to show we care. Make time to listen: talking at a gentle pace can make all the difference. Keep communications clear and calm-eye contact is important. Dropping in for a cup of tea and a chat from time to time keeps all of us connected.

Danielle works with people with dementia in a variety of settings; in their own homes, in care or nursing homes; in hospital and in supported accommodation. When a person with dementia is faced with change or where there is dispute about what is the best course of action and decisions need to be made or views represented, there may be a role for an independent advocate. The service is free and confidential.

Anyone who is interested in finding out more about the service provided by Danielle can contact her on 028 71348887 or mobile 07872 503 509.

Pictured launching the new advocacy service is Alan Corry Finn, Executive Director of Primary Care and Older People’s Services with the newly appointed Western Trust Dementia Advocate Danielle Given.
Root Cause Analysis

Root Cause Analysis is a well documented and organised process to allow clinical staff to review care of a patient. It allows a formalised approach to the examination of data related to the patient/clients’ care episode in an attempt to identify the ‘root cause’ of a particular adverse event.

The Western Trust introduced RCA in February 2009 as part of a group of improvements which have resulted in a 50% reduction in MRSA bacteraemia and 37% reduction in C.difficile related disease across the Trust since 2007.

RCAs identify contributory factors during the examination of the patient/client records, the aim, however, is wherever possible to identify the actual root cause of the infection. This is not always straightforward, but the Trust has attempted to do this in each case.

The detection of the root cause has allowed clinical staff and managers to focus specifically on the element of care which requires improvement. Findings from multiple RCAs have provided evidence to the Trust Infection Prevention and Control Team to inform where improvements may be required e.g. guideline production, educational material, physical environment and practice issues.

The Trust currently conducts RCA’s on the following conditions:
• MRSA & MSSA healthcare acquired bacteraemia
• C.difficile associated Disease (community & healthcare acquired).

When an RCA is requested your GP surgery may be contacted for information about the patient’s antimicrobial history. This information provides us with very valuable information which is used to build a picture of the patients’ treatment across primary and secondary care.

The Trust would like to extend an invitation to any GP who would like to participate in the RCA process to do so. We appreciate this may not be possible at short notice, however, if you are interested in participating please contact Mrs Fiona Hughes, Head of Infection Prevention & Control at Fiona.hughes@westerntrust.hscni.net or call 02872345171 Ext 3244.

NISAT Update

In April 2010 GP practices within the Western Trust area received a letter from Alan Corry-Finn (Executive Director of Nursing and Director of Primary Care and Older People) detailing the Trust’s approach to the implementation of the Northern Ireland Single Assessment Tool (NISAT).

The initial implementation sites selected were:
• Enniskillen Integrated Service Delivery (ISD) Team
• Cityside ISD Team in Londonderry.
• Community Rehabilitation Team which covers Londonderry, Limavady and Strabane.
• Enniskillen ISD Team.

When required, GP’s in these areas have been contributing to the NISAT by completing the GP medical report for their patients. This new NISAT Medical report will replace the existing Care Management Medical Report. The positive response from the GP’s in this process has assisted community staff in meeting patient’s needs.

It is the Trust’s intention to continue to implement the NISAT within the remainder of the Primary Care and Older Peoples Directorate from July 2010 – March 2011 (see below schedule).

Implementation Phase 1: JULY 2010 – SEPTEMBER 2010
Training: MAY 2010 – JUNE 2010
Teams: Strabane ISD Team
Limavady ISD Team
Community Mental Health Team for Older People Northern Sector.

Implementation Phase 2: OCT 2010 – DEC 2010
Training: AUGUST 2010 - SEPTEMBER 2010
Teams: Lisnaskea ISD Team
Castlederg ISD Team
Waterside ISD Team
Waterside Hospital Rehab

Implementation Phase 3: JAN 2011 - MARCH 2011
Training: NOVEMBER 2010 – DECEMBER 2010
Teams: Omagh ISD Team
Irvinestown ISD Team Southern sector.
Case managers – Trust-wide
Rapid Response Nursing - Northern and Southern Sector.
Early supported Discharge Nurses.
Specialists Nursing Services Northern and Southern sector.

For future information on the NISAT please do not hesitate to contact Margaret Murphy, Western Trust NISAT Implementation officer, on Tel. 028 71860616 Ext. 21752.
FOCUS: Older Peoples Mental Health

Memory Assessment Service

The Western Trust’s Older People’s Mental Health Team (Strabane, Londonderry and Limavady) is running a multi-disciplinary Memory Clinic in order to assess those experiencing memory problems. Individuals over the age of 65 years who are concerned about their memory can be referred to this clinic by their GP, Psychiatrist, Geriatrician, or Neurologist. Individuals under 65 years should first be referred to the Primary Care Liaison Service, to assess for and exclude any mental health problems such as depression, anxiety or stress, which could be contributing towards memory problems.

Referrals are screened by the team and those fitting the criteria for assessment are offered an initial assessment appointment. Family members are encouraged to attend this appointment. The outcome of the assessment is shared with the team and a decision is reached regarding any further assessment required and finally regarding diagnosis. The Memory Clinic team consists of nursing, social work, psychiatry and psychology representation. On 29th June 2010, the memory assessment service guidelines were presented at the Trust’s GP Liaison Forum. Following comments from the GP representatives, the referral criteria to the service have been amended. These have now been sent to all GP practices in Strabane, Londonderry and Limavady.

New Challenging Behaviour Service Available

Evidence would suggest that neuropsychiatric symptoms occur in the majority of patients with dementia at some point during their illness. These symptoms, such as agitation, delusions, hallucinations, repetitive vocalizations, and wandering are associated with greater morbidity, higher costs of care, and reduced quality of life for the patient as well as increased burden and depression for the caregiver (Yaffe, 2007). Along with communication problems, these symptoms can be a challenge within the care home setting. In many of the recent guidelines a person-centred, psychosocial intervention is indicated, in preference to drugs, (N.I. Dementia Strategy, Consultation Paper, 2010; Time for Action, 2009; Always a Last Resort, 2008; Living Fuller Lives, 2007; NICE-SCIE, 2007).

These guidelines point to the need to address the potentially dangerous problem of over prescribing and to offer alternative nonpharmacological approaches as a primary intervention. In an effort to address this problem, the Western Trust has commissioned a Challenging Behaviour Nurse to provide the additional needs-based interventions within the statutory and private nursing and residential homes contracted initially within the Strabane, Londonderry and Limavady areas. The service aims to work with staff in care settings to enable them to understand how unmet need in dementia may be expressed as behaviours that others find challenging, and to realise that not all behaviours are due to the dementia process. Consequently it is seen as “staff-centred, person-focused”.

The service is developed in line with the Newcastle Challenging Behaviour Service (NCBS), which has been established for 10 years. What is unique about this service is that it will offer a psychosocial intervention to patients and staff in situ, preventing unnecessary admissions to the wards. The challenging behaviour nurse will provide training and support to staff alongside a needs based intervention, which will consequently increase staff skills at dealing with future challenges.

Referrals to the service can be made by GPs or a member of the Locality or Community Mental Health Team. All patients should have a provisional or actual diagnosis of a specified mental illness, for example, Alzheimer’s type dementia. In addition, the patient will display behaviour that poses significant challenges within the environment.

GPs have been informed of the development of this service via the Trust’s GP Liaison Forum. A letter has also been sent to every GP practice in Strabane, Lononderry and Limavady, to introduce the new service and to enclose referral guidelines.

Review of Pilot Memory Screening Service

The review of a piloted Memory Screening Service in the Omagh area is now complete. Though the pilot has been discontinued elements of the service have been incorporated into a redesigned Outpatient Clinic Service. A review of the outpatient clinic service is scheduled for September 2010 with a view to redesign the system. There is also a review of Day Hospital Services planned for later in 2010 – to include a dedicated day for dementia clients.
New Appointments

The following consultants have been appointed to the Western Trust since the last newsletter:

- **Dr Ahmed Helmy**, Consultant Physician in Diabetes and General Medicine, Erne Hospital
- **Miss Carol Cooke**, Ophthalmology, Altnagelvin Area Hospital
- **Dr Liz Eyre**, Consultant in Child and Adolescent Psychiatry, Woodlea House
- **Mr Joseph G Smith**, Oral and Maxillofacial Consultant, Altnagelvin Area Hospital
- **Mr Mark Grannell**, Consultant Surgeon, Erne Hospital
- **Dr Jacek Sobocinski**, Consultant Anaesthetist, Erne Hospital
- **Dr Manus McGaughey**, Consultant in Rehabilitation Medicine, Spruce House
- **Mrs Jane Bingham**, Consultant in General Surgery interest in Breast Surgery, Altnagelvin Area Hospital
- **Dr Rafay Sherazi**, Consultant in General Adult Psychiatry, Gransha
- **Dr Zahid Latif**, Consultant in General Adult Psychiatry, Gransha
- **Mr Neil McCluney**, Consultant Otolaryngology, Head and Neck, Altnagelvin Area Hospital
- **Dr David McGahey**, Consultant Otolaryngology, Head and Neck, Altnagelvin Area Hospital
- **Dr Vinanti Cherian**, Consultant Anaesthetist, Altnagelvin Area Hospital
- **Dr Clive Macartney**, Consultant Anaesthetist, Altnagelvin Area Hospital
- **Dr Colette Donaghy**, Consultant Neurologist, Altnagelvin Area Hospital
- **Dr Nina Mukherji**, Consultant in Gastroenterology and GIM, Altnagelvin Area Hospital
- **Dr Damien Finnegan**, Consultant in Haematology, Altnagelvin Area Hospital
- **Dr Helen Mathers**, Consultant in General Surgery with interest in Breast Surgery, Altnagelvin Area Hospital
- **Dr John Corrigan**, Consultant for Older People’s services, Altnagelvin Area Hospital
- **Dr Rachelle Meyer**, Consultant Radiologist, Altnagelvin Area Hospital

Additional consultant appointments to the Western Trust and their specialties will be highlighted in future editions of GP Links.

In addition there has also been a number of recent appointments within other Trust Services:

- **Mr Vincent Ryan** will be moving from his current position as Assistant Director of Secondary Care to Assistant Director of Primary and Community Care. The interviews for the Assistant Director of Secondary Care post are scheduled to take place on the 3 September 2011.
- **Mr Ron Thompson** has been appointed Clinical Site Lead in General and Urological Surgery, Altnagelvin Hospital
- **Dr Matt Cody** has been appointed Clinical Site Lead in Anaesthetics, Erne, Hospital
- **Dr Brendan Delvin** has been appointed Clinical Site Lead for Radiology, Altnagelvin Hospital
- **Ms Diane McCaffrey** has been appointed to the post of Emergency Care Co-ordinator for the Erne Hospital and Tyrone County Hospital.

New CMHT Team Manager in Tyrone & Fermanagh

The Trust would like to announce the appointment of Ms Brenda O’Donaghe as the Community Mental Health Team (CMHT) Team Manager. Part of her role will be to review the purpose and function of the CMHT in the Tyrone and Fermanagh areas and draft an updated statement of function and purpose for the team.

Brenda will also be developing a duty officer system to respond to mental health crisis which may occur supported by the Western Trust out of hour’s service for crisis which occur outside of Teams operational hours. A new component of the team function is the development of a risk register to ensure effective management of cases where risk has been identified.
Hard Times Ahead

Lesley Mitchell, Finance Director for the Western Trust, paints a picture of the financial landscape Health and Social Care faces in the coming year.

The past financial year (2009/10) was a successful one in that the Trust achieved breakeven and reported a small surplus for the year. However, the financial landscape for the public sector in Northern Ireland has changed and with these changes, yet more challenges are ahead of us.

The Health Service in Northern Ireland receives 38% of NI block funding, which equates to £4.3bn. We are currently in Year 3 CSR (Comprehensive Spending Review) which requires Trusts to release savings of £105m. In addition to this the NI Assembly has requested further efficiencies, £113M being the HSC share.

The Joint Commissioning Plan 2010/11, issued by the HSC Board and Public Health Agency stated: “2010/11 will be the most difficult financial year for Health and Social Care in a generation.”

Health Minister Michael McGimpsey on 25 May 2010 said: “There is no doubt that the Health and Social Care Service is facing a very difficult year. While demand for services has increased at an unprecedented rate, the resources to match have simply not followed.” This gives a real sense of the challenge facing the health and social care service in Northern Ireland.

So what does this mean for the Western Trust?

The Trust has reported to the Department and HSC Board, in the Trust Delivery Plan, a projected deficit of £8m. This is after the Trust has imposed £22m of short term savings. In addition, by the 31 March 2011 the Trust must have delivered in full £36m recurrently in respect of CSR savings, an efficiency programme which started on 1 April 2008.

The bottom line for us all is that the Health and Social Care system must break-even in 2010/11 and the Western Trust has a role to play in this, along with the rest of the HSC community including GPs.

Our priority is to protect frontline services as far as possible and we must work together to do this.

PCOPS Directory of Services

The Primary Care and Older Peoples Service (PCOPS) Directory is currently being finalised and it is planned to be ready for end of the summer 2010. A copy will be shared with HSC Board for distribution to GP’s.

The Directory is an overview of the services provided within the PCOPS directorate, where the services are provided from, the client group and who delivers the services.