



# Weekly Inbox

23 APR 2018 Issue 268

## 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

PN

### 1 Physical Activity Clinical Advice Pad Pilot Project

East Suffolk has been selected as a pilot site for the introduction of the 'physical activity clinical advice pad' for use in your consultations. This pilot project is part of the Public Health England (PHE) and Sport England (SE) Moving Health Care Professional Programme and specifically aims to increase the number of health care professionals in England who integrate brief advice on physical activity into their routine clinical practice.

The programme will be delivered across 16 practices over the next few months and will involve engaging the majority of the health care professionals in each practice and our local Public Health Clinical Champion Dr Chris Rufford will be providing training on the process. In order to maximise clinician attendance, the training will be this **Wednesday 25 April** at Trinity Park alongside the development workshop (2.15pm – 3.30pm). In addition, One Life Suffolk will be offering Making Every Contact Count (MECC) training at 4pm, which is a 45mins session specific to general practice.

The key training element for the Pilot (for those who have already completed Dr Rufford's training last year) is the short 3.15pm session, which can be attended either as a standalone session or as part of the whole afternoon.

Please contact [Shelley Mitchell](#) for more information and to confirm attendance. [Back to top](#)

## FOR INFORMATION

GP

Ad

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### 2 CUH Paper Switch Off

Cambridge University Hospitals (CUH), which includes Addenbrooke's, is going paperless from **Tuesday 1 May**. Please be aware that after this date, referrals via post or email will not be accepted. All practices should be using the NHS e-Referral Service (ERS) for all referrals and consultant-led first outpatient appointments. [Click here](#) for a list of exclusions. For assistance, please contact the e-Referral support team on [add-tr.cuhereferral@nhs.net](mailto:add-tr.cuhereferral@nhs.net). [Back to top](#)

GP

Ad

PN

### 3 2WW Referrals

When making a 2WW referral to any specialty please ensure patients are given the information card, further supplies of which are available from Claire Pemberton ([clairepemberton@nhs.net](mailto:clairepemberton@nhs.net)), and that all patients have had an eGFR performed in the last three months. This is because of the increasing trend for straight to test diagnostics as part of the drive to achieve earlier diagnosis for our patients. Should you have any clinical enquiries in relation to this please contact Peter Holloway (CCG Cancer Lead) [peterholloway@nhs.net](mailto:peterholloway@nhs.net). [Back to top](#)

OC GP

PM

Ad

PN

### 4 Return, Recycle, Reuse

The NHS 'equipment amnesty' held in Suffolk has this week been highlighted by the Royal College of Physicians as being an excellent example of reducing waste and saving money for the NHS.

Last year, in conjunction with our local health partners, we asked people to consider returning items they no longer need, such as commodes, mattresses and wheeled adjustable frames. Within a month almost £800,000 worth of equipment had been returned.

The campaign is not over and we would still very much like you to encourage patients to return any NHS items they no longer need or use. Anyone with equipment to return can call Medequip on **01473 351805** or email [suffolk@medequip-uk.com](mailto:suffolk@medequip-uk.com) to arrange for them to come and collect it. [Back to top](#)

## 5 Return of Unopened Continence Products

Our colleagues at the community bladder and bowel service are calling on people and care staff to return unopened continence products and save the NHS thousands of pounds a year.

In Suffolk, the NHS provides continence products to eligible patients at a cost of £2 million a year. Often these products, such as pads, remain unused because they are no longer needed, but they do not need be discarded. Unopened packets or boxes can be returned through a free collection service, saving an average of £2,000 per month, resources that can be reinvested into this vital service.

To arrange collection of unopened products, please call the Care Co-ordination Centre on **0300 123 2425**.

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## 6 Healthwatch Suffolk GP Report

Healthwatch Suffolk has published a [Suffolk GP Report](#) based upon the feedback recorded between February 2017 and February 2018. The report includes:

- An overview of all feedback and the main themes within it.
- Key areas for improvement.
- A practice breakdown (key theme comparison).

The report is based upon nearly 2,000 comments about over 90 services. It includes feedback recorded by Healthwatch's CDO team, reviews extracted from the NHS Choices website and feedback from the public submitted to the online Feedback Centre. There are also some references made to data within the National GP survey as managed by IPSOS Mori on behalf of NHS England. Healthwatch would appreciate feedback where possible. This will help form an understanding as to how such intelligence/information sharing with the CQC can make an impact and improve current work.

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## 7 Physician Associates Booklet

The new A5 booklet [Physician Associates, a working solution in primary care](#) has been posted to every GP practice in England. These have been produced to help raise awareness and provide a better understanding of how the physician associate (PA) role can work as Health Education England looks to increase the number of PAs working in primary care to 1000 by 2020, in line with mandated targets. [Click here](#) for more information.

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## 8 CQC Handbook Appendices

Please [click here](#) to view the following appendices to the provider handbook on how the CQC regulates GP practices and GP out of hours services:

- Appendix A: Population group definitions
- Appendix B: Key lines of enquiry
- Appendix C: Characteristics of each rating level
- Appendix D: Ratings principles

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## 9 ACP for Dementia Patients

NHS England's Dementia Team has just published the guide [My Future Wishes: Advance Care Planning \(ACP\) for people with dementia in all care settings](#). The [Dementia Challenge 2020](#) maintains that 'By 2020 we would wish to see... All people with a diagnosis of dementia being given the opportunity for advance care planning.' To support this, NHS England developed the guide, which aims to assist practitioners to create opportunities for people living with dementia to develop an Advance Care Plan (ACP).

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## 10 Supported Discharge from Hospital Service

As you may be aware, Suffolk County Council commission 'Supported Discharge from Hospital' services. The aim of these services is to offer people short term support (excluding personal care) following an admission to hospital, A&E, or preventing hospital admission, as part of the EIT Team at West Suffolk Hospital. The current services are based in Ipswich Hospital (currently delivered by Red Cross) and West Suffolk Hospital (currently delivered by Age UK Suffolk).

Following the recent tender for a new 3 year contract, the British Red Cross have been awarded contracts to deliver services from **both** Ipswich and West Suffolk Hospitals. To this end, we are working collaboratively with both Charities and key stakeholders to ensure a smooth transition and continuity of service at West Suffolk Hospital. The provisional transition date for this service is 9<sup>th</sup> May and every effort will be made to ensure this change does not impact negatively on customers currently in receipt of this service, or awaiting discharge from hospital. Based on our experience of the British Red Cross, who have been supporting the Ipswich Hospital Discharge Service for a significant number of years, we have absolute confidence in their ability to ensure the transition goes smoothly and we are looking forward to working with them in this new venture.

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## 11 Critical Care Follow-up Clinic Leaflet

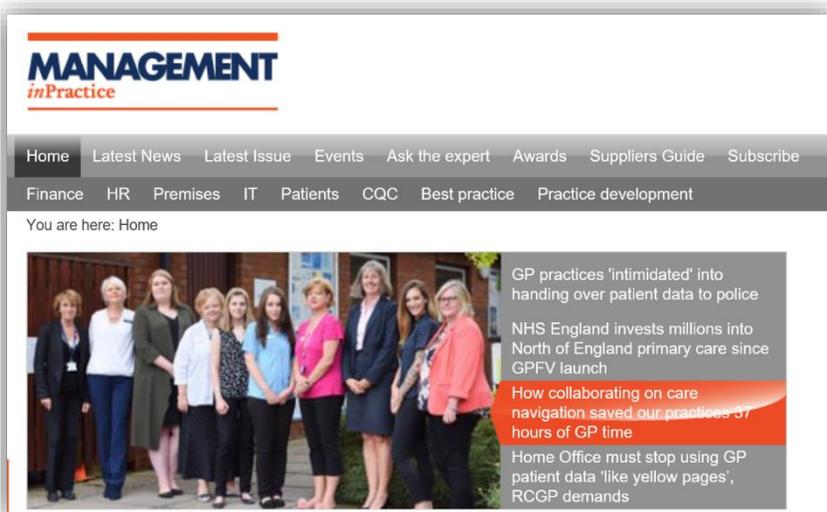
The Critical Care Unit has produced a [leaflet](#), which is being given to all patients on discharge from critical care. The leaflet identifies any post critical illness symptoms they may experience, and signposts them to the GP in the first instance. GPs can then refer into the new critical care follow up clinic, which is held monthly if needed.

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**12 Recognition for Deben Health Group**

An article detailing Deben Health Group’s collaborative work on Care Navigation training for staff has been selected as one of the Editor’s Picks on the [Management in Practice](#) website. After receiving guidance from NHS England through the [Time for Care programme](#), the seven practices which make up the Deben Health Group locality jointly wrote guidance to enable their receptionists to navigate patients to the appropriate care.

Since the protocol was adopted in October 2017, the practices have saved around 37 hours of GP time across all sites. [Click here](#) to read the article in full.



**13 Talk to Us Guides for Young People, Parents and Carers**

The Royal College of General Practitioners (RCGP) Adolescent Health Group has developed a series of leaflets on the topic of young patients visiting the GP in their own.

[Talk to us - a guide for young people](#)

This leaflet explains to young patients what they can talk to their GP about and that the information is kept confidential.

[Talk to us - a guide for parents and carers](#)

This leaflet lets parents and carers know that young people can come to the GP on their own, or with a friend, and that the GP will keep that information confidential, similar to any other patient. Both leaflets are free to download and there is space on both for practice details.

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**14 Join the CCG’s Community Engagement Partnership**

Do you know of anyone who has a passion for improving healthcare services in east Suffolk?

The NHS Ipswich and East Suffolk Clinical Commissioning Group’s (CCG) Community Engagement Partnership (CEP) is recruiting.

If you know of anyone who lives in east Suffolk and has some understanding of health matters either as a patient or a carer and are willing to draw on their experiences to help influence the commissioning process then could you please encourage them to apply.

- [Advert](#)
- [Application form](#)
- [Application pack](#)

The closing date for applications is **Monday 30 April**.

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**15 Partnership Working at the CCG**

**Partnership Working** – these words make it clear that public opinion sits at the very centre of the CCG's efforts to co-produce with members of the community. To help achieve this, IESCCG along with our partners at NHS West Suffolk CCG have developed a best practice engagement model to help staff better work alongside patients in partnership.

Special thanks are due to the 12 'partnership champions' drawn from both the CCGs’ teams who, along with patients and our partners, have contributed to the development of the [toolkit](#).

The partnership champions’ aim is to embed further partnership working within each directorate of the organisation.

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**16 Good Stakeholder Survey Results for IESCCG**

IESCCG has been highly rated by its local health and care partners in an annual stakeholders’ survey. The high rating from health providers, including GPs and hospitals, arose out of this year’s 360 degree IPSOS Mori stakeholder survey, which is commissioned annually by NHS England on behalf of every CCG in the country.

It allows stakeholders to give feedback on their working relationships with CCGs, report on how confident they are on their effectiveness and help CCGs develop stronger ties with their health partners.

Among the survey’s findings were:

- percentage of respondents who felt they had a good working relationship with the CCG – **90%**
- percentage of respondents who reported satisfaction with how the CCG involves patients and the public – **81%**
- percentage of respondents who had confidence in the CCG’s commissioning of services – **75%**
- percentage of respondents who believe the leadership of the CCG is delivering high quality services within the available resources – **83%**

Overall, there have been some big improvements for the CCG this year. 83% reported they experienced clear and visible leadership at the CCG (up from 68%); confidence in the CCG’s leadership at 79% (previously 60%) and confidence in the CCG’s leadership to deliver better outcomes for patients at 79% (up from 53%).

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**17 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](#).

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**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](#)

**18 Medicines Management**

From October 2017, the IESCCG Continence Formulary was updated to include **Qufora Leg Bags and Night Bags** as a **first line option**. To support prescribers and clinicians a 'Simple Switch Matrix' has been developed as a reference guide when considering appropriate products. The Matrix can be accessed [here](#) via the Continence section of the IESCCG Website. If you have any queries regarding this, please contact Medicines Management Appliance Nurse, Tralee Lashley (T: 01479 770249, E: [tralee.lashley@nhs.net](mailto:tralee.lashley@nhs.net)).

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**EDUCATION & TRAINING****19 Suffolk Respiratory Group**

The next meeting of the Suffolk Respiratory Group will take place on Tuesday 22 May at the Holiday Inn Orwell (IP3 9SJ). The speaker will be Kathryn Powrie, Allergy Nurse Specialist at Broomfield Hospital in Essex. She will be giving a talk entitled 'Managing Allergy & Rhinitis in Primary Care.' Registration and supper is at 6.30pm for a 7.30pm start. More information is contained on this [flyer](#). If you would like to attend, please email [suffolkrespiratorygroup@gmail.com](mailto:suffolkrespiratorygroup@gmail.com). Places are limited so please book early.

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**20 Basic Life Support, Defibrillator and Anaphylaxis Training**

[APW Training](#) has previously worked with CCG and currently deliver Basic Life Support, Defibrillator, and Anaphylaxis Training to many surgeries within the Ipswich and East Suffolk area. If you feel that your practice would benefit from this training, please contact [Tony Williams](#) for further details or to discuss your specific needs (Tel Mobile: **07776 184060**, Office: **01473 635932**).

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**21 Chaperoning Training**

Nurse Sal Roberts gave a fantastic Chaperoning Training course to a collection of staff from the Drs Solway & Mallick Practice and Orchard Street Medical Practice, which received sensational feedback from all.

Sal would be delighted to share her course and delivery skills with other practices. If anyone would like to book, she charges £100 to deliver this course (approximately 1.5 hours) and a venue has to be made available to her. Sal is a qualified FSRH trainer (holds FRT status) and can train all staff, admin & clinicians of all levels. Please contact Sal by e-mail: [roberts.sally69@gmail.com](mailto:roberts.sally69@gmail.com).

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**22 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 30](#).**

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****23** 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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## DID YOU KNOW...?

### 24 Experience of Care Week 2018

Experiences of care are shared by patients, staff and carers, and in this [70th year of the NHS](#), what better way to celebrate than sharing? The Experience of Care week is a joint initiative between NHS England and NHS Improvement and runs from the 23rd – 27th April. During the week health care providers of all types are encouraged to join in by sharing via social media platforms (please tag #ExpofCare and there is a lot of support via the ‘[WeCommunities](#)’), webinars, talks, events, lunch time get togethers, tweet chats, [Thunderclaps](#), blogs etc. You can find a list of the planned [activities](#) and there is also a [promotional pack](#) and [resources](#) to help you with promoting around organisation.

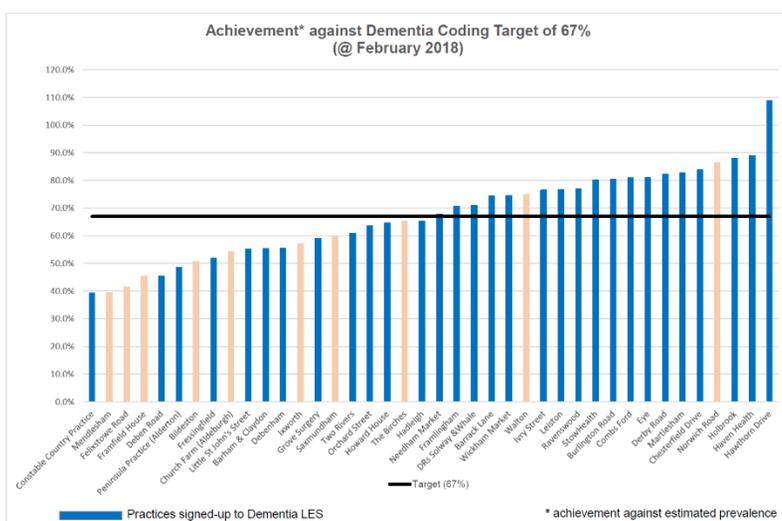
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## CHART OF THE WEEK

25 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 **Achievement against Dementia coding target of 67% (@ February 2018)**.



[Click on chart to enlarge](#)

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