



# Weekly Inbox

16 APR 2018 Issue 267

## 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 at Trinity Park

Our next session is on **Wednesday 25 April** where Ipswich Hospital consultant Miss Caroline Mortimer will be talking all things breast care. There will also be consultant-led “speed dates” including dermatology, nephrology and diabetes.

A nurse training session on stoma and ostomy will run alongside the speed-dates giving an overview of Stoma appliances and basic stoma care, the current formulary and understanding what to consider when prescribing these products. Please be aware that this session forms part of the prescribing incentive scheme, which requires nurse attendance from every practice. Although aimed at nurses, any other practice staff who has an interest is welcome to attend.

In addition, the CQC KLOEs session has been arranged for this afternoon and members of the REACT team will be in attendance to meet and greet and promote their service.

As usual, please let [Shelley Mitchell](#) know if you are planning to attend.

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**PM** **Ad**

### 2 2017/18 Final LES Payments

Please could all practices ensure that they have uploaded the following information to PORT in order that we can confirm end of year contract payments for the 2017/18 Local Enhanced Services:

- 24hr ECG quarterly audits for each quarter
- Care Homes quarterly audits for each quarter
- Care Homes annual survey for 2017/18
- Annual Diabetes audit submission for 2017/18 (% figures to be added to PORT)
- Shared Care quarterly audits for each quarter

GMS Practices Only (who are signed up the Collaboration LES)

- Collaboration Annual Report for 2017/18

Please note that all the reporting templates can be found on the [2017/18 Primary Care Contracts](#) page of the CCG website (log-in required).

Please contact [Eleanor Ward](#) if you have any queries.

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**PM** **Ad** **PN**

### 3 Infection Control Measures

To enhance further infection control – now and in preparation for next winter – please can you ensure that hand sanitisers are available at entry and exit points to the practice and that all visitors are made aware to use the hand gel on entry to the surgery and before they leave the surgery. We recommend that the hand sanitisers are placed close to the registration screens with clear signage next to the screen to strongly encourage use prior to using the screens. Thank you.

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**PM** **Ad**

### 4 Practice Manager Forum

We are planning on holding the next PM forum in June 2018. Please email any feedback from the last forum to your lead manager within primary care, as this will help form the next session. We are also open to suggestions of central venues, please email [Eleanor Ward](#) with any requests.

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**5 PALS Contact Information**

Cambridgeshire Community Services has been circulating leaflets and posters about a new number for PALS, which covers all East Anglia. The whole area has been targeted with campaign materials such as posters, leaflets etc. which could be very misleading. Patients should be guided to the [CCG](#) – Freephone number: **0800 389 6819** (option 1) – for PALS/Complaints and **not** to Cambridgeshire. Please ignore any communication from Cambridgeshire Community Services on this topic.

[Back to top](#)**6 Significant Rise in Infectious Syphilis Cases in Suffolk**

We are writing to alert you about a significant rise in infectious syphilis cases in Suffolk. Although the numbers are relatively small, over the past 5 years we have seen a more than threefold increase in diagnoses.

We need your help in promptly identifying cases, as well as continued efforts to promote the importance of 'safer sex', including the use of condoms for oral sexual contact. Robust testing, treatment, partner notification and testing/treatment of partners is vital to ensuring this problem is controlled.

If you strongly suspect syphilis, or identify a contact of someone with syphilis, please refer them to the Suffolk sexual health service (iCaSH) for definitive testing and treatment (**Tel:** 0300 123 3650. **Website:** [www.icash.nhs.uk](http://www.icash.nhs.uk)).

Please [click here](#) to view the full letter from Public Health Suffolk.

[Back to top](#)**7 Neurology Update**

Based on [draft NICE guidance on suspected neurological conditions](#), pre-referral guidelines have been added to map of medicine. These are intended to help identify those people who need referral for specialist neurological assessment, and with what urgency. The Neurologists at Ipswich Hospital will be triaging referrals using these guidelines.

The guidance also include condition specific pre-referral checklists detailing the investigations and information required to support referrals. Please ensure these are completed prior to referral to ensure the service has all the information it requires to be able to triage your referral.

[Back to top](#)**8 2018/19 LES Contracts**

The Local Enhanced Services (LES) for 2018-19 will be issued next week. These will also be published on the [Primary Care Contracts 2018/19](#) page of the CCG website, along with the reporting templates for the upcoming year. Practices will be communicated with directly with their Practice Payment Summaries. Please contact [Caroline Procter](#) if you have any queries.

[Back to top](#)**9 Advanced Paramedics and Prescribing**

A change in legislation means [advanced paramedics are now able to prescribe](#), bringing huge benefits to patients and the NHS. This means there will be better use of paramedics' skills, allowing them to provide care closer to home. It will also improve patient experience while easing demand on other busy urgent and emergency care services, as well as reducing NHS costs. Once these highly trained paramedics have received a period of additional training they will be able to prescribe medicines for their patients. This is likely to happen in practice early next year.

[Back to top](#)**10 QoF Change Alert Reminder (SystemOne Only)**

Please remember to change your QOF back to "HOW AM I DRIVING". If you leave it on End of Year, you will miss any time sensitive QOF alerts on patient records.

Go to Setup > Users & Policy > Organisation Preferences. Then into Clinical Policy > QOF and select **Use "How am I driving?" figures for QOF alerts**.

Please contact [Dan Cox](#) if you have any queries.

[Back to top](#)**11 Shingles Vaccination Programme 2018/19**

NHS England, and Public Health England (PHE) have published a [2018/19 shingles programme letter](#). The letter provides a reminder of the eligibility criteria and highlights the first evidence from the evaluation of the shingles immunisation programme.

[Back to top](#)**12 MCHFT Paper Switch Off**

Last Monday, Mid Cheshire Hospitals NHS Foundation Trust implemented the Paper Switch Off programme as per national requirements, ensuring compliance with the NHS England 2018/19 Contract. This change will apply to all GP practices referring to the Trust. Please [click here](#) for more information.

[Back to top](#)**13 Patient Leaflet – Referral by GP to a Specialist**

NHS England, with the support of the British Medical Association and the National Association of Patient Participation, has [produced a leaflet about changes in the NHS Standard Contract](#), which require hospitals to take responsibility for certain aspects of care. Aimed at patients, it advises what they can expect from both their GP and the hospital when they are referred to a specialist. GP practices will shortly be sent 100 leaflets each. Alternative accessible formats will shortly be available for download from the same website.

[Back to top](#)**14 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 available on their website [here](#).

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## 15 'About Me' Health Passport

People living with a disability or long-term health condition are being encouraged to sign up to 'About Me' – a health passport that can be used to share information with health and care professionals involved in their care.

'About Me' is an easy to use document which is completed and owned by the person receiving care. It can be shared as and when they wish to help those involved with their care better understand their needs and to prevent having to tell them about themselves over and over again. Read more [here](#).

'About Me' can be accessed at: <http://suffolkaxis.org.uk/about-me/>

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## 16 Nursing Times Publication

Respiratory Nurse Specialist Deirdre Siddaway would like to pass on a thank you to all the doctors and nurses who completed questionnaires for her a couple of years ago when she was undertaking research into healthcare professionals' (HCPs) perceptions about stepping down asthma treatment.

This research has just been published in the Nursing Times, and even made the front cover (see image). Please [click here](#) to view.

When speaking to HCPs around the country about step down, Deirdre shares the [guideline](#), which was created by the CCG's Head Pharmacist Catherine Butler, in order to try to increase confidence around this area.



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## 17 IESCCG Practice Nurse Newsletter

Please follow the link to the April edition of our [practice nurse newsletter](#). This month's edition includes asthma resources, news on the shingles programme, update on next week's stoma training and the latest Nurse Forum news.

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## 18 Social Prescribing on The One Show

Hilltop Surgery in Oldham was featured on The One Show on 12 April for their work on Social Prescribing.

You can watch the piece (from 12 minutes) by clicking [here](#).

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## 19 Joint Meeting of the Ipswich Clinical Society and Ipswich & Suffolk Medico Legal Society

The next joint meeting of the Ipswich Clinical Society and the Ipswich and Suffolk Medico Legal Society will take place on Thursday 14 June at the Royal Harwich Yacht Club. The guest speaker for the evening will be Professor Peter Cochrane (OBE).

He will provide a challenging talk on how information technology and artificial intelligence are going to impact on medicine and the law entitled, "Future Health Care: From Do It For Me to DIY."

[Click here](#) for further information, and for tickets, please contact Helen Brand by Thursday 9 June (Tel: 01473 295524, E: [helen.brand@bates-wells.co.uk](mailto:helen.brand@bates-wells.co.uk)).

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## 20 Community Connector Event

Please see a [poster](#) and [digital invite](#) for the "Live Well: Community Connector" event to be held in Bruisyard Village Hall on Wednesday 2 May between 10am – 2pm.

Ipswich & East Suffolk CCG, along with The Rural Coffee Caravan, Suffolk Coastal District Council and Suffolk County Council are working together to showcase all of the work that local voluntary and community organisations do to support vulnerable and isolated people in our area.

The event is designed to bring together as many local organisations as possible to identify what we are doing and how we can work together to reach even more people.

Feel free to distribute and display posters and invites to promote the event to any organisation and community group in the relevant area or to networks and organisations that operate Suffolk wide or in East Suffolk.

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## 21 Fixers – Volunteers Needed!

[Fixers](#) is a charity which aims to give young people a voice through media about various topics that they want to highlight and fix. They create resources for the young people to use for their campaign and have a monthly ITV slot. The resource could be anything from a poster to a short film or billboard.

Fixers has recently obtained funding to do a project in Suffolk around body image and they need a group of young people (females) with this particular interest or experience. Do any of you have family/friends/colleagues between 16 and 25 years old who would be interested in getting involved? If so, please contact [Marielena Giner](#).

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## 22 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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## 23 Find it on our website!

A new [CCG webpage](#) has been put online with key resources for clinicians dealing with paediatric asthma. The links include; teaching inhaler technique, information for parents and carers, asthma action plans from IHT and WSH and Emis and SystmOne templates for carrying out an asthma annual review and following up after an unplanned emergency admission.

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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](#)

OC GP PM Ad PN

### 24 Planned Care - Diabetes

Dr John Flather chaired the last Diabetes STP Oversight Group of the year, which oversees the implementation of the Diabetes transformation funds. Each CCG updated on how their work was going in supporting existing diabetic patients to achieve their three NICE treatment targets. Items for discussion included the following:

- In Ipswich and East, the Diabetes Centre has some extra nurses being trained to deliver both DESMOND (for type 2 patients) and DAFNE (for type 1 patients) courses during April and have set a trajectory to increase the number of attendances at these courses from 350 to 700 for 2018/19. Although not yet in place the intention is to provide courses for established diabetic patients as well as newly diagnosed.
- A new Diabetes Mental Health Link Worker post is to be advertised during April and is expected to launch in July. The post is jointly run between the Diabetes Centre and NSFT. The clinician will be expected to support diabetic patients with a range of mental health issues.
- Consultants from the Diabetes Centre have started visiting practice. These have proven very useful to primary care practitioners who benefit first hand from contact with a Diabetic Consultant, but also patients who will ultimately receive better care/experience.

The CCG would also like to wish John a very happy and healthy retirement. He will be sorely missed by all of those that have worked with him at his time at the CCG. His quiet professionalism, warm humour and real passion for patient care has been an inspiration.

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## IT NEWS

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### 25 The Future of Digital Primary Care Conferences

NHS England's Patient Online team has organised a series of regional conferences for the **Thursday 19 April** and **Tuesday 24 April** on primary care digital transformation to offer help and support to those in the front line – and to discuss what role digital will play in primary care in the future.

- [Thursday 19 April – Granta Centre, Cambridge](#)
- [Tuesday 24 April – Double Tree Hilton, Coventry](#)

Each day is split into morning and afternoon sessions and delegates can attend the full day or just one of the two sessions. The morning session is aimed at GPs and their practice staff and will provide useful information, which can be adopted by practices, along with support in offering GP Online Services to patients. Practices will get a clear idea of the benefits they can achieve with a comprehensive implementation of online services.

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### 26 Planned NHAIS Downtime

In early November 2017, NHS Digital began a programme of work to carry out essential NHAIS server maintenance in 28 specific areas across England. The work is ongoing and continuing during 2018. The work will affect access to the Exeter system and some PCSE services. Please [click here](#) to view details of the upcoming maintenance, which will affect Suffolk in May 2018.

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### 27 Practice WiFi Installation

Practices will be emailed a week beforehand with their WiFi install date. On the day, the Sky engineer will attempt to call the practice before arrival, but if the number he has is the practice number and he is placed in a queue it is unlikely that he will wait and therefore may turn-up with no warning. Unfortunately, we have not been told whether it will be a morning or afternoon appointment, however the installation will not disrupt the work of the practice and depending upon the size of the practice should not take any longer than 1 to 2 hours.

There are a number of practices who will be visited by Sky to conduct a survey prior to connecting the WiFi and again these dates will be emailed out to practices one week beforehand. Please contact [Paul Cook](#) if you have any queries.

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## EDUCATION & TRAINING

OC GP Ad PN

### 28 DUET Diabetes Workshops

DUET Diabetes are running the following open workshops across Suffolk:

Date	Workshop	Location	Availability (as of 10 April 2018)
20 April	Diabetic Foot Screening (DFS)	Ipswich	2 places left
11 May	Diabetic Foot Screening (DFS)	Bury St Edmunds	3 places left
18 May	Diabetes Update for Registered Nurses (DURN)	Bury St Edmunds	4 places left
29 June	Diabetes Awareness Training (DAT)	Bury St Edmunds	9 places left
5 July	Diabetic Foot Screening (DFS)	Bury St Edmunds	10 places left

All our workshops are run as small interactive groups led by a diabetes specialist nurse who also works within the NHS. More dates will shortly be scheduled for September onwards. Practices can contact us to be notified directly when additional dates are available. The majority of the workshops are run in Bury St Edmunds, if there is sufficient interest in the East we will respond to that need – practices are therefore encouraged to contact us to register their interest in our workshops in order for us to arrange more dates for the locality.

Visit [www.duetdiabetes.co.uk/workshops](http://www.duetdiabetes.co.uk/workshops) for more information.

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## 29 Care Navigation Training

Any practice managers and/or clinical staff who are interested in observing the care navigation training for receptionist that is currently taking place, are welcome to book themselves on a date over the next few months.

Clinical staff participation is key for the success of the project so we would encourage clinical involvement. It is also important that practice managers book themselves on a date as they are vital to keeping the momentum going. Therefore, if you've not yet done so, we would encourage you to come along.

Most sessions are on [education days at Trinity Park](#), with extra sessions on 12 July at Two Rivers. For more information or to book yourself on a date, please contact [Shelley Mitchell](#).

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## 18 Physical Activity Training Course

Free training for any Primary Care healthcare professional to promote the awareness of Physical activity (GPs across Suffolk have already completed this training). Primary Care staff across Suffolk can book onto either of the following dates:

- [East: Monday 23rd April \(13:30 - 15:30\)](#)
- [West: Monday 30th April \(13:30 - 15:30\)](#)

This is to give peer to peer training and support regarding patient contact and ensuring nurses understand the importance and guidance to promote physical activity providing patients with information and guidance.

- PHE-trained facilitator
- Practical, interactive sessions based on the latest national and international data, research and evidence
- Flexible sessions offer groups of 20 and above with 1 to 2.5 hours of CPD material shown to increase clinicians understanding, confidence and expertise for clinical practice

For more information please see our [flyer](#). To reserve a place, please email [CEPN](#) stating your practice, role and preferred date. Spaces are limited so book early.

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## 20 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 Training Hub Newsletter Issue 29](#).

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

20 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...?

### 22 Nigel's Surgery – CQC Tips and Mythbusters

Professor Nigel Sparrow OBE is the CQC's Senior National GP Advisor. He runs a blog called [Nigel's surgery](#) on the CQC's website where he clears up some common myths about their inspections of GP and out-of-hours services and shares agreed guidance to best practice.

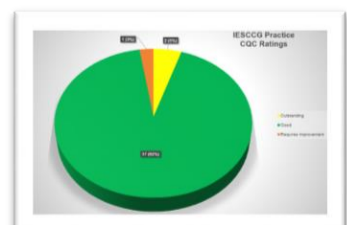
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## CHART OF THE WEEK

23 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 **IESCCG Practice CQC Ratings**.



[Click on chart to enlarge](#)

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