



Weekly Inbox

05 MAR 2018 Issue 261

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:

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

<p>FOR ACTION</p> <ol style="list-style-type: none"> Reminder: SystemOne Consent Override Functionality Easter Prescription Ordering Training & Education – 7 March Impact of Suicide in the UK DES Submission Deadline GP Clinical Pharmacist Funding Elevated PSA Referral Guidelines <p>FOR INFORMATION</p> <ol style="list-style-type: none"> Winter Weather Contingency Plans CHUFT Paper Switch Off Drug Information Within SystemOne Cardiology Referrals and Rapid Access Pain Clinic Back and Neck Service Referrals Referring to Optometrists Hepatitis B Vaccine Supply Update TNA Data Collection StEIS Move Suffolk Special Allocation Scheme InHealth Endoscopy Service Healthy Hearts: A Practical Guide for CCGs Making Sense of ICSs, ICPs & ACOs 	<p>FOR INFORMATION</p> <ol style="list-style-type: none"> Connect and Share Campaign My Care Wishes Folder Shortage Suffolk LMC Newsletter Local vacancies <p>COMMISSIONING UPDATES</p> <ol style="list-style-type: none"> Medicines Management - Prescribing <p>IT NEWS</p> <ol style="list-style-type: none"> GP IT Focus Newsletter GPSoc: Action Required by EMIS Practices Online Consultations: Action Required by all Practices <p>EDUCATION & TRAINING</p> <ol style="list-style-type: none"> CQC Key Lines for Enquiry Workshop Rescheduled Respiratory Meeting Reminder: Diabetes Foot Screening Workshop CEPN <p>CONTACTS and USEFUL LINKS</p> <ol style="list-style-type: none"> Contact us <p>DID YOU KNOW...?</p> <ol style="list-style-type: none"> Did you know..? PPG Health Event <p>CHART OF THE WEEK</p> <ol style="list-style-type: none"> Chart of the Week: Overall Flu Uptake as of 02 Jan 2018
--	---

FOR ACTION

OC GP PM Ad PN

1 Reminder: SystemOne Consent Override Functionality

A reminder 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 22nd 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**. To help share this message with practice staff patients, a hard-hitting [campaign has been launched in Suffolk](#) in order to encourage people to give consent for their patient records to be made accessible to health and care professionals in the event of an emergency.



The campaign has been launched by the NHS Ipswich and East Suffolk and NHS West Suffolk clinical commissioning groups (the CCGs). Both CCGs have been working hard with local health partners to encourage as many people as possible to agree to share their health record. Currently around 175,000 people across the county have signed up, compared to just 50,000 in 2015.

[Click here](#) to view the progress made with record sharing decisions by practices across both CCG.

[Back to top](#)

OC GP PM Ad PN

2 Easter Prescription Ordering

Please note the bank holiday period for Easter 2018 will be from **Friday 30 March to Monday 2 April**.

Please ensure that you remind patients to check that they have enough medication to last them through the holiday period. Patients who will require medication should be asked to submit their request earlier than normal to allow practices sufficient time to process them and for pharmacies to dispense the medication. This will hopefully prevent patients presenting at out of hours services and A&E departments requesting a supply of their regular medication and will allow these areas to focus on patients that will require more urgent medical assistance.

[Back to top](#)

OC GP PM Ad PN

3 Training & Education – 7 March

This month's training event is on **Wednesday 7 March**. The session will include suicide prevention training – a bespoke session specially commissioned for GPs. Tabitha Griffin has arranged a Safeguarding leads meeting and will also be providing a WRAP session for any staff who may need it, or perhaps have missed their in-house training session. For nurses, we have the practice nurse forum and an update for respiratory nurses around childhood asthma. [View agenda](#). As ever, please let [Shelley Mitchell](#) know who from your practices plans to attend (and which bit!) as it helps with our planning and catering. Many thanks.

[Back to top](#)

4 Impact of Suicide in the UK

University of Manchester Centre for Mental Health and Safety in collaboration with the Support after Suicide Partnership (SASP) are conducting research into the impact of suicide in the UK. Anyone who is bereaved or has been affected by suicide is invited to take part in the study, which aims to:

- understand more about the impact a death by suicide may have on the lives of those who are bereaved or affected by the death
- establish the support people bereaved or affected by suicide received, how the support was helpful, and where such support is lacking
- examine evidence of the need for suicide bereavement support services

This study is looking specifically at the impact of Suicide on individuals, whether they are relatives, professionals, friends, neighbours, front line emergency services etc.

To read more about the study or to take part in the survey, please visit:

<http://research.bmh.manchester.ac.uk/cmhs/research/Impactofsuicide/>

[Back to top](#)

PM Ad

5 DES Submission Deadline Over Easter Holidays

This is to remind all practices that the deadline for Q4 Enhanced Services workbook submission is **5pm on Friday 6 April 2018**. For practices that have not submitted on a quarterly basis during the year, you are reminded that an individual workbook must be submitted for each quarter. [Click here](#) to view a copy of this claim form for your convenience.

Key points to remember when completing the form :

- Ensure you complete the mandatory information (Completion Date, and Practice Code – shown in red on the form)
- Ensure you select the Quarter for which you are making a claim
- Further information about completing the form can be found by clicking on the tab at the bottom marked “Guide”
- Claims should be sent to england.ea-des-activity@nhs.net – **PLEASE remember to put your PRACTICE CODE at the start of the email subject title** – this helps us enormously (thank you in advance!)

We are aware that this date falls in the Easter school holiday period, but unfortunately we have no control over the nationally set finance deadlines for payment runs. As these claims are submitted and processed on a quarterly basis, **submissions received after 5pm on 6 April will be held and processed together with Q1 2018-19 claims in July 2018**.

Practices may submit workbooks prior to 31 March provided that all activity up to and including 31 March has been included.

Please also note: **Friday 6 April is the deadline for declaring achievement on CQRS for enhanced service claims for April payment**

[Back to top](#)

OC GP PM

6 GP Clinical Pharmacist Funding – Wave 5 Deadline Confirmed

The deadline for wave 5 application submissions is **13 April 2018**. GP practices and other providers of general practice medical services are invited to apply for funding on an ongoing basis to help recruit, train and develop more clinical pharmacists through the secure [clinical pharmacist application portal](#) (password protected). Guidance and support in submitting an application can be found on [NHS England's website](#). For queries, please contact england.clinicalpharmacistenquiries@nhs.net.

[Back to top](#)

GP

7 Elevated PSA Referral Guidelines

It has become clear that different CCGs are using a variety of criteria to judge when immediate referral is necessary. Please [click here](#) to view an update and clearer guidance on the Primary Care management of an isolated elevated PSA test in an otherwise asymptomatic patient where there is no other clinical suspicion of malignancy.

[Back to top](#)

FOR INFORMATION

OC GP PM Ad PN

8 Winter Weather Contingency Plans



A huge thank you to everyone who helped out during last week's bad weather. You can read more [HERE](#).

We would welcome any feedback from staff on what the CCG can do to help in the event of future adverse weather conditions. Examples include 4x4 vehicle owners helping to transport primary care and hospital staff who cannot get to work.

Please email [Eleanor Ward](#) with any suggestions or comments on how we can improve our bad weather contingency planning.

[Back to top](#)

OC GP PM Ad PN

9 CHUFT Paper Switch Off

From October 2018, Colchester Hospital University Foundation Trust is contractually obliged to receive all **GP referrals to 1st Consultant-Led Outpatient Appointments** (including two-week-wait) via the national Electronic Referral Service (eRS) (formally Choose & Book). CHUFT have published all relevant appointment slots for services to eRS making these available for GPs/Patients to book into. The final part of the above work is to “switch off” all paper referrals. [Click here](#) to view some correspondence for your information and for further dissemination.

[Back to top](#)

OC GP PN

10 Drug Information Within SystemOne

It has been brought to our attention that the information regarding clotrimazole spray is incorrect. It states the spray can be used for otitis externa. However, the spray is not licensed for this indication and the solution should be used when treating ear infections. The supplier has reviewed the information and will be correcting this in early March with the next update. Please contact the Medicines Management team if further discrepancies are found.

[Back to top](#)

OC GP PM Ad PN

11 Cardiology Referrals and Rapid Access Pain Clinic

The CCG GP lead for Cardiology, Dr Imaad Khalid, has been working with the Cardiology Consultants at Ipswich Hospital to look at the quality of referrals being received by primary care. It has come to our attention that some practices are not completing the pre-referral work up that is required and the Pre-Referral Guidance is not being completed in full prior to referral. The CCG would like to ask primary care to ensure that **all** pre-referral work up is completed and the

Pre-Referral Guidance is completed in full prior to referral. This is to enable the Cardiology Consultants to triage the referral appropriately so that patients are seen by the appropriate clinician. If referrals are received with vital information missing then the consultants will reject them back to the Practice.

It was also evident that referrals are being sent through using the RACPC pathway which are inappropriate. Please ensure that **all** referrals for the RACPC fit the criteria for this 2 week wait service. There is a consultant cardiologist available on the phone daily if there are any urgent queries for patients that might not be appropriate for the RACP clinic but need urgent review.

[Back to top](#)

OC GP PM Ad PN

12 Back & Neck Service Referrals

We would like to remind GPs that the back and neck service **do not** require X-rays of the cervical spine or lumbar spine prior to patients being referred routinely to the service.

[Back to top](#)

OC GP PM Ad PN

13 Referring to Optometrists

Please find below clarification regarding referring via Evolutio:

- **Primary Care** will make no changes to the way they refer with onward referrals to either hospital or optometrist services to Evolutio via e-mail/paper
- **Optometrists** will continue to refer by email/paper to Evolutio only
- **Evolutio** will make GP referrals into the Trust via eRS only
- **Evolutio** will make Optometrist referrals to the Trust via e mail/paper.

[Back to top](#)

OC GP PM Ad PN

14 Hepatitis B Vaccine Supply Update

Please [click here](#) to view a letter outlining the plan for a phased re-introduction of hepatitis B vaccine which has been in short supply in 2017. Vaccine supplies are now improving but supplies will remain constrained. The attached document helps detail the priorities for a phased recovery plan supporting re-introduction of vaccine for lower priority groups.

Further information is available in the latest edition of [Vaccine Update](#).

[Back to top](#)

PM Ad

15 TNA Data Collection

In October 2017, NHS England commissioned the North of England CSU to collect third next appointment (TNA) data from each general practice to better understand waiting times and quantify the pressure general practice is under. TNA is the number of days a patient theoretically would need to have waited for the third available appointment at the time a booking was made. A second collection has been commissioned for March 2018. Every practice will receive a call from the supporting call centre that lasts no longer than four minutes. Please ensure your practices are aware and have been briefed. For any queries please contact: england.gpaccess@nhs.net.

[Back to top](#)

OC GP PM Ad PN

16 StEIS Move

StEIS, the system for reporting Serious Incidents, is moving from the Department of Health (DH) to NHS Improvement. The transition will begin Thursday 1 March 2018, from 5.30pm. Modules will become 'read only' to support the transition of the system. The system will be restored from Monday 5 March. From 5 March 2018, users will still access StEIS through existing accounts however, there is a new [address](#) for the system. User support will be available via it.support@improvement.nhs.uk or 020 3747 0100. Visit the [NHS Improvement website](#) and [news alert](#) for further information.

[Back to top](#)

OC GP PM Ad PN

17 Suffolk Special Allocation Scheme

The Suffolk Special Allocation Scheme (SAS) exists to provide primary medical services to patients who have been immediately removed from a GP Practice's list following threatened or actual aggression/violence. Patients placed on the scheme are supported to address the underlying causes of their behaviour, with a view to facilitating their return to general practice (normally after a minimum of one year on the scheme). The current provider of the Suffolk SAS is the Health Outreach Team under the banner of Essex Partnership University NHS Foundation Trust (EPUT). The current contract for this service (held with the Suffolk CCGs) ends on the 30th June 2018 and the CCG's must shortly decide if they wish to extend this contract for a further six months (as permitted within the contract clauses). We are therefore looking for feedback from Suffolk GP Practices on the service that has been provided by EPUT since 1st July 2017. If you have had any contact with the SAS and would like to make a comment, please would you send this to Stuart Quinton at stuartquinton@nhs.net, preferably within the next two weeks. Thank you.

[Back to top](#)

OC GP PM Ad PN

18 InHealth Endoscopy Service

InHealth provides a direct to test diagnostic endoscopy service, including community based gastroscopy (and transnasal), flexible sigmoidoscopy and colonoscopy. Please click on the links below for more information:

- [Referral Form](#)
- [FAQs](#)
- [GP Briefing](#)
- [Flowchart](#)

[Back to top](#)

OC GP Ad PN

19 Healthy Hearts: A Practical Guide for CCGs

There are thousands of people with undetected or under treated high-risk conditions giving rise to the opportunity to avoid hundreds of life changing events. In response to this, there are now some inspiring examples where clinicians and others have decided to do things differently to drive improvement. One such example is Bradford Districts CCG, who three years ago had the seventh worst CVD mortality rate in under 75s in England, until the implementation of their pioneering [Healthy Hearts programme](#).

[This resource pack](#) offers a practical guide for health economies committed to reducing the incidence of heart attacks and strokes by improving the detection and management of high blood pressure, high cholesterol and atrial fibrillation (AF) within primary care. The pack outlines the actions taken, and the resources developed by Bradford Districts CCG, that resulted in the optimised treatment of 21,000 people and over 200 fewer people suffering heart attacks or strokes.

[Back to top](#)

20 Making Sense of ICSs, ICPs & ACOs

NHS England has recently changed the name of accountable care systems to integrated care systems, which describes more accurately the work being done in the 10 areas of England operating in this way. The King's Fund has produced a helpful article looking at work under way in these systems and at NHS England's proposals for an accountable care organisation contract. Please [click here](#) to view.

[Back to top](#)

21 Connect and Share Campaign

OneLife Suffolk is launching a new campaign named 'Connect and Share,' which is set to run throughout March 2018. The campaign is focused on the prevention of social isolation and loneliness. The aim is to support local people to consider ways they could improve their health and wellbeing through pledging to make a positive change which links to the Five Ways to Wellbeing. [Click here](#) to download our electronic campaign pack which can be used to support our key messages.

[Back to top](#)

22 My Care Wishes Folders Shortage

Please be aware that there is currently a shortage of the My Care Wishes Folders due to high demand, waiting on new label supplies and staff absence. All requests have been received and will be sent out as soon as possible. In the meantime, the contents can be downloaded and printed from the [End of Life Documents](#) page of the CCG website. Thank you for your patience.

[Back to top](#)

23 Suffolk LMC Newsletter

Please [click here](#) to view and download the February 2018 issue of the Suffolk LMC Newsletter. This month's edition contains guidance on online consultations systems, CQC guidance on financial viability of providers and NHS England shared planning guidance.

[Back to top](#)

24 Local vacancies

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

Newly added this week!

Chesterfield Drive – Full/Part-time Salaried GP

Would you like to join a thriving, supportive and innovative Practice? We are looking to appoint a motivated and committed GP to join our split site PMS Practice. Applications are welcomed from newly qualified or experienced GPs alike.

We are an approved GP training practice delivering high quality services to 15000+ patients across two sites, Chesterfield Drive in the north-west and Landseer Road in the south east of Ipswich. The team comprises 3 Partners and 4 salaried GPs supported by a strong team of multi-skilled nurses, including a practice paramedic who undertakes the bulk of the home visits. The Practice was rated as 'good' by CQC following an inspection in January 2016.

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

[Back to top](#)

COMMISSIONING UPDATES

Find out the latest commissioning news from the CCG. We welcome your comments and feedback on any items in this section – [contact us](#)

25 Medicines Management - Prescribing

Position statement- Prescribing of items bought by the patient

Patients may sometimes purchase items to help manage with their medical condition for a number of reasons. Guidance has been produced to aid prescribers on how to manage patients that requesting items they are purchasing to be prescribed on an FP10. Information can be found [here](#) under "Useful documents."

[Back to top](#)

IT NEWS

26 GP IT Focus Newsletter

Please [click here](#) to view the latest edition of GP IT Focus. This issue includes updates on the GP Systems of Choice (GPSoC) licensing changes, online consultation funds, the move from the N3 Network to the Health and Social Care Network (HSCN) and the discontinuation of Map of Medicine.

[Back to top](#)

27 GPSoC: Action Required by EMIS Practices

All GPSoC Lot 1 locally funded agreements including clinical systems, subsidiary supplier services and patient facing services require a letter from the CCG on behalf of any practice to the supplier extending the service until December 2019. These letters are required to be acknowledged by the supplier by 27th March 2018.

We therefore require [this questionnaire](#) to be completed by all EMIS practices and returned to GP.IT@Suffolk.nhs.uk by **Friday 9 March** (SystemOne Practices do not have additional functionality in separate products, so no return required).

[Back to top](#)

28 Online Consultations: Action Required by ALL Practices

Please register your interest for online consultation products (or if you have no interest) by **Friday 16 March**. Contact GP.IT@Suffolk.nhs.uk or call 01473 770222 and ask for Natalie Unwin if you want to discuss further. The GPs on the Joint Digital and IT Services Board will be making the decision in line with procurement guidelines, and this will be communicated out to Practices in the next few weeks.

[Back to top](#)

EDUCATION & TRAINING

29 CQC Key Lines for Enquiry Workshop

CQC Inspector Anna Gleadell is going to be doing a workshop on the new CQC Key Lines of Enquiry at the Training and Education event on **Wednesday 25 April**. Please let [Shelley Mitchell](#) know if you would like to attend.

[Back to top](#)

30 Rescheduled Respiratory Meeting

Due to the adverse weather, the Suffolk Respiratory Group had to cancel last week’s meeting on Thursday 01 March at the Farmers Club, Bury St Edmunds entitled [The Ins and Outs of Breathing: Identifying altered breathing patterns](#) with guest speaker Taryn Walker (ANP at Ipswich Hospital). This meeting has now been re-arranged to take place on **Tuesday 24 April**. Please confirm your attendance by contacting suffolkrespiratorygroup@gmail.com. Places are limited so please book early.

[Back to top](#)

31 Reminder: Diabetes Foot Screening Workshop

A reminder that there are upcoming DUET Diabetes Foot Screening workshops. Led by an experienced Diabetes Specialist Nurse, these workshops are an informative and interactive way for practitioners at all levels to develop or maintain skills and competency in assessing the diabetic foot. Using NICE guidance as a framework, the workshops aim to equip the learner with the knowledge and skills to competently examine and assess the diabetic foot for potential and actual problems. Please click on the links below for more information, including how to book:

- [Friday 20 April – Ipswich \(only 3 places left!\)](#)
- [Friday 11 May – Bury St Edmunds](#)
- [Friday 05 July – Bury St Edmunds](#)

[Back to top](#)

32 CEPN (Community Education Provider Networks)

Ipswich & East and West Suffolk CCGs 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 #25](#).

If you would like to sign-up to the newsletter, have any training queries or suggestions, or would like to join the CEPN Steering Group in your CCG area please email CEPN@suffolkch.nhs.uk.

[Back to top](#)

CONTACT

33 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 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](#)



[Like us on Facebook](#)



[Follow us on Twitter @IESCCG](#)

[Back to top](#)

DID YOU KNOW...?

34 PPG Health Event

The Birches Medical Centre's Patient Participation Group (PPG) are hosting a Health Event between 10am – 3pm on **Tuesday 10 April** at Kesgrave Community Centre. Everyone is most welcome to attend. Free tea and coffee will be available!

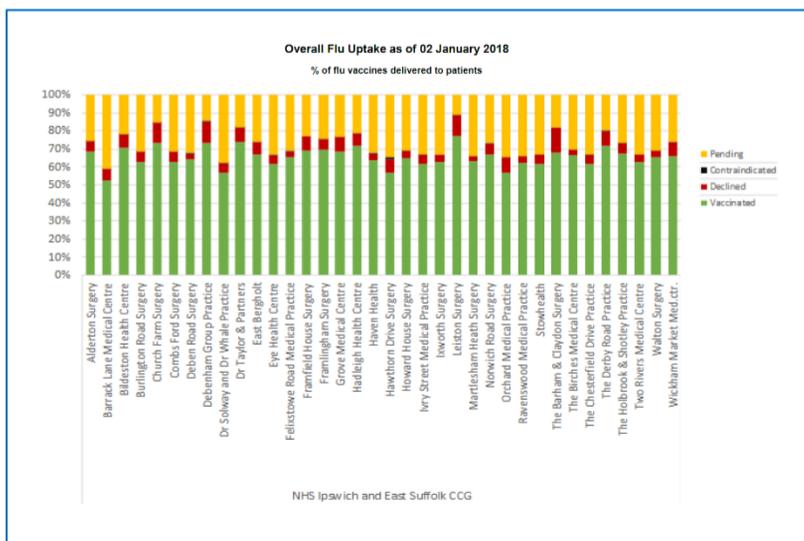
[Back to top](#)

CHART OF THE WEEK

35 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 **Overall Flu Uptake as of 2 January 2018**.



[Click on chart to enlarge](#)

[Back to top](#)