



# Weekly Inbox

12 FEB 2018 Issue 258

## YOUR WEEKLY INBOX

The Weekly Inbox is produced by the Ipswich and East Suffolk Clinical Commissioning Group for circulation in your practice, to provide you with essential clinical guidance and useful support.

The key below indicates the intended audience of each article:

<b>GP: GPs</b>
<b>PM: Practice Manager</b>
<b>Ad: Administrative staff (including medical secretaries, receptionists)</b>
<b>PN: Nurses (including HCAs, Practice Nurses, ANPs)</b>
<b>Oth: Other clinicians (including ECP, Pharmacists)</b>

FOR ACTION	FOR INFORMATION
1. <a href="#">CCG GB &amp; CE Applications</a>	21. <a href="#">RCGP Annual Symposium</a>
2. <a href="#">Cessation of TPP SystemOne Consent Override Function</a>	22. <a href="#">IHT/CHUFT Merger Drop-in Sessions</a>
3. <a href="#">2018/19 Influenza Vaccine</a>	23. <a href="#">Reminder: Norman Lamb Lecture</a>
4. <a href="#">Training &amp; Education - Feedback</a>	24. <a href="#">Congratulations!</a>
	25. <a href="#">Local vacancies</a>
FOR INFORMATION	IT NEWS
5. <a href="#">Hypertension Pathway</a>	26. <a href="#">SystemOne Changes</a>
6. <a href="#">PMS Framework 2018-19</a>	EDUCATION & TRAINING
7. <a href="#">INRs and 4 Points of ID</a>	27. <a href="#">National Practice Managers Development Conference</a>
8. <a href="#">MyCOPD Pilot Update</a>	28. <a href="#">Diabetes Training – CDEP</a>
9. <a href="#">Addressing the Variation in COPD</a>	29. <a href="#">HIV Awareness Training</a>
10. <a href="#">General Practice Extended Access Collection</a>	30. <a href="#">Health Literacy Awareness Training</a>
11. <a href="#">Future Planning for Pharmacists in 1° Care</a>	31. <a href="#">CEPN</a>
12. <a href="#">GP Revalidation</a>	CONTACTS and USEFUL LINKS
13. <a href="#">Return to Sender</a>	32. <a href="#">Contact us</a>
14. <a href="#">Homelessness Reduction Act 2017</a>	DID YOU KNOW...?
15. <a href="#">LanguageLine</a>	33. <a href="#">Did you know...? GP Specialty Recruitment Campaign</a>
16. <a href="#">How to Use the NHS Videos</a>	CHART OF THE WEEK
17. <a href="#">GYROS Migrant Drop-in Sessions</a>	34. <a href="#">Chart of the Week: % Uptake of Flu Vaccine in patients aged 65+ (YTD @ Dec 2017 against target of 75%)</a>
18. <a href="#">Pancreatic Cancer UK Resources</a>	
19. <a href="#">This Is Me Booklet</a>	
20. <a href="#">County Lines</a>	

## FOR ACTION

### 1 **Governing Body Elections and Clinical Executive Applications**

The Ipswich and East Suffolk CCG's Governing Body election and Clinical Executive appointment processes are under way. The term of office for this post will be until March 2021.

Current and new GPs are invited to apply for election to the Governing Body or appointment to the Clinical Executive. Applications for job share are welcomed, together with applications for the Clinical Executive from Locum doctors.

[Applications](#) must be sent to Simon Jones at the LMC; the deadline for nominations and applications is **Friday 16 February**.

Further information including the timetable for the process, how to apply, together with the GP role descriptions are included in the [Prospectus](#). There are many opportunities for personal development and full managerial support. If you are interested in finding out more, please do contact us or one of the current group of clinical executive GPs.

[Back to top](#)

### 2 **Cessation of TPP SystemOne Consent Override Functionality**

We have been notified that from **Thursday 22 March** the TPP consent override functionality **will be removed completely from SystemOne**.

The GP+ service will only see patients if they have full access to their record. This means that patients **will not** be seen by GP+ unless they have been asked to share their record and had their consent recorded in SystemOne correctly.

From 22<sup>nd</sup> March the doctors working in GP+ will **not** be able to see these patients if consent to share has not been recorded and therefore these patients will be turned away.

In order to support all services we recommend that practice staff ask as many patients as possible for a decision on sharing their records **with immediate effect**. Please share this message to all practice staff. Thank you.

[Back to top](#)

### 3 **2018/19 Influenza Vaccine**

NHS England and Public Health England have issued guidance to general practice and pharmacies on the choice of influenza vaccine for the 2018-19 winter season. It is advised that GP practices and Community Pharmacy providers should offer:

- The adjuvanted trivalent vaccine (aTIV) for all 65s and over.
- The quadrivalent vaccine (QIV) for 18 – under 65s at risk.

GPs and community pharmacy contractors should review all orders (provisional and firm) for the 2018-19 season and ensure these are in line with NHSE guidance. [Click here](#) to read the full letter, which includes a FAQ section.

Suppliers have confirmed that there will be enough adjuvanted trivalent vaccine and quadrivalent influenza vaccine to meet demand. Orders will need to be placed by **29 March 2018**. If you encounter any difficulties from a manufacturer placing or amending an order, please advise your local NHS England team.

[Back to top](#)

#### 4 Training & Education – Feedback

Thank you to those of you who attended the training and education event at Trinity Park last Thursday, which we hope you found useful. Your feedback is important to us and helps us with planning of future events. If you haven't already done so, please take a couple of minutes to complete the [Clinical Training and Education Evaluation Form](#). You can also use this opportunity to let us know of any other clinical topics you would like us to cover in the coming year. Many thanks for your time.

[Back to top](#)

### FOR INFORMATION

#### 5 Hypertension Pathway

The Primary Care Hypertension Pathway has been developed in conjunction with the CCG and Ipswich Hospital to support the management of these patients and is based on NICE Guidelines. It focuses on stage 1 and stage 2 hypertension and covers all adult patients. [Click here](#) to view the pathway. The [Practice Briefing](#) has been added to the [CCG website](#).

[Back to top](#)

#### 6 PMS Framework 2018-19

Over the past few months the Ipswich and East Suffolk and West Suffolk CCGs have been working with representatives from the Local Medical Committee, GPs, Public Health and NHS England to review the PMS development framework for the forthcoming financial year.

At an LMC meeting on the 8<sup>th</sup> February the proposed changes were agreed; these are still subject to ratification by the Primary Care Commissioning Committee.

[Click here](#) for breakdown of the changes. If you have any questions about the new PMS Framework, please contact [Caroline Procter](#) (Tel: 01473 770282).

[Back to top](#)

#### 7 INRs and 4 Points of ID

We have been asked to remind all practices that INRs taken on Fridays should be for **urgent patients only** e.g. requested by the AMS team or if the patient has abnormal bleeding or very unwell and must be on the morning collection.

Please also remember that all blood samples must have all of these 4 identifiers on the label otherwise they will be rejected:

1. NHS number
2. Forename **in full**
3. Surname
4. DOB

[Back to top](#)

#### 8 MyCOPD Pilot Update

The MyCOPD Pilot Programme has started and carefully selected patients will be given the opportunity to take control of their self-management. MyCOPD has been designed to enhance the self-management of all patients with a confirmed diagnosis of COPD who also have internet access. Regardless of disease severity or stage of treatment almost all patients with COPD will find benefit in the varying features of the App.

Patients will be recruited by clinicians at Ipswich Hospital and the Pulmonary Rehabilitation service who have been trained on how to use the App as part of phase 1.

A separate communication will be sent out shortly asking practices to help record, within the patient clinical record, a study code that we will be able to evaluate the effectiveness of this intervention and provide feedback regarding the impact on your patients. Please see the following if you are interested in learning more about MyCOPD: <https://mymhealth.com/mycopd>.

[Back to top](#)

#### 9 Addressing the Variation in COPD

The opportunities to improve prevention, diagnosis and treatment of people and patients with, or at risk of developing, Chronic Obstructive Pulmonary Disease (COPD) within England are considerable.

The [NHS RightCare Pathway for COPD](#) provides commissioners, providers and local health economies with guidance, developed in collaboration with experts in COPD and respiratory conditions, on how to ensure early detection, accurate diagnosis and optimise long-term management to reduce exacerbations, hospital admissions and premature mortality and improve patient outcomes and care.

[Back to top](#)

#### 10 General Practice Extended Access Collection

The next bi-annual General Practice Extended Access Collection will be open for submission from 1 March 2018 to 6 April 2018 inclusive. Every GP practice in England is required (through regulation) to submit an online return twice a year through the [Primary Care Web Tool](#) (login required). This sets out what access to appointments practices offer to their patients.

[Back to top](#)

#### 11 Future Planning for Pharmacists in Primary Care

The NHS England programme to grow a pharmacist workforce in general practice has been very successful and there is increasingly good population coverage across England. Health Education England (HEE) has secured funding through the Pharmacy Integration Fund to develop pre-registration placements of 3-6 months in general practice.

HEE would like to work with you to develop these longer placements as part of the pre-registration training year, linked to the wider Primary Care strategy. Placement partnerships need to be identified and expressions of interest are sought by **Friday 2 March**. We would welcome interest from:

- Interested parties for membership of the face-to-face working group (open only to those that are willing to support trainee placements)  
Please email [pharmacy.me@hee.nhs.uk](mailto:pharmacy.me@hee.nhs.uk) to express your interest

- Sites willing to support trainee placements in 2019/20 - please complete the form by clicking on [this link](#)
- Any existing partnerships with community pharmacies are welcomed, but we would also like you to work with your LPC leads and hospital colleagues to create new partnerships by identifying local interest through your respective networks and pairing up those in close proximity to one another.

Full details and timelines are available [here](#). For any further queries please email [pharmacy.me@hee.nhs.uk](mailto:pharmacy.me@hee.nhs.uk).

[Back to top](#)

GP

## 12 GP Revalidation

Revalidation is the process by which all licensed doctors have to demonstrate to the General Medical Council (GMC) that they are up to date and fit to practise and complying with the relevant professional standards. Please [click here](#) for Frequently Asked Questions. If you have any queries, please contact [england.ea-appraisals@nhs.net](mailto:england.ea-appraisals@nhs.net)

[Back to top](#)

OC GP PM Ad PN

## 13 Return to Sender

In May 2015, NHS England asked surgeries that received incorrectly addressed clinical correspondence to return it to the sender, “to comply with legislation and NHS England information governance,” according to the National Audit Office. Please [click here](#) for more information.

[Back to top](#)

OC GP PM PN

## 14 Homelessness Reduction Act 2017

The Homelessness Reduction Act 2017 will become law on Tuesday 3 April. The Act places a new duty on local authorities to help prevent the homelessness of all families and single people, regardless of priority need, who are eligible for assistance and threatened with homelessness.

The Act places a greater emphasis on intervention and acting quickly to provide advice and prevent homelessness, rather than only intervening when it has become crisis point. It also extends the duties placed on the council to offer more help to people considered to be ‘non priority’.

One of the new duties requires public authorities, specified in regulations, to notify a local authority of service users they think may be homeless or at risk of becoming homeless. The public authority will need to gain the consent of the individual before referring them. Individuals will be allowed to choose which council they are referred to. Hospital (A&E or in-patient), Mental Health Service – Acute in-patient, Mental Health Service – Community based, CAMHS, Sexual Health services, Community health visitors, Community midwives and GP services are expected to be one of the public authorities.

More information can be found [here](#).

[Back to top](#)

OC GP PM Ad PN

## 15 LanguageLine

LanguageLine Solutions offers a telephone interpreting service that connects primary care to professionally qualified interpreters. The service provides access to thousands of interpreters covering hundreds of languages, allowing them to relay information between patient or carer and clinician. It is used widely in the NHS and many other industries, including the police force and by social housing providers. It has been found to be an effective method of promoting equality, preventing confusion, reducing anxiety and increasing workflow efficiency whilst encouraging many patients to access primary care before their condition worsens.

All practices have been issued with an ID code (please contact [ENGLAND.CPNAAdmin@nhs.net](mailto:ENGLAND.CPNAAdmin@nhs.net) if you do not have yours). To utilise the service, phone 0845 310 990.

[Click here](#) to see step by step instructions on accessing interpreter services. Answers to further questions can be found [here](#). General enquiries, feedback and materials are available via [email](#), the LanguageLine [website](#) or by phoning 0800 169 2879.

[Back to top](#)

OC GP PM Ad PN

## 16 How to Use the NHS – Videos for New Migrants

An information video has been produced explaining how to use the NHS to those coming from overseas:

<https://www.youtube.com/watch?v=7UI4Z8gihQc>

This video is available in the following different languages; Arabic, Cantonese, Farsi/Dari, French, Kurdish, Mandarin, Polish, Somali, Sylheti and Urdu.

[Back to top](#)

OC GP PM Ad PN

## 17 GYROS Migrant Drop-in Sessions

Formed in 1998, GYROS supports migrant communities and offer free integration services to newcomers across Norfolk and Suffolk.

In Ipswich, they deliver drop-in sessions for migrant communities on Saturdays from 10.30 am – 4pm at Volunteering Matters, although the afternoon sessions are appointment only and need to be booked. [Click here](#) for more information.

GYROS offer free advice in Portuguese, Polish, Roma, Romanian, Russian and Lithuanian languages, however any migrant from any nationality is welcome to access the service.

For more information, please get in touch with Armine at [armine@gyros.org.uk](mailto:armine@gyros.org.uk).

[Back to top](#)

GP

PN

## 18 Pancreatic Cancer UK Resources

Pancreatic Cancer UK and Macmillan Cancer Support have teamed up with GPs and people affected by pancreatic cancer, to develop 10 top tips for both [GPs](#) and [patients](#) that aim to improve the rate of early diagnosis in pancreatic cancer.

Pancreatic Cancer UK also have a range of information for patients which is information standard accredited and written and reviewed by both clinicians and people affected by pancreatic cancer. The full range is available on their website here: <https://www.pancreaticcancer.org.uk/information-and-support/our-publications/>.

[Back to top](#)

## 19 This Is Me Booklet

The East of England Ambulance Service is asking relatives and carers of people living with dementia to take a moment to fill in the support tool “*This is me*” booklet and help ambulance crews provide person centred care for these patients.

The simple form provides an easy and practical way of recording who the person is. The form can include details of the person’s cultural and family background; events, people and places from their lives; preferences, routines and their personality.

Once completed, the booklet allows our crews, and other healthcare professionals, who have contact with patients with dementia, to see the person behind the disease rather than just the disease.

[Click here](#) for more information. The booklet can be downloaded and printed from the Alzheimer’s Society website [HERE](#).

[Back to top](#)

## 20 County Lines

County Lines and the supply of drugs is effectively a gang of at least three people who have established a drug market in a rural town, with origins to an urban city location. For example for Suffolk, it is likely to be a gang from London with them moving into local towns, predominantly Ipswich, Bury St Edmunds and Lowestoft to transport/sell class A drugs (specifically crack cocaine and heroin).

It is a national trend and all forces within the east are aware and are tackling the issue. Police will always go after the dealers but it is also about supporting people who have become involved in criminal activity through their vulnerabilities but need help to escape the cycle. Please click on the links below for more information:

[County Lines: Briefing for Partners \(Online Version\)](#)  
[County Lines: Briefing for Partners \(Print Version\)](#)

[Back to top](#)

## 21 RCGP Annual Symposium 2018

The Royal College of General Practitioners' Annual Symposium 2018 will take place on **Wednesday 16 May**. The theme this year is “Survive and Thrive: Sustaining the Future of General Practice.” The full day conference will aim to explore the current status of General Practice and explore ways of making GPs resilient, sustainable and fit for the future. It is open to GPs (members and non-members), Practice Nurses, Practice Managers, GP Trainees and ALL members of the Primary Care Team. The programme will feature addresses by keynote speakers, plus a variety of interactive workshops and also a debate. [Click here](#) to download the flyer or visit the [website](#) for more information.

[Back to top](#)

## 22 IHT/CHUFT Merger Drop-in Sessions

Ipswich and Colchester Hospitals are going out on the road in February, holding four public drop-in sessions across our region about our merger.

The sessions are as follows:

13 February	10-2	Ipswich Corn Exchange
15 February	10-2	Clacton Library
19 February	10-2	Colchester Library
22 February	10-2	Felixstowe Library

If you cannot attend you can submit an online survey – read more [HERE](#).

We also are running a number of more informal public information stands at our sites in the first two weeks of February, so if you are around, please stop by to say hello.

[Back to top](#)

## 23 Reminder: Norman Lamb Lecture

A reminder that the next joint meeting of the Ipswich and District Clinical Society and the Ipswich and Suffolk Medico Legal Society will take place on Thursday 8<sup>th</sup> March. The guest speaker for the evening will be Norman Lamb OBE, a former Health Minister and Liberal Democrat MP for North Norfolk since 2001.

He will be speaking on, “Equality for those with Mental Ill Health, Learning Disability or Autism – the Local and National Perspective.”

[Click here](#) for further information, and for tickets, please contact Karen Byford (E: [karenbyford@nhs.net](mailto:karenbyford@nhs.net) Tel: 07502422687). The deadline is Monday 26<sup>th</sup> February.

[Back to top](#)

## 24 Congratulations!

Congratulations to Wickham Market Medical Centre, who was recently re-assessed for its Investors in People accreditation and has received notice that they are still meeting the standard required. This reflects the practice’s Outstanding CQC rating for leadership.

[Back to top](#)

## 25 Local vacancies

Please click the above link to see the current local GP and practice staff vacancies. New jobs have been added this week. If you have a vacancy to advertise here and on our website, please contact [Stuart Graham](#).

### Newly added this week!

#### The Peninsula Practice – Part-time Data Administrator

The practice requires a Data Administrator at our Alderton branch. Experience in customer service is essential We are looking for someone who has a bright disposition, works well under pressure, is flexible and has excellent IT skills. Accuracy is essential and clinical or medical terminology experience is an asset and experience in the NHS and/or SystemOne is desirable.

[Click here](#) for more details, as well as how to apply.

[Back to top](#)

**26 SystemOne Changes**

SystemOne recently announced changes to their sharing model. [Click here](#) to view an FAQs document in relation to this change. If you have any queries, or would like to talk through any aspect of the above, please contact the GP IT Team on 01473 770222 or [gp.it@suffolk.nhs.uk](mailto:gp.it@suffolk.nhs.uk).

[Back to top](#)

## EDUCATION &amp; TRAINING

PM

**27 National Practice Managers Development Conference**

CCGs and GPs are invited to attend the “National Practice Manager Development Conference” on Wednesday 7th March 2018 in Manchester. This dynamic one-day conference will give practical ideas for managing workload, working at scale and growing confidence to lead in times of change. The event is free to attend and CCGs wishing to access funding and/or roll out programmes of work in their area will have the opportunity to network with colleagues from all over the country. [Register today](#) as spaces are limited.

[Back to top](#)

OC GP PM Ad PN

**28 Diabetes Training – CDEP**

Would you or one of your practice colleagues benefit from free online Diabetes learning? We have access to some free competency-based online training licences that support all levels of healthcare practitioners to help them demonstrate and improve their Diabetes knowledge and skills relevant to their role as per the national agreed diabetes competency frameworks. This training ranges from unregistered to registered, non-diabetes specialists to diabetes specialist.

Further details can be found in the programme flyer [here](#) and in the supporting document [here](#).

Both the CCG and the Ipswich Hospital Diabetes Centre support this training so should you or your colleagues be interested please contact [Claire Pemberton](#) or [Dean Onno](#) in order to register. Initially we have to limit the number of these free licences to two per practice but it would be helpful to know who else is interested to in order to gauge future demand.

[Back to top](#)

OC GP PM Ad PN

**29 HIV Awareness Training**

The Terrence Higgins Trust is funded by Suffolk County Council and provides social care services and peer support to people living with HIV in Suffolk. It also provides HIV Awareness training for healthcare professionals. [Click here](#) for more information.

Due to the recent press regarding HIV, progress is significant in diagnosing and treating HIV and our training aims to support organisations, to update HIV knowledge and awareness and consider issues including stigma and discrimination.

If you feel this would benefit you and your teams please do not hesitate to contact Robert Rollings (E: [ipswichltdcm@tht.org.uk](mailto:ipswichltdcm@tht.org.uk) Tel: 01473 215063) to discuss your needs and make arrangements. They will come to you and the training is free.

[Back to top](#)

OC GP PM Ad PN

**30 Health Literacy Awareness Training**

Up to 61% of working age adults do not have adequate literacy skills to routinely understand health information. They will find it more difficult to manage their health and wellbeing on a day-to-day basis; they will have the poorest health outcomes; they will be more likely to be ill more often and be more likely to die younger.

Being able to understand health information, and make subsequent decisions based on this understanding, and engage with health and care structures and systems, is therefore vital to a person's wellbeing and their ability to take positive action.

This one-day workshop will enhance your understanding of the impact of health literacy on patients / service users, and provide practical tools to help you address the issues. [Click here](#) for more information and booking details.

[Back to top](#)

**31 CEPN (Community Education Provider Networks)**

Ipswich & East and West Suffolk Clinical Commissioning Groups are working together with representatives from primary and community care services and training providers to address workforce and workload challenges to ensure that we have the right number of health and care professionals with the right skills to meet the evolving needs of local people.

**Please follow the link to [CEPN Newsletter - Issue #22](#).**

If you would like to sign-up to the newsletter, join the CEPN Steering Group in your CCG area or have suggestions/feedback to support us with this work, please email [CEPN@suffolkch.nhs.uk](mailto:CEPN@suffolkch.nhs.uk).

[Back to top](#)

## CONTACT

- 32** Your views and feedback are very much appreciated. If you have any comments, suggestions or contributions for inclusion in The Weekly Inbox, [please email us](#).

If you are not currently on the regular distribution list for the Weekly Inbox but would like to be, you can [sign up here](#).

For queries relating to contracts, please email [IESCCG.gp-contract-queries@nhs.net](mailto:IESCCG.gp-contract-queries@nhs.net) with **Contracts** in the subject line.



**Safeguarding Children is Everyone's Responsibility:** news, guidance and resources can be found on the [CCG's Safeguarding Children webpage](#).

- [Bookmark the CCG website](#)
- [Latest news from the CCG](#)
- [Who's who in the Clinical Executive](#)
- [Useful links to NHS and other websites](#)
- [Ipswich and East Suffolk Falls Directory](#)
- [Map of Medicine Guidance and Pathway Videos](#)
- [Download Digital Campaign Resources](#)
- [NHS England](#)
- [Ipswich Hospital website - GP section](#)



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[Back to top](#)

## DID YOU KNOW...?

### 33 GP Specialty Recruitment Campaign

Applications for GP specialty training will be open from 27 February to 15 March for an August 2018 start. In response, Health Education England (HEE) has launched a campaign seeking to inspire and inform young medics about a career in general practice as they make their decision about which specialty training to apply for. It has the backing of the Royal College of General Practitioners (RCGP) and the British Medical Association (BMA) GPs committee and NHS England. A toolkit on the [HEE website](#) has downloadable materials for you to use to promote GP training opportunities.

The [GP National Recruitment Office's website](#) includes application information, GP career stories and frequently asked questions.

Health Education England will also be promoting on its [Instagram](#), [Facebook](#) and Twitter accounts using #choosegp and would appreciate support by following, liking and sharing on social media channels, or forwarding on this information to any relevant contacts.



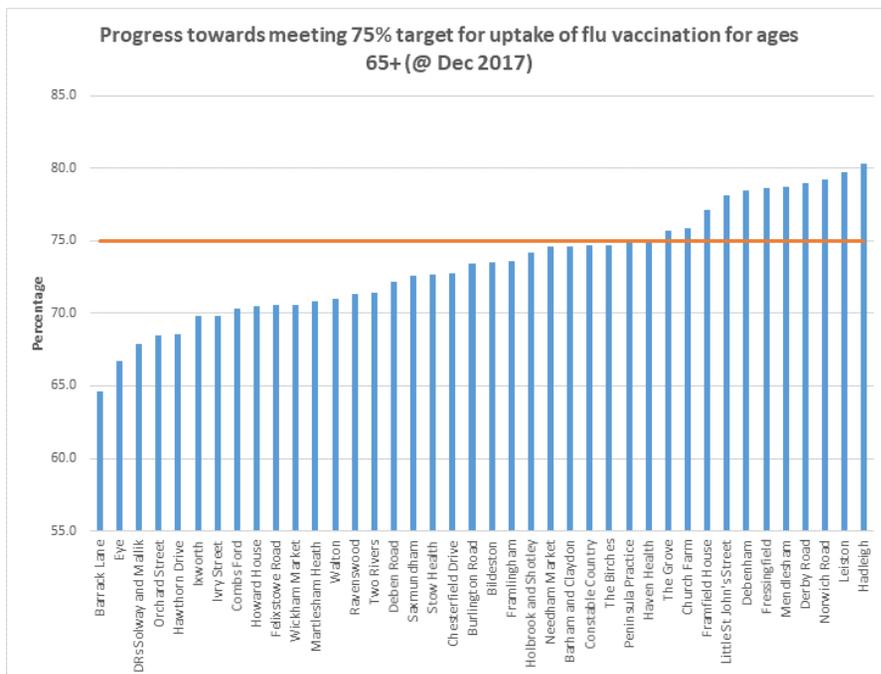
[Back to top](#)

## CHART OF THE WEEK

- 34** We are often asked for more comparative information to enable practices to know where they stand on a variety of indicators in comparison with other practices. Therefore we publish a chart every week on a variety of topics.

Please [let us know](#) there are any topics that you would find it useful for us to cover.

This week we are looking at **% Uptake of Flu Vaccines achieved in patients aged 65+ (YTD @ December 2017 against target of 75%)**.



[Click on chart to enlarge](#)

[Back to top](#)