



Weekly Inbox

22 OCT 2018 Issue 294

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)

OC: Other clinicians (including ECP, Pharmacists)

FOR ACTION

- [Adrenaline Shortages](#)
- [Self Care Poster and Antibiotic Awareness](#)
- [Prescribing Reinvestment Scheme](#)
- [Family Carers Survey](#)

FOR INFORMATION

- [Management of Outbreaks of Acute Respiratory \(MOARCH\) Illness in Care Homes](#)
- [CQC Inspections](#)
- [Children and Young People's Emotional Wellbeing Hub](#)
- [New Supplier of Enteral Feeding Services](#)
- [Introducing our Primary Care Information Governance Manager](#)
- [ESNEFT Non-Executive Director Opportunity](#)
- [Ipswich and Suffolk Medico Legal Society Dinner](#)
- [Practice Nurse Newsletter](#)
- [Suffolk SEND Local Offer Website](#)
- [Family Drop-In at St Elizabeth Hospice with EACH](#)
- [Suffolk Mind's Veterans and Families Information Day](#)
- [Local Vacancies](#)

IT NEWS

- [HSCN Rollout Update](#)
- [GP Online Services into Suffolk GP Practices](#)
- [DXS](#)

EDUCATION & TRAINING

- [Self-Neglect and Hoarding Conference](#)
- [End of Life Conference](#)
- [Diabetes and Epilepsy Training](#)
- [HEE Free Conference for Educators and Practitioners](#)
- [SEND Free Basic Awareness Training](#)
- [PACT](#)

CONTACTS and USEFUL LINKS

- [Contact us](#)

DID YOU KNOW...?

- [Did you know..? Halloween Posters from Suffolk Constabulary](#)

CHART OF THE WEEK

- [Chart of the Week: Percentage of GP Regular Patients with a SystemOne Record Sharing Decision](#)

FOR ACTION

OC GP PM Ad PN

1 Adrenaline Shortages

Guidance is available on the CCG website regarding the ongoing shortages of EpiPen which provides guidance on the prescribing and dispensing of EpiPen and EpiPen Junior. Please click [here](#) for further information.

[Back to top](#)

PM

2 Self Care Poster and Antibiotic Awareness

With the winter season fast approaching, we have a new infographic poster available. The poster helps to promote self-care and informs patients how long to expect their symptoms to last for common respiratory infections: Cough, Cold, Earache and Sore Throat. The poster has been taken from the GCGP Target resources and is available for [download](#) on the CCG digital resource page.

November sees both [WHO World Antibiotic Awareness week](#) running from 12-18 and [European Antibiotic Awareness day](#) which always falls on the 18 November. Click the above links for more information and resources about these topical campaigns.

[Back to top](#)

GP PM

3 Prescribing Reinvestment Scheme

Letters are being sent to practices this week detailing the quarter one 2018/19 reinvestment scheme achievement. The letters will be sent by post addressed to the prescribing lead GP, with a copy sent to the practice manager. If your practice received reinvestment funds last year, please ensure you have emailed details of how this has, or will be spent to [Caroline Ross](#) as soon as possible. Invoices to the 2018/19 scheme cannot be processed until this information has been received.

Please note that prescribing data is available two months in arrears, it is therefore anticipated that the quarter two reinvestment achievement letters will be sent out in December.

[Back to top](#)

4 Family Carers Survey

Ipswich and East Suffolk and West Suffolk CCGs are part of a multi-agency working group and as part of this, we would like to understand what is working well and not so well for family/ unpaid carers. Below is a link to a survey which we would like practice staff and patients to complete, if they are a family carer. The survey is live now and we are asking for returns **by Thursday 22 November 2018**.

Message for practices to communicate:

Anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support is a carer. If the person you care for is also aged 18, or over, this survey is for you.

Are you a family carer or unpaid carer? We want to hear about your experiences of support for family carers.

A multi-agency group including: Family Carer representatives, Suffolk County Council, the Clinical Commissioning Groups, Health, and Suffolk Family Carers have designed the enclosed survey for this purpose.

The information you give us will be used to understand what is currently working well for family carers and to identify any gaps in support for family carers in Suffolk. We want to know what works well, what could be improved and what's missing.

Your opinions really do matter. All answers will be used anonymously so please do answer openly and honestly.

The survey should take around 20 minutes to complete online by clicking [here](#).

Thank you very much for giving some of your time to help us.

[Back to top](#)

FOR INFORMATION

5 Management of Outbreaks of Acute Respiratory (MOARCH) Illness in Care Homes

Following a procurement process, Commisceo Primary Care Solutions Ltd have been awarded the contract to provide the MOARCH service for both IESCCG and WSCCG. This is a one year contract which includes in and out of season cover. Although it is recognised that there were a couple of areas highlighted last year where the service could have been provided more effectively, overall, Commisceo provided the service successfully for the 2017/18 flu season. At the beginning of the procurement exercise this year, a review was undertaken of the service to ensure that all lessons learnt had been taken into account for the 2018/19 flu season to ensure that more robust processes were put in place for this contract.

Click [here](#) for a flow chart which highlights the pathway, relevant contact details and responsibilities of each organisation involved. The consent process agreed with Commisceo has also been included for your information as well as detail on the prescribing process.

Should there be any concerns about the Provider, please contact either Amy Osborne, Contracts Manager – amy.osborne2@nhs.net or Chris Hooper – chris.hooper@nhs.net.

[Back to top](#)

6 CQC Inspections

As some of you may have heard, the CQC are back out in the patch inspecting our practices. The following guidance documents may be of help:

- [Inspection guidance](#)
- [Key lines of enquiry guidance](#)
- [Safeguarding children](#)

Should you have any queries or would like some support both pre and post inspection please do not hesitate to contact [Louise Hardwick](#).

[Back to top](#)

7 Children and Young People's Emotional Wellbeing Hub

A new poster has been developed for the TV screens in your waiting rooms to let people know about the Emotional Wellbeing Hub for young people and how to contact them. Please [download here](#) for use in your own surgery.

[Back to top](#)

8 New Supplier of Enteral Feeding Services

Nutricia have recently been awarded the contract for the supply and delivery of enteral feeding products and equipment in East Suffolk and North Essex which was previously held by Fresenius Kabi. See letter [here](#) from Nutrition and Dietetics Department confirming the new supplier. GPs and Prescribing Clerks are advised that they can therefore accept prescription requests from Nutricia.

[Back to top](#)

9 Introducing our Primary Care Information Governance Manager

Jodie Stutely has now started within the CCG as the new Primary Care Information Governance Manager, covering both IESCCG and WSCCG. This is a completely new role to both CCGs.

Jodie is looking forward to supporting the Practices' with completing the new Data Security and Protection Toolkit, and complying with GDPR amongst other Information Governance duties.

She will be attending the Practice Managers meetings to formally introduce herself in due course. Meanwhile, she is based at Endeavour House, and can be contacted by [email](#). [Back to top](#)

10 ESNEFT Non-Executive Director Opportunity

East Suffolk and North Essex NHS Foundation Trust are recruiting for a non-executive director with experience of working in a senior clinical position in primary care to join the Trust Board of Directors. The post is currently remunerated at £12,568pa (under review) for approximately 4 days a month. Candidates need to be resident in Essex, Suffolk or South Norfolk to be eligible.

Details of the opportunity can be found in the links below:

- [NHS Jobs vacancy for Non-Executive Director](#)
- [Candidate Brief](#)
- [Advert](#)

David White, The Chair, is happy to have an informal conversation with potential candidates about the role. [Back to top](#)

11 Ipswich and Suffolk Medico Legal Society Dinner

The Ipswich and Suffolk Medico Legal Society are holding a dinner on 29 November 2018. Click [flyer](#) for further details and menu.

The guest speaker will be Dr Peter Dean, formerly the Coroner for Suffolk, who will give a very interesting and spine chilling talk on 'The Life and Crimes of Jack the Ripper'.

If you would like to attend, partners are also welcome, please contact [Helen Brand](#) of Bates Wells and Braithwaite. [Back to top](#)

12 Practice Nurse Newsletter

Please follow the link to this month's edition of [Practice Nurse News](#). This issue includes an update from last week's Forum launch, our practice nurse survey and agenda for November's meeting. [Back to top](#)

13 Suffolk SEND Local Offer Website

Click [here](#) for the first point of contact for families and Children and Young People with SEND. [Back to top](#)

14 Family Drop-in at St Elizabeth Hospice with EACH

St Elizabeth Hospice with EACH are starting a new [family drop-in](#) for young adults 14 years upwards and their families across East Anglia. It will be once a month on a Saturday afternoon at St Elizabeth Hospice, aiming to provide an introduction to the hospice young adult care service, offer peer support and access to inclusive activities.

Interested families can be referred or can self-refer to [Helen Finlinson](#). [Back to top](#)

15 Suffolk Mind's Veterans and Families Information Day

Please click here for [flyer](#) to display within your Practice, promoting Suffolk Mind's Veterans and Families Information Day event, taking place on Monday 5 November at their Quay Place Wellbeing Centre, located behind the Ipswich Waterfront. [Back to top](#)

16 [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](#). [Back to top](#)

17 HSCN Rollout Update

The GP IT team have now commenced the roll out of the HSCN services that are replacing the existing N3 services at all CCG GP and Community sites in Suffolk. To date, we have migrated ten sites to HSCN, all migrations went smoothly and were completed within the two-hour migration window. We are currently planning the next tranche of migrations and where possible, we are prioritising sites where the existing N3 contract has expired, is very expensive, or where the new service will provide the most benefit, such as sites trialling the new DXS service.

The current technical design provides fast access for traffic to your web based clinical systems and the internet, however there will be no improvement initially for inter-site traffic, for example when moving a file from a main surgery to a branch. We have planned further network improvements to address this and ensure the network provides the speed and resilience all Practices need to support their patients. We expect this additional work to be implemented towards the end of the financial year.

[Back to top](#)

18 GP Online Consultation into Suffolk GP Practices

The GP IT team have received feedback following the implementation of the GP Online Consultation system, eConsult, into Needham Market Medical Practice, where 50% of patients had heard about the project from the Practice website.

David Shedden, Practice Manager at Needham Market Medical Practice says: "The service is proving to be popular. Staff have done well to get the replies back to the patients quickly and the GPs are dealing with the enquiries efficiently. The patient satisfaction feedback shows that we can be responsive to patient needs. We have been promoting it at the flu clinic, posters are up in the waiting room and facing the queues outside the door. Well done to all who have been working to get this moving."

Some of the direct patient feedback about the service at Needham Market:

- "Question answered without the need to take up doctors time"
- "It is much easier to explain everything and knowing a team will consult on what is required, bringing the best possible person or solution forward for the problem"
- "Effective "

The GP IT team will be contacting those Practices already signed up to implement eConsult, to work with you on the next steps. If your Practice has not yet expressed an interest, and you would like more information on eConsult, please contact the team at gp.it@suffolk.nhs.uk or on 01473 770222.

[Back to top](#)

19 DXS

A short demonstration of the DXS system was held at Two Rivers Medical Centre attended by Medical Secretaries who found it very useful. The second tranche of practices are having DXS software installed during October with training dates scheduled for Oct/Nov.

An updated version release of DXS based on the feedback from Practices is being planned by DXS in late October/early November with a number of new features and functionality, which we will update you with prior to the new version being released. The GP IT team will also be working with NEL to assess and monitor network speeds to ensure there are no performance issues.

Referral forms are being updated by the content team as from April/May 2019 and the CCG's Clinical Systems Support Team will cease maintenance of Referral forms. Any practices deciding not to use DXS will be responsible for this task in the future.

[Back to top](#)

EDUCATION & TRAINING

20 Self-Neglect and Hoarding Conference – 6 November

9:30am – 4:15pm, Trinity Park, Ipswich

Please click [here](#) for the Self-Neglect and Hoarding Conference flyer. Dr Orr is a lead in the world of self-neglect and hoarding.

[Back to top](#)

21 End of Life Conference – 14 November

10am – 3pm, Ipswich Hospital, Ipswich

Please click [here](#) for further details of the End Of Life Conference.

[Back to top](#)

22 Diabetes and Epilepsy Training – 15 November

9:30am – 1:30pm, Blackbourne Hall, Elmswell

Free snapshot training morning – epilepsy & diabetes

Along with Anglian Training, DUET diabetes is organising a free event on 15 November 2018 in Elmswell. Please click [here](#) for the flyer and information can also be accessed via the news page on the [website](#). This event is relevant for the 'post-16' & adult care sector, however, attendees are welcomed from community health roles as well as GP practices (as well as potentially being of interest to practice nurses it would also certainly be suitable for Healthcare Assistants). Places are limited to 2 per organisation – for more information or to make a booking, please contact us.

Additional information regarding the programme content will be communicated nearer to the date. The morning will be a split of epilepsy and diabetes information. From the diabetes perspective, there will be a focus on hypos, peripheral neuropathy and diabetes with learning disability. In one of the diabetes sessions, findings will be shared from research into the experience of diabetes care appointments for adults with mild-to-moderate learning disabilities, their supporters and healthcare professionals; with the aim to improve understanding of these interactions.

Diabetes workshops

Please click [here](#) for upcoming training workshop details and visit the [website](#) for further information.

[Back to top](#)

23 HEE Free Conference for Educators and Practitioners

Antimicrobial resistance, infections, deterioration and sepsis: Building capacity and capability of the current and future workforce

Tuesday 27 November 2018: 10am – 4:30pm Lunch provided
De Vere Grand Connaught Rooms, 61-65 Great Queen Street, London WC2B 5DA

Aims: To understand what educational interventions support improved outcomes on antimicrobial resistance, infections, deterioration and sepsis.

Objectives: Highlight system interventions to improve the competence and training of the workforce, to showcase work done on workforce development, education and training and to support the uptake and raise awareness of available educational resources.

Morning session: Infection Management
 Afternoon session: Early Education and Stewardship

For further information and agenda, please [click here](#). Register now to [book a place](#).

[Back to top](#)

24 SEND - Free Basic Awareness Training

The training is supplied by Tabitha Griffin Designated Clinical Officer for Special Educational Needs and Disabilities. It is aimed at all staff who may come into contact with the SEND cohort through their day to day work. The session should take about half an hour and can be offered to teams in bases. The training is for all services who may come into contact with the 0-25 yr. age group e.g. ankle and foot services, acute settings, mental health services, etc.

If the teams already have learning disability training then SEND can be a helpful addition. If team members work more intensively with Children and Young People with SEND then further training can be offered.

If you are interested, please contact the SEND business support [Ceinwen Wilson](#).

[Back to top](#)

25 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 54](#).

If you would like to sign-up to the newsletter or have any training queries or suggestions, please email PACT@suffolkch.nhs.uk.

[Back to top](#)

CONTACT

26

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](#)
- [Referrals, Briefings and Pathways](#)
- [Download Digital Campaign Resources](#)
- [NHS England](#)



[Like us on Facebook](#)



[Follow us on Twitter @IESCCG](#)

[Back to top](#)

DID YOU KNOW...?

27 Halloween Posters from Suffolk Constabulary

Suffolk Constabulary has produced three information posters for those involved in Halloween activities, you can download them below:

Poster 1 - Do Not Disturb [HERE](#)

Poster 2 - Trick or treaters are welcome [HERE](#)

Poster 3 - Please show respect to those who do not wish to participate [HERE](#)

[Back to top](#)

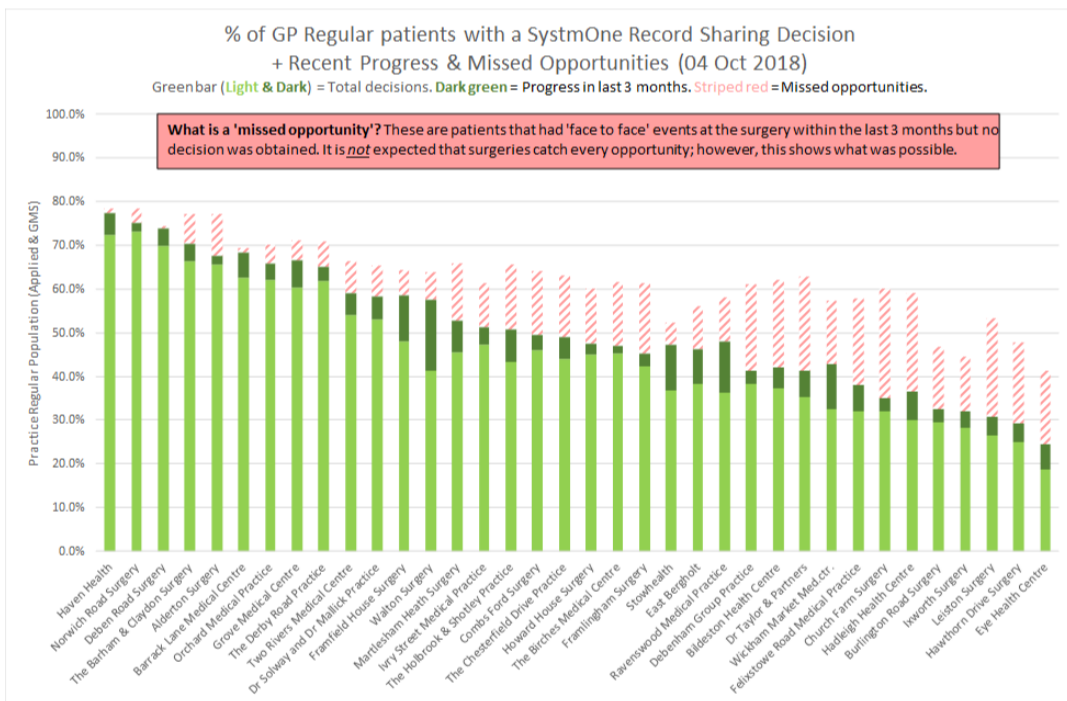
CHART OF THE WEEK

28

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](#) if there are any topics that you would find it useful for us to cover.

This week we are looking at: Percentage of Regular Patients with a SystmOne Record Sharing Decision as at 4 October 2018.



[Click on chart to enlarge](#)

[Back to top](#)