



# Weekly Inbox

18 JUN 2018 Issue 276

## 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)

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## FOR ACTION

**OC GP PM Ad PN**

### 1 Training & Education Afternoon – 28 June

Our next education afternoon will be focused on 'Alliance' working, what it is, and what it means for general practice. We will be joined by our secondary care, NSFT and Local Authority colleagues from 4pm to develop the discussions further around acute care and elective care across all ages and conditions. [View Flyer](#).

There will also be a meeting for all practice prescribing leads, care navigator training (which clinicians are welcome to sit in on) and the Practice Nurse Forum ([see agenda](#)). Please let [Shelley Mitchell](#) know if you will be attending any of these sessions as it helps us with catering and planning.

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**GP**

### 2 Alliance Working – “Becoming an Integrated Care System”

In advance of our afternoon educational session on “Alliance” working, GPs might be interested to read a recent article by John Deffenbaugh in the April 2018 issue of the British Journal of Healthcare Management. The article gives a brilliant overview of what it means to be an Integrated Care System with some great insights on working together and on shared accountability (rather than an internal market) and the concepts of civic good, effective delivery and not letting existing legal frameworks cramp innovation and process itself. We hope that circulating the article ahead of the meeting will help you understand a somewhat confusing and very new area and help jump start the process locally. Article 2 is particularly helpful. [Article 1](#) and [Article 2](#).

*John Deffenbaugh is director of the business consultancy Frontline, based in London. He works across the public sector with health, social care and the wider public sector to shape sustainable transformational change. He is a non-executive director of NHS National Services Scotland.*

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### 3 Living Life to the Full – 28 June

Ipswich and East Suffolk CCG have been working in partnership with Living Life to the Full and Wellbeing Suffolk to develop a localised pilot of Living Life to the Full materials for the 13 Ipswich Practices to support making access easy for patients with emotional distress and common mental health conditions.

The training session to show how this can be used to support your patients in Primary Care and launch of this exciting new service will take place on 28 June 2018 between 6pm and 7pm in the Bucklesham Suite at Trinity Park (after the One Clinical Community meeting).

To ensure that practices have a good understanding of how this will work, the CCG will require some attendance from all Ipswich practices. It is important that a mix of GPs and practice nurses have an awareness of this resource and for whom it is suitable. Practice Managers and/or reception staff are also welcome for awareness.

Please email [Sheri Probert](#) to book your place and to enable us to order refreshments.

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#### 4 Nurse Leadership Development Programme

The CCG and Ipswich Hospital have come together to fund a new leadership development programme for local nurses, starting in September 2018.

The programme is for nurses working in primary, NSFT, Community and secondary care who would like to produce practice solutions to health economy issues, achieve improvements in the quality of patients' experience and care, learn new tools and techniques and strengthen collaborative working.

[Click here](#) for more information and how to apply. [Download Application form.](#) [Back to top](#)

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#### 5 DES Contract Portfolio

NHS England recently sent all GP practices the new [DES offer letter](#) including specifications and sign up documents for completion. Please ensure you return your completed [contract portfolio](#) along with your signed and scanned signature page to [england.ea-des-activity@nhs.net](mailto:england.ea-des-activity@nhs.net) by **Friday 29 June**. If you are signing up to extended hours you will also need to include your proposal.

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#### 6 Practice Manager Forum Feedback

Thank you to everyone who attended last week's Practice Manager Forum. The presentations, handouts and a feedback form can be found [here](#). Please return completed feedback forms to [Eleanor Ward](#) as this will help us improve on the event and plan for future forums. Thank you.

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### FOR INFORMATION

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#### 7 ME & CFS Specialist Service

A couple of weeks ago we told you about a new ME & CFS specialist service that starts in July ([click here](#) to view). The CCG has written to around 20 people who were on Dr Smith's (the previous provider) caseload in December, offering them an appointment with Dr Nacul. Dr Nacul has started to review the clinical information supplied by Dr Smith and has identified that further clinical information is required, for example, some notes suggest a diagnosis other than ME & CFS. Dr Nacul feels it is important to ask what the GP thinks – perhaps an alternative diagnosis has been made and the referral is no longer appropriate to ME & CFS and will not add any clinical value. He would also find it useful to have results of recent bloods.

When one of Dr Smith's patients contacts the GP Federation to engage in the service, the GP Federation will contact the GP practice and ask them to review the patient notes. If they are not currently under the care of another ME & CFS provider, and the GP feels a referral to the service would be of benefit to the patient they will ask the practice to complete a [referral form](#) to be sent to [rbsat.riverside@nhs.net](mailto:rbsat.riverside@nhs.net).

To clarify, all referrals will need to go to the East Coast service first (form available on clinical system), only then once they have been through this service can you refer onto the second line service run by Dr Nacul and the federation.

Apologies if there has been any confusion with regards to this pathway.

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#### 8 Podiatry Referrals Update

Podiatry referrals have changed to the following:

**Referring healthcare professionals** should email the referral form (available on your clinical system) to: [WSCCG.suffolk-podiatry@nhs.net](mailto:WSCCG.suffolk-podiatry@nhs.net)

**Self-referrals** can also be made online at [www.schpodiatry.com](http://www.schpodiatry.com)

For all urgent cases, please indicate why they are urgent. Incomplete referrals will be returned to the referrer.

For further information please contact Podiatry Office by emailing: [WSCCG.suffolk-podiatry@nhs.net](mailto:WSCCG.suffolk-podiatry@nhs.net) or 01473 275 257

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#### 9 Venta Programme

[Click here](#) to download the referral form for the Icen 'Venta' programme designed for men who do, or have the potential to, exhibit behaviours that have a negative impact on their intimate partners. For further information please contact [venta@iceniipswich.org](mailto:venta@iceniipswich.org).

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#### 10 LD Nurse Access to Patient Information

Please [click here](#) to view a letter that has been approved by the CCG's Information Governance lead Paul Cook and explains why NSFT LD Liaison Nurses can access patient information under the new regulations that came into effect on 25 May.

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#### 11 Making an Urgent Medical Record Request

If you have an urgent clinical need to access information in a medical record, PCSE can facilitate contact between you and a patient's previous GP, to ensure the details needed get to the relevant clinician in good time. Based on feedback from practices, a new urgent records request form has been produced, so you are clear on the information PCSE needs in order to process your urgent request as quickly and efficiently as possible. Download the urgent medical request form [here](#), complete electronically and send to [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net) putting 'Urgent record request' in the email subject line.

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#### 12 Medication Supply Issues Update

Please [click here](#) to access the latest information for Primary Care regarding medication supply issues.

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### 13 Driving Improvement – CQC Report

Leadership, communication and collaboration are among the key drivers of improvement for ten GP practices featured in a new report published today (13 June 2018).

'[Driving improvement: Case studies from 10 GP practices](#)' draws on interviews with a broad group of staff from ten practices – nine of which were originally rated as inadequate and, through dedicated effort, improved to an overall rating of good on their last inspection. The tenth practice improved from a rating of requires improvement to outstanding.

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### 14 Suffolk Gender Identity Hub

The Suffolk Gender Identity Hub has now gone live on the Healthy Suffolk website. The hub will offer advice and support for individuals, those supporting an adult who is questioning or has changed their gender identity and health professionals. Visit the hub [HERE](#).

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### 15 Emotional Wellbeing Hub - #ToiletDoor

The Emotional Wellbeing Hub has produced a [poster](#) signposting individuals to useful websites and numbers where they can access help and find other resources and information about local emotional wellbeing support services.

When asked, young people felt that the best place to put these posters was on the back of toilet doors as this is where people will be able to view it and make a note of the numbers and websites in private.

Please join the challenge and stick the poster up on the back of toilet doors at schools, colleges, youth groups, clubs, or anywhere else young people will see. You can also join in by Takin a snap of you putting it up and tweet it to [@SuffolkSAY #ToiletDoor](#). Let's make a change!

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### 16 CYP Primary Mental Health Workers

Please see the links below for the contacts for Primary Mental Health Workers for Children and Young People:

- [East Suffolk Contacts](#)
- [West Suffolk Contacts](#) (Ixworth Surgery only)

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### 17 Language Matters – New Guide for Health Professionals

NHS England has published a guide providing practical examples of language that will encourage positive outcomes when interacting with people living with diabetes. You can read it [HERE](#).

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### 18 Veteran Friendly GP Practices

GPs are signing up to become 'veteran friendly' under a new national scheme to improve medical care and treatment for former members of the armed services that has been backed by NHS England and the Royal College of GPs.

Practices can qualify for veteran friendly status by offering extra support for ex-military personnel who may face additional challenges when they return to civilian life.

The scheme, called the Military Veteran Aware Accreditation, has now been adopted by NHS England and the Royal College of GPs as a nationwide initiative so that family doctors can better identify and treat veterans, ensuring they get access to dedicated care where appropriate.

To become accredited, GP practices need to:

- have a lead for veterans' issues within the surgery;
- identify and flag veterans on their computer system;
- undertake dedicated training and attend armed forces healthcare meetings;
- increase understanding of the health needs of veterans amongst both clinical and administrative staff.

[Click here](#) to view a press release containing more information.

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### 19 70 Years of the NHS

NHS Ipswich and East Suffolk CCG is one of small number of NHS organisations that was invited to feature in a special "70 Years of the NHS" programme, which will be launched at this week's NHS Confederation annual conference. The programme champions the achievements of the NHS since 1948 and has input from patients, front-line staff and leaders who will drive change and best practice within health and social care.

By clicking [HERE](#) you can see the section featuring IESCCG, including Dr Garratt and Dr Shenton.



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### 20 Suffolk Sickle Cell Society Support Group

The next support group meeting for the Sickle Cell Society Suffolk will take place on Tuesday 26 June between 6.00 – 7.30pm in the Atrium Building of the University of Suffolk ([click here](#) to view flyer).

- Do you have sickle cell disease or sickle cell trait?
- Are you caring for someone affected by sickle cell?
- Would you like to meet others who are affected or want more information?
- Do you want support to improve your quality of life?

For more information, please contact:

**Email:** [sicklecellsuffolk@yahoo.com](mailto:sicklecellsuffolk@yahoo.com), **Telephone:** 07845 925 756.

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## 21 Warm Homes Fund

The County and all of the district and borough councils in Suffolk have been awarded funding from the National Grid's Warm Homes Fund to install 500 first time central heating systems in fuel poor households in Suffolk over the next three years.

Warm Homes, Healthy People will be delivering this project and have produced a [flyer](#) containing details about the new fund. Please share with your networks so as many as possible can benefit.

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## 22 Practice Nurse Newsletter

Please follow the link to the April edition of our [practice nurse newsletter](#). This month's edition includes a welcome message from the CCG's new Chief Nursing Officer Lisa Nobes, update on Living Life to the Full training and the latest Nurse Forum news.

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## 23 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](#).

Tabitha Griffin, the CCG's named nurse for Primary Care Safeguarding, will be leaving her post as of Sunday 1<sup>st</sup> July. The CCG are looking to replace her with a [Named GP for Safeguarding](#) and this vacancy is now live on the NHS jobs website.

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## 24 Find it on our website!

The Suffolk CCGs Adult Safeguarding website has been revamped and is full of useful information and links including training, MCA/DOLS, LeDeR, etc.

Please visit the [website](#) so you can gain quick knowledge of a given safeguarding area.

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## IT NEWS

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## 25 NHS Choices Website Workshop

NHS England are holding a workshop in London on the **Wednesday 4 July** aimed at giving GPs and practice nurses the chance to have their input into the new NHS Choices website – soon to become the NHS website. NHSE would love to hear clinicians' views on how they can use the central website to benefit primary care.

Please share this [flyer](#) with your clinical staff so they have the opportunity to attend. This gives background on the workshop, and details of how to register.

If you have any questions, please contact [Chelsea Felstead](#).

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## EDUCATION & TRAINING

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## 26 International Practitioner Health Summit

The International Practitioner Health Summit will be taking place on 4th & 5th October 2018 in London. Aimed at doctors, nurses, pharmacists, allied health practitioners, dentists, counsellors and researchers in the field of practitioner health the 10 Year Anniversary Conference of the [NHS Practitioner Health Programme](#) will bring together the academic, clinical and experiential aspects of physician and practitioner health with a particular focus on mental health.

There is fantastic line up of speakers from both UK and overseas and it will be a wonderful opportunity for healthcare professionals to come together and learn, share and network with others involved in practitioner health. The Chief Executive of NHS England Simon Stevens will be giving a keynote address.

A full list of speakers and events can be found [here](#).

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## 27 Practice Manager ILM Courses

The Training Hub is holding information sessions on Leadership and Management courses for all Practice Managers and CCG Staff.

- [Wednesday, 27th June – IP City, Ipswich](#)
- [Monday, 2nd July - West Suffolk College, Bury St Edmunds](#)

West Suffolk College will be conducting the sessions with full information on all the courses.

Accredited by the Institute of Leadership and Management WSC deliver ILM Leadership and Management courses from Level 2 Award to the Level 7 Diploma. Through open courses or bespoke training packages, WSC support you on the leadership journeys. Further information is available [here](#).

There is no charge for this information session. To book your place on the information session, please [email](#) the Training Hub, stating your preferred date (see above), role and place of employment.

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## 28 This Week's New Training Courses

The list below summarises the new training courses that have been added to the CCG website this week. Please click the links below for access to further details and booking information. The tabs on the right-hand side indicate if the events are aimed at a particular staff group.

[Mental Health Study Day – 4 July](#)

GP

[Joint and Soft Tissue Injection Course – 13 Sept](#)

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## 29 PACT (Primary Care And Community Care Training Hub)

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 [PACT Training Hub Newsletter Issue #36](#).

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](mailto:CEPN@suffolkch.nhs.uk).

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## CONTACT

30 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](#)
- [Referrals, Briefings and Pathways](#)
- [Download Digital Campaign Resources](#)
- [NHS England](#)
- [Ipswich Hospital website - GP section](#)



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## DID YOU KNOW...?

31 **Little St John's Street PPG Event**

Living a healthy and happy life – that's the theme of a summer health event that aims to inform and support people in Woodbridge to live a healthier life.

The event will take place at Woodbridge Library on **Tuesday 19 June** between 2.00 – 5.00 p.m. and is being organised by the Patient Participation Group (PPG) of the town's Little St John's Street GP Surgery.

Everyone is welcome to attend and people will be able to ask questions on health issues that matter to them and learn more about the services available locally which could help them and their family improve their physical and mental wellbeing. Read more [HERE](#)

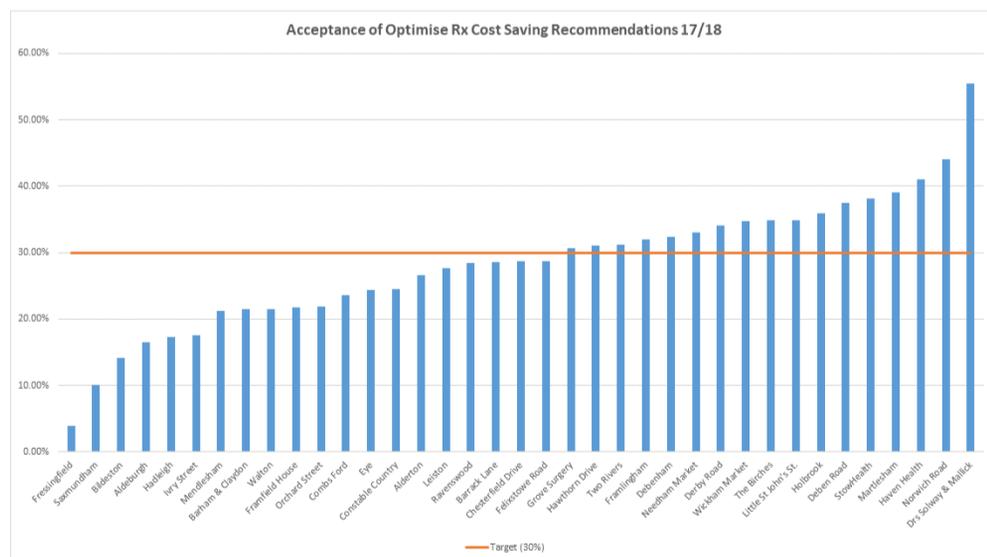
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## CHART OF THE WEEK

32 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 **Acceptance of Optimise RX Cost Saving Recommendations 2017/18**.



\*please note that three practices do not use Optimise RX and so do not feature.

[Click on chart to enlarge](#)

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