



HOSPITAL DOCTOR AWARDS 2005



HOSPITAL TYPE
District General Hospital

POPULATION SERVED
500,000

UNIT CATCHMENT AREA
Eastbourne, Seaford, Uckfield, Hailsham

LEAD CONSULTANT
Mr Mark Malak (left)

CONTINENCE CARE TEAM OF THE YEAR

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Leading lights in specialist care

The finalists: Eastbourne, Leicester & Croydon

EASTBOURNE CONTINENCE CARE TEAM

The judge: Prof Linda Cardozo, chairman, British Society of Urogynaecology

MR MARK MALAK & TEAM East Sussex Hospitals NHS Trust

Challenge

About 27 per cent of the population in the East Sussex Hospitals NHS Trust's catchment area are over 65 – far above the national level of 17 to 18 per cent – giving rise to a higher than average prevalence of incontinence. But when Mr Mark Malak joined the gynaecology department in 1995 there was no dedicated continence service, no protocol for the care of women with continence problems, no physiotherapy input and no guidance for GPs on initial management and referral.

Actions

The first step was to establish a dedicated service for all women with continence problems, and a protocol based on national and international guidelines. 'Then I had to develop good communications between the new unit and other people concerned with continence management such as urologists, colorectal surgeons and the geriatric service. I then established a protocol for initial management of incontinence by GPs, showing when they needed to refer patients to us.'

Next, Mr Malak started to build up his multidisciplinary team, including a senior physiotherapist and a GP who helped to raise awareness of continence management in primary care. All members of the team are now available at a one-stop clinic.

Education is a key issue, with local lectures, a website and regular scientific updates for GPs and nurses in the community. 'Junior doctors come to us with no service commitments, so they can learn about what we do.'

Achievements

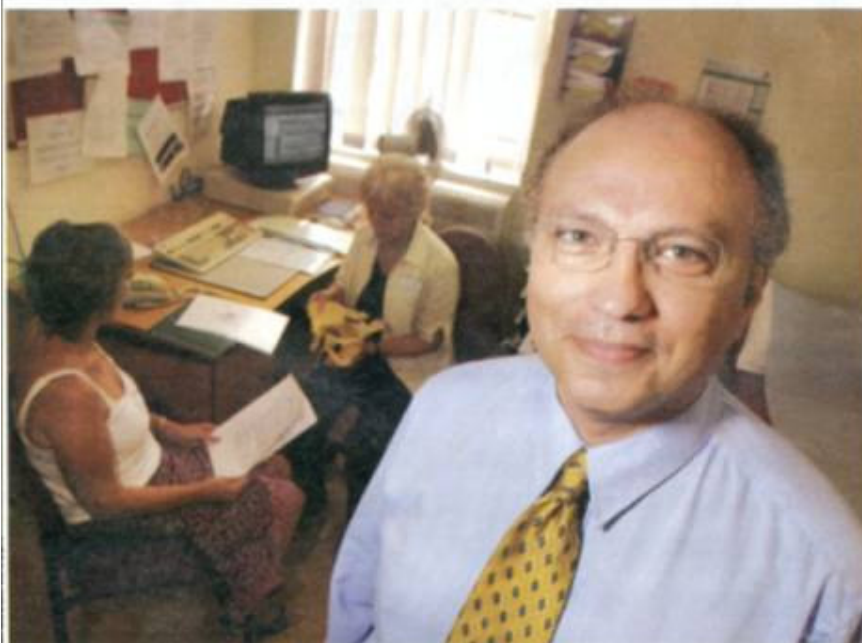
- A comprehensive, patient-focused, multidisciplinary continence team, with input from a senior physiotherapist and a GP, available to patients at a one-stop clinic.
- An evidence-based and audited service.
- Up-to-date information and guidance for GPs in management and referral of women with incontinence, and dedicated education of junior doctors.

MEET THE TEAM

Lead consultant: Mr Mark Malak • Staff grade in OBG: Dr Tarek Dababeh • GP/clinical assistant: Dr Alison Grimston • Senior clinical specialist physiotherapist: Jane Goudge • Clinical nurse specialist: Judy Andrews • Senior nurse and urodynamic practitioner: Linda McGee • Medical secretary: Andrea Sprau • Urogynaecology clerk: Wendy Fletcher • Healthcare assistants: Claire Owens and Elaine Rowe

THE JUDGE'S COMMENT

'Mr Malak provides an integrated, innovative continence service for the local community with good relationships between hospital, GPs and community nurses. As well as the core continence team, a wide variety of health care professionals cater for the needs of the older population in the area'



Mr Mark Malak and his team from East Sussex Hospitals NHS Trust have been shortlisted for the continence care category of this year's Hospital Doctor Awards. The team has created a one-stop clinic staffed by a multidisciplinary team including a senior physiotherapist and GP. It has also provided up-to-date information and guidance for GPs in management and referral of women with incontinence plus education for junior doctors. The local population has a higher than average prevalence of incontinence because 27 per cent are aged over 65 compared to 17 to 18 per cent nationally

■ See page 32 for full coverage of the Hospital Doctor Awards

Nomination for DGH team

A DGH team which offers a unique one-stop clinic for women with urinary incontinence has been nominated for one of the most prestigious hospital awards.

The ten-strong team is thrilled to be one of three nominees up for nomination for a new Hospital Doctor award — The Continence Care Team of the Year award.

Mark Malak, team leader and consultant obstetrician, said, 'I'm absolutely thrilled for the team and this is fantastic news especially this is the first time this award has been presented, it's an honour to be in the top three in the country.'

'We have a one-stop incontinence clinic, amongst other clinics, where patients come in to see me and the physiotherapist at the same time.'

'We see around 30 patients in this clinic once a week and we've observed through a recent audit that 70 to 83 per cent of patients notice satisfactory improvements after the physiotherapy treatment and will not require

further appointments.

'It's a real team effort which makes the system work efficiently and effectively.'

Patients are referred to the clinic by their GP — and even before their first appointment with Mr Malak, the team sends out information on incontinence and the clinic they will attend.

More than 27 per cent of the Eastbourne population are of 65 years age or over, compared to a national average of 18 per cent — explaining the associated high incidence of continence problems in the area.

As well as the important role of nursing and admin staff — the team's senior physiotherapist has an essential role, where the role of pelvic floor muscle exercises has been recognised as a treatment for incontinence.

Jane Goudge, senior clinical specialist physiotherapist in Women's Health, said, 'In the past a patient would have to wait six to eight weeks to get a



physiotherapy appointment, but that's not the case with the one-stop clinic.

'This way, patients understand immediately the correct exercises and their benefits.'

The team consists of nine other crucial members — Jane Goudge, senior clinical specialist physiotherapist in Women's Health, Judy Andrews; a clinical nurse specialist in urogynaecology, Alison Grimston, GP and clinical assistant in

urogynaecology, Tarek Dabash, staff grade in obstetrics and gynaecology, Linda McGee, senior nurse, urodynamic nurse, Claire Owens and Elaine Howe, health care assistants, Andrea Spirou, medical secretary, and Wendy Fletcher, urogynaecology clerk.

The team will attend the Hospital Doctor Awards ceremony which will be held at a London hotel in November. (contributed)