



Weekly Inbox

26 Mar 2018 Issue 264

YOUR WEEKLY INBOX



As next Monday is the Easter Bank Holiday, the next edition of The Weekly Inbox will be circulated on Tuesday. From all of us here at the CCG, have a very **Happy Easter!**

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

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1 GP+ and TPP SystmOne Consent Override

You will be aware that TPP S1 intended to turn off the Consent Override functionality on Thursday 22 March. We have now been informed that this will be delayed nationally until **Tuesday 24 April**.

As we have begun the process in Suffolk of an alternative solution, by way of a data sharing group, the decision has been made by Suffolk GP Federation to **turn off** consent override within GP+. Therefore, please continue to follow the guidance already issued to practices i.e. seek the data sharing consent of your patients before booking into GP+.

If you have any queries, please contact julie.smith@suffolk.fed.org.uk or call 07850 206440. Your continued support in this is appreciated.

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2 Septorhinoplasty Consultation

As you are aware, Ipswich & East Suffolk and West Suffolk CCGs' Clinical Oversight Group (COG) makes recommendations on prioritisation, implementation of NICE Technology Guidance and development and update of clinical prioritisation policies to the CCG's Clinical Executive.

The need to update the Septorhinoplasty Commissioning Statement has been identified and, as such, this has been updated.

A brief period of consultation will take place to give local stakeholders the opportunity to provide input into the update of the statement. Your input is appreciated and valued and will be used to inform discussions at a future Clinical Oversight Group (COG) meeting where the final decision will be made on the content of the statement in light of the feedback received.

- [Draft Septorhinoplasty Commissioning Statement](#)
- [Supporting evidence brief](#)
- [Non-technical summary for the public](#)
- [Consultation feedback form](#)

Feedback can be sent by email or post, and we encourage feedback to be sent in as soon as possible, but please note all feedback must be received by midday on **Monday 26 March**.

Please contact [Badri](#) at Public Health if you need any further information on the above (T: 01473 260056).

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3 The Queen's Health Honours

The Department of Health & Social Care (DHSC) is looking for nominations for HM The Queen's Honours for New Year and the Queen's Birthday (June) rounds. Nominations may be submitted at any time and consideration is given to both paid staff and voluntary workers. Nominations for staff should reflect those working above and beyond the expected line of duty. Honours may help raise the profile of under-represented roles and provide an opportunity to fairly represent gender, ethnic backgrounds and geographical regions. The nomination form and guidance can be downloaded from [DHSC's website](#) or queries can be sent to DHSC's honours team at MB-Honours@dh.qsi.gov.uk.

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4 NHS Heroes Awards

To mark the 70th birthday of the NHS, the Daily Mirror and ITV have launched the NHS Heroes Awards to celebrate the staff and volunteers who make it what it is. People are invited to nominate across 11 categories. Read more [HERE](#). [Back to top](#)

5 HSJ Awards 2018

The HSJ Awards are now open for entries. These awards are a great opportunity to share and showcase the good work you have done. You can view all the categories [HERE](#). [Back to top](#)

FOR INFORMATION

6 Alternative Terms for Child Sexual Exploitation

The Safeguarding team has produced a [new document](#) listing alternative terms for Child Sexual Exploitation (CSE). Please could all practitioners ensure they are aware as it provides clarity of terminology. [Back to top](#)

7 Patient Transport Service – New Contract

The provider of Non-Emergency Patient Transport Services (NEPTS) for Suffolk and Great Yarmouth will change to E-zec Medical from **Sunday 1 April**.

All patient bookings will be made via telephone with E-zec's call centre staff assessing each request against the national Department of Health (DOH) eligibility criteria to ascertain the need for transport.

Please note - the eligibility criteria have not changed, but the practice of automatic booking onto PTS for patients with certain conditions will cease from 1 April. The eligibility criteria can be found [here](#).

There are two telephone numbers for making a transport request:

Patient Line 0300 999 6666 – Monday to Friday 8am to 6pm.

This number will be advertised to patients and carers to make transport requests for journeys to and from NHS hospitals and clinics. This includes outpatient appointments, renal dialysis patients and oncology centres.

NHS Line 0300 999 5555 – 24/7

This number is a dedicated line for NHS healthcare professions to make bookings directly with E-zec. These bookings will generally be on the day request for discharges or transfers.

Please click on the links below for information:

- [Communication about new Patient Transport Service](#)
- [Mobility Codes](#)
- [Suffolk Patient Transport Leaflet](#)

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8 Diabetic Foot Clinic

We are excited to announce that the Diabetic foot clinic at The Ipswich Hospital will be going live on SystmOne on **Monday 9 April**. The Foot Clinic will fall under the "*Ipswich & East Suffolk Diabetes Service*" module in SystmOne. We hope that this new change will further improve communication between us and our community colleagues, and that patients will benefit from a co-ordinated care pathway.

Provided patients have already signed a consent form to agree to share their SystmOne records, you will be able to view the Foot Clinic data in the same way that you currently view the data from the Diabetes Centre. We will be accepting electronic referrals via SystmOne from 9th April 2018; you can access this form by searching for the "IDS referral form" in SystmOne. Unfortunately, we DO NOT accept E-referrals via the E-referral system; however we will continue to accept secure email and fax referrals as per details below. Please also note that patients are not able to self-refer to the Foot Clinic but can be referred by any healthcare professional.

If you would like any more information please contact Victoria Milbourn on 01473 704912 or [Jodie Borley](#), SystmOne Lead for the Ipswich & East Suffolk Diabetes Service, on 01473 704182.

Diabetic Foot Clinic Team Contacts:

Tel: 01473 704912

Email: ihn-tr.DiabeticFootClinic@nhs.net

Fax: 01473 704750

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9 Use of Asthma Registers

The ARISSA study is looking for GP practices in the east of England who would like to be part of a randomised controlled trial of GP practice staff training, high risk patient identification and flagging to reduce the occurrence of severe asthma related events.

Practices selected will receive online training and follow up for one year for GPs Nurses and reception staff in managing care for those asthma patients identified as being at the highest risk of having a severe event.

<https://www.uea.ac.uk/arrisa-uk>

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10 New GMS Contract Changes 2018/19

NHS Employers and the British Medical Association's General Practitioner Committee (GPC) have agreed changes to the General Medical Services (GMS) contract effective from 1 April 2018. These changes apply in England only.

The contract for 2018/19 will see an investment of £256 million, which is an overall increase of 3.4 per cent.

The changes include:

- An investment of £60 million to cover GP indemnity costs for 2017/18
- An uplift to allow an increase to the Item of Service (IoS) fee for certain vaccination and immunisations (V&I) from £9.80 to £10.06, in line with consumer price index inflation
- An uplift of £22 million to allow a change in the value of a Quality and Outcomes Framework (QOF) point as a result of a Contractor Population Index (CPI) adjustment
- A non-recurrent investment of £10 million to recognise additional workload associated with the implementation of e-Referral contractual requirements.

[Click here](#) to read a summary of the agreement.

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11 Integrated MSK Service Update

The Integrated MSK Service have improved the pathway for hip and knee patients who have a medical issue identified that needs addressing prior to referral to an Orthopaedic surgeon.

Patients should continue to be referred through the MSK pathway (Single Point of Access) and if a medical issue is identified; the GP will be sent a letter detailing the action required.

Once the medical issue has been corrected they should be re referred through the single point of access with the appropriate evidence to support that the medical issue has been addressed. These patients will then be immediately passed onto secondary care for assessment by the Consultant team.

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12 COPD Patient Shared Care Plan

The Respiratory Operational Group has developed a COPD Patient Shared Care Plan where the assessing practitioner can record what the normal observations for the patient are. This record will be available across primary, community and acute care records so that it is familiar to all services and of use in emergency/out of hours situations. Please click on the links below for more information.

- [Practice Briefing](#)
- [Patient Information Sheet](#)

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13 Easter Pharmacy Opening Hours

[Click here](#) to view the list of pharmacies open over the Easter holiday period. Please promote these to patients in your practice and remind them to make sure they ordered enough prescriptions to see them through the holiday closures.

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14 NHS Patient Safety Investigations

NHS Improvement is keen to hear your views on how and when the healthcare system should investigate and respond to Serious Incidents. A 12-week [engagement exercise](#) runs until 12 June 2018, asking organisations, NHS staff, patients and public to share their views by completing our questionnaire and participating in related engagement activity. The engagement will help shape the next version of the [Serious Incident Framework](#), which supports NHS providers to ensure maximum learning for safety improvement.

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15 GRASP Suite of Audit Tools

The GRASP suite of audit tools has been promoted for a number of years by NHS England and legacy NHS bodies. From April 2018, general practices can continue accessing the tools for free via PRIMIS, the supplier, but NHS England's management of the tools will cease. NHS England will continue progressing the cardiovascular disease prevention agenda in partnership with Public Health England and the RightCare team, working with CCGs and Sustainability Transformation Partnerships to develop new models of care to improve the detection and management of atrial fibrillation and high blood pressure. Please contact england.si-communications@nhs.net for further information.

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16 NHS Counter Fraud Authority

The NHS Counter Fraud Authority (NHSCFA) launched on 1 November 2017 as a new special health authority tasked to lead the fight against fraud, bribery and corruption in the NHS. As an intelligence-led organisation, the NHSCFA aims to better understand the nature of fraud risks, investigate serious and complex fraud and reduce its impact. The estimated loss to fraud in the NHS in 2015-16 was £1.25bn, enough money to pay for 40,000 staff nurses or 116,000 hip replacements. The NHSCFA provides a service which allows people to report NHS fraud. If you have any suspicions or concerns about fraud in the NHS, you can report it confidentially by calling 0800 028 4060 (powered by Crimestoppers) or report online at www.cfa.nhs.uk/reportfraud. Alternatively, please contact the CCG's Local Counter Fraud Specialist [Lisa George](#) (T: 07825 827024).

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17 NHS70 – Nurse Recruitment & Retention Campaign

A major new [recruitment and retention campaign](#) for nurses, to mark the [NHS's landmark 70th year](#), has been announced. The campaign will include appointing 165 'nursing and midwifery ambassadors' to boost the image and perception of nursing and midwifery – they will spearhead a campaign to promote nursing as a career choice including visiting schools. Taking steps to protect the title "nurse" in law – to remove confusion and provide added reassurance to the public and patients. Launching a 70-Day nationwide campaign to end '[pyjamas paralysis](#)' – giving patients back one million days of their precious time that would otherwise be wasted in a hospital bed or care home.

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18 NHS Staff Survey Results

NHS staff have admitted they feel under pressure but also say they are better supported by their managers, according to the latest [NHS Staff Survey](#). In other areas, more than four out of five staff, 81%, said they are satisfied with the quality of care they give to patients and nine out of 10 staff feel their organisation takes positive action on health and wellbeing. However, almost one in six members of staff, 15%, reported they have experienced physical violence from patients, relatives or members of the public. The survey is produced as a resource to NHS trusts, and commissioners, to help them improve staff experience. The Care Quality Commission will use the results to help make sure safety and quality standards are being met and NHS Improvement also looks at the findings, which reveal significant variation between individual trusts, helping them focus on areas needing attention.

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19 CRN Eastern Study and Resource Bulletin

Issue 6 of the [CRN Eastern Study and Resource Bulletin](#) and the March issue of the [Research Dissemination Bulletin](#) are now available. These contain information about the latest research findings from studies in which Eastern GP

practices or NHS Trusts were involved that may be of interest to you. Feel free to share these with your colleagues.

If you would like to know more about the studies listed, have any questions about primary care research in general or would like us to visit you to discuss next year's research contract, please do not hesitate to contact [Lynne Baker](#) or [Ruth Osborne](#).

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20 Reminder: GDPR Legislation

The [General Data Protection Regulation](#) (GDPR) is set to replace the existing Data Protection Act on 25 May 2018. It will require all organisations, which process personal data, to meet higher data protection standards. Many of the main requirements of GDPR are similar to those in the current Data Protection Act - however there are a number of new elements which may require significant changes in the way organisations handle data, such as appointing a Data Protection Officer (DPO), the ability to demonstrate that you are complying with the new law and higher penalties for those not following the rules. Visit the [Information Commissioner's Office's website](#) for more information.

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21 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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22 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 IH and WSH
- 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](#)

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23 Integrated Care – REACT Care Homes Pilot

Over the Easter Bank Holiday weekend, REACT (Reactive Emergency Assessment Community Team) is completing a pilot to support the demand from care homes.

There are currently five care homes in Ipswich and East Suffolk which are not aligned to a practice as part of the Ipswich and East Suffolk Care Homes Locally Enhanced Service. CCG data shows that these unaligned care homes can often see the most contact with the emergency department.

REACT will be proactively working with these care homes to reduce calls to NHS 111 and reduce 999 ambulance call outs which may have previously resulted in Emergency Department attendances and admissions. Therefore, REACT will be piloting this approach with the following unaligned care homes:

- Alice Grange (Nursing)
- Chrissian
- Handford House (Nursing)
- Beech lawn
- Warren Heath

Any questions regarding this pilot please contact [Laura Krolik](#).

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DIGITAL NEWS

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24 New National Data Opt-Out

A new national data opt-out will be introduced from **Friday 25 May** to give patients a clear choice on how their personally identifiable data is used for purposes beyond their individual care, as detailed in '[Your Data, Better Security, Better Choice, Better Care](#)' – the Government's response to the National Data Guardian '[Review of Data Security, Consent and Opt-Outs](#)'. NHS Digital is developing the system now along with a suite of communications products for the workforce and patients to test. For more information visit [NHS Digital's website](#) or [subscribe to the national data opt-out newsletter](#).

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EDUCATION & TRAINING

OC PN

25 Physical Activity Training Course

Free training for any Primary Care healthcare professional to promote the awareness of Physical activity (GP's 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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26 Palliative Care: Masterclass Series

St Elizabeth Hospice is running masterclass series comprising of evening workshops designed for doctors, specialist nurses and senior nurses working in the community, hospital or hospice.

- Managing distress in Palliative care (**21 March**)
- Drug interactions/complications in palliative care (**18 April**)
- Palliative care in liver disease (**16 May**)
- Nausea and vomiting in palliative care (**20 June**)
- Management of seizures in Palliative care (**18 July**)
- Managing respiratory failure in palliative care (**15 August**)
- Palliative care emergencies (**19 September**)
- Palliative care in renal failure (**17 October**)
- Palliative care in motor neurone disease (**21 November**)
- Pain management in palliative care (**12 December**)

[Click here](#) to view the flyer. To book your place, please email: education@stelizabethhospice.org.uk.

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27 GP Palliative End of Life Care Programme

St Elizabeth Hospice is holding a 5 week End of Life course for GPs. These sessions focus on the skills and awareness needed to support individuals at the end of their life from a GP's perspective. These sessions are both informative and interactive with a good variety of activities, group discussion and sharing of practical experience in End of Life Care from the medical team. You will learn:

- Management of common symptoms including pain breathlessness, nausea and vomiting, constipation/malignant bowel obstruction and distress
- Use of syringe drivers
- Management of the final stages and pre-emptive prescribing
- Palliative care emergencies
- Ethical/legal aspects
- Advance care planning

Cost is £336 for 5 sessions. The course will take place on Wednesdays at the hospice between 1.30pm – 5.00pm during the period between 25 April – 23 May.

For more information, or to book your place please [email](#) Natasha Laisure or telephone 01473 707017.

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28 St Elizabeth Hospice – Discover Education

Please [click here](#) to view a list of upcoming training courses from St Elizabeth Hospice. These include:

- Planning good education and training (**6 April**)
- Infection prevention and control (**11 April**)
- Understanding how to work in End of Life Care (**11 April**)
Student nurse class
- End of Life Study Day (**17 April**)
- Common Conditions (**18 April**)
- Syringe Driver (**18 April**)
- Drug interactions/complications in palliative care (**18 April**)
Part of the Palliative care masterclass series
- Delivering education and training (**19 April**)

To book a place on any of the above courses, please visit:

<https://www.stelizabethhospice.org.uk/about-us/default/education.aspx>

For more information on the Tier ratings, please view the 2018 prospectus:

<https://www.stelizabethhospice.org.uk/about-us/default/education.aspx>

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29 RCGP East Anglia Faculty – Upcoming Events

The Royal College of General Practitioners (RCGP) East Anglia Faculty are running a number of events throughout 2018. These include

- Neurological Red Flags Workshop (**27 March**)
- Accredited Clinical Skills Course (**11 April**)
- Understanding the National Data Opt Out (**18 April**)
- Palliative and End of Life Care Study Day (**2 May**)
- Gastroenterology Workshop (**9 May**)
- Women's Health Study Day (**23 May**)
- Child and Adolescent Study Day (**13 June**)
- Mental Health Workshop (**4 July**)
- Ophthalmology: Enhancing Skills for Primary Care (**5 Dec**)

[Click here](#) to view the flyer containing more information.

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30 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.

[Women's Health Study Day – 28 June](#)

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31 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 27](#).

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.

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CONTACT

- 32** 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](#)



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DID YOU KNOW...?

33 Diabetes Prevention Week 16 – 22 April

NHS England, alongside Diabetes UK and Public Health England, are launching their first Diabetes Prevention Week this April. The campaign aims to raise awareness of Type 2 diabetes, how to prevent it, associated complications and at-risk groups - as well as inform the public about the [Healthier You: NHS Diabetes Prevention Programme](#). A [free toolkit](#), including everything you need to host your own local diabetes prevention event, is now available for GP surgeries and other local organisations to pre-order. Pre-order your toolkit now and join us in [#PreventingType2](#).

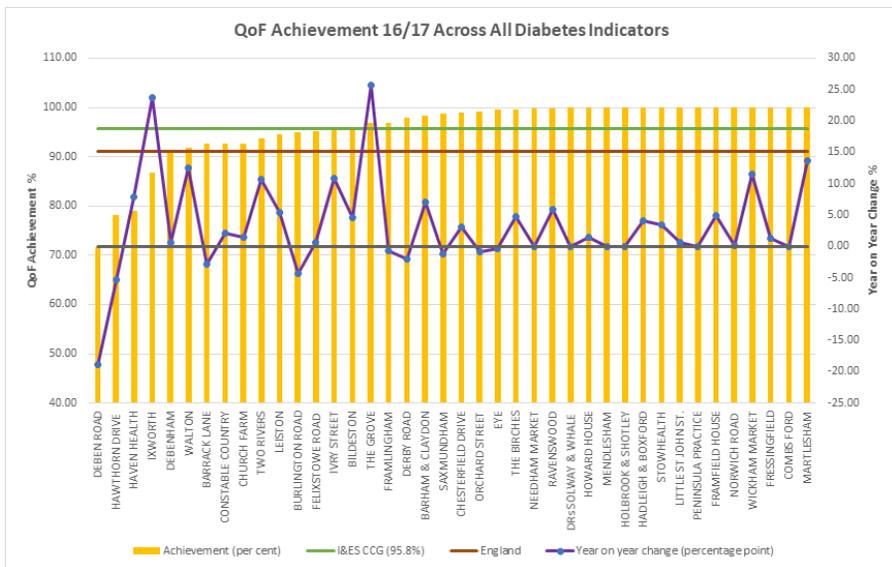
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CHART OF THE WEEK

- 34** 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 **QoF Achievement 16/17 Across All Diabetes Indicators**.



[Click on chart to enlarge](#)

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