



# Weekly Inbox

29 MAY 2018 Issue 273

## 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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### DID YOU KNOW...?

- [Did you know...? World Heart Rhythm Week](#)

### CHART OF THE WEEK

- [Chart of the Week: Cumulative LD Health Checks @ Q4 2017/18](#)

## FOR ACTION

**GP**

### 1 MIDAS Clinic

The MacMillan Ipswich Diagnostic Assessment Clinic (MIDAS) has now been running for over a year and seems to have been well used by local GPs. However, it was set up as a pilot service, and its continuation will very much depend on the evaluation currently taking place by Anglia Ruskin University; a crucial part of that evaluation is feedback from GPs who have referred patients to the service, and questionnaires have been recently sent out to those who have done so. It is therefore vital that these questionnaires are returned if not done so already, and acknowledging the pressures on your time, we would be very grateful for their completion, the future of the clinic is dependent on them.

The pilot is due to finish at the end of August and there may be a pause in the service as the evaluation is itself evaluated but GPs will be further notified in due course.

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**OC GP PM Ad PN**

### 2 Feedback Request – Safeguarding Training 24 May

We hope those of you who attended the safeguarding updates at Trinity Park last week found it useful. Your feedback is important to us so please take a couple of minutes to complete the [Clinical Training and Education Evaluation Form](#). Thank you.

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**PM**

### 3 Reminder: Practice Manager Forum

The next Practice Manager Forum will take place on the afternoon of **Thursday 14 June** at The Cedars Hotel in Stowmarket (IP14 2AJ). Please [click here](#) to view the agenda.

Please could you let [Eleanor Ward](#) know if you are planning on attending, and whether you have any dietary requirements. Places are limited so please could only one member of staff attend from each practice. Thank you.

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**OC GP PM Ad PN**

### 4 RCGP East Anglia Faculty Awards 2018

The Annual RCGP East Anglia Faculty Awards offer an opportunity for Primary Care teams to acknowledge their colleagues' excellence and innovation and for individuals to nominate themselves for an Award.

Awards are available in the following categories:

- GP Award
- Practice Nurse Award
- Practice Manager Award
- Practice Team Award

Please [click here](#) for more information, including how to submit an application. The closing date is **Friday 10 August**.

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## FOR INFORMATION

**OC GP PM Ad PN**

### 5 Practice SMS and GDPR

Our CCG IG lead and Data Protection Officer (DPO) has told us that consent has already been given to receive texts, and therefore no further consent is required from patients.

If practices were to send communications to all their patients requesting their consent to receive SMS messages, the cost would be astronomical and would impact our ability to support practices with other things, such as clinical systems support, migrations, training etc. As such, we request practices **do not** text their patients for this purpose.

Please contact [gp.it@suffolk.nhs.uk](mailto:gp.it@suffolk.nhs.uk) if you have any further queries.

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## 6 Diamorphine Supply Issue

There is currently a supply issue affecting Diamorphine 5mg and 10mg injections, which could mean current supplies will become exhausted by 4<sup>th</sup> June. Further stocks are expected around Monday 28 June. Suppliers have been made aware of the shortage to ensure minimal disruption, and we ask that you please prescribe and order responsibly during this period. In the event that medication is not available, the recommended alternative is morphine injection. [Back to top](#)

## 7 Extended Hours

There has recently been some confusion about what extended hours can be used for. This time is to be used for patient-facing activity and should not be used for admin/back-office tasks as below:

### 2) Aims

- 2.1 The aim of this ES is to provide additional clinical sessions (routine appointments including emergency appointments) at times outside of core contracted hours to allow patients to attend the practice at a time when it is more convenient for them.

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## 8 SIP Referrals to DAS

The Disability Advice Service (DAS) East Suffolk is currently getting lots of warm handover referrals of people living in Ipswich. Please be aware that they cannot accept referrals of Ipswich people as they are zoned to Suffolk Coastal. The disability advice service covering Ipswich is Ipswich Disabled Advice Bureau (DAB) (**Tel:** 01473 217313).

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## 9 Primary Care Dashboard

The [Primary Care Dashboard](#) (log-in required) contains comparative data for each GP Practice within Ipswich and East Suffolk CCG. The indices are primarily, but not entirely, determined by the PMS Framework 2017/18 and the Local Enhanced Services (LES) contracts.

The Primary Care Commissioning Committee wants the Dashboard to include any relevant metrics to support robust reporting and data analysis, therefore the Dashboard is an evolving entity. The latest version contains the full year results for 17/18 for many of the metrics, although some data is not currently available. Data topics that have not changed since the last version have been greyed-out on both tabs within the Dashboard.

If you have any questions, please contact [Scott Pomroy](#).

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## 10 Fraud Alerts

Please find attached four Fraud Alerts from TIAA's Fraud Intelligence Team, for your attention and further distribution to staff as necessary. These are regarding the following subjects;

- [Fake Bailiffs](#)
- [False Telephone Preference Service \(TPS\) Calls](#)
- [Online Marketplace Fraud: Advice for Sellers](#)
- [Fraudulent Cryptocurrency Investments and Fake Endorsements](#)

These reports/alerts provide important advice and guidance for individuals and organisations of the ongoing threat from criminal fraudsters.

If you require any further information, please contact [Lisa George](#).

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## 11 Wellbeing Service Referrals

The Wellbeing Service has recently been notified of two recent serious incidents (deaths) where the person had indicated to their GP that they would contact the Wellbeing Service but had not actually done so. Whilst this may not necessarily have changed the outcome, it would have given the service the opportunity to engage with the person. Please [click here](#) for advice from the Wellbeing Service about professional referrals.

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## 12 Paediatric Referrals

Please could we remind you to check prior to making a paediatric referral if the patient is already under a paediatrician and mark this on the referral.

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## 13 Suffolk Trading Standards – Contact Details

Further to the session at Trinity Park last week, Suffolk Trading Standards have provided contact details should you have any queries or want further information.

- Tel: 01473 264859
- Email: [tradingstandards@suffolk.gov.uk](mailto:tradingstandards@suffolk.gov.uk)
- [www.facebook.com/SuffolkTradingStandards](http://www.facebook.com/SuffolkTradingStandards)
- Follow us on Twitter - @SuffolkTS

If you have a consumer complaint, please contact Citizen's Advice Consumer Helpline on **03454 040506**.

These details will be added to the [safeguarding useful guidance pages of the website](#).

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## 14 End of Life Care Programme Newsletter

Please [click here](#) to view the first of a regular newsletter outlining developments taking place within the End of Life programme. We hope it provides an update on the system-wide work taking place in the Ipswich and east Suffolk area on End of Life care.

We would be interested to hear about any topics you would like included in future newsletters so if you would like to suggest something or have any comments, please contact [Gillian Mountague](#).

Feel free to send this newsletter onto any colleagues who you think may be interested or who are working in the area of End of Life care.

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**15 Suffolk & North East Essex ICS**

Suffolk and North East Essex is leading the way in providing better care for local people after being named today as one of four areas to join the development of integrated care across health, social care and the voluntary sector. Leaders say it signals the start of a journey to introduce an Integrated Care System across the region.

An Integrated Care System joins up all parts of the health and care system including GPs, hospitals, community care and social care as well as physical and mental health services. People would find it easier to access services, see more joined up care delivery and staff should find it easier to work with colleagues from other organisations.

[Click here](#) for more information.

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**16 GP Leadership Training**

GP leadership training aims to develop existing skills and alleviate the ongoing challenges surrounding GP recruitment and retention in Suffolk. Please [click here](#) to read an article from Practice Business including quotes from the CCG and GP Suffolk Federation on the work being done to encourage more doctors to stay and work in Suffolk.

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**17 Improving Access to General Practice Resources**

NHS England has published an updated [communications guide and resources](#) to support commissioners and general practice providers to promote general practice services to patients. Templates for a range of communications resources are available, including poster templates, web banners, social media templates and other promotional materials which can be downloaded for use locally. Queries can be directed to [england.gpaccess@nhs.net](mailto:england.gpaccess@nhs.net).

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**18 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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**19 Find it on our website!**

Thank you to those of you to who gave us your feedback on April's Training and Education event, which was overall very positive, with Caroline Mortimer and Craig Parkinson in particular coming in for high praise. All of your comments have been noted and will help us with planning of future events. You can take a look at a summary of your feedback [HERE](#).

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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](#)

**20 Planned Care - Cancer**

The joint cancer locality group met on Tuesday 22 May. Following a prioritisation process, the national team has signed off the plans for the transformation funding across the cancer Alliance and each STP will be asked to complete an implementation plan over the coming weeks for approval by the Alliance. The funding will be used to reduce variation and implement the recommendations of the cancer taskforce report.

Priorities will be best practice pathways for lung, prostate and colorectal cancer, vague symptoms pathways, the use of FIT testing in primary care and Living with and Beyond Cancer.

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**21 Medicines Management – Freestyle Libre**

The Medicines Management team has recently updated the IESCCG position statement on the prescribing of the Freestyle Libre. The diabetes team will be looking at developing a service where patients can be initiated and reviewed within secondary care. The existing position for primary care has been continued with the recommendation that the device should not be prescribed on FP10. Please [click here](#) for the full position statement.

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**22 Mental Health – LD Easy Read Documents**

At a recent Lords Debate on Health Equalities: Autism and LD, Baroness Scott of Needham Market praised a piece of work that the CCG had commissioned to improve access to Healthcare services for those with Learning Disabilities.

The CCG has commissioned ACE Anglia, a local independent advocacy service who support users with LD, to produce 20 Easy Read documents. These documents provide information and support in an Easy Read format to enable service users to navigate their way through Primary Care Services successfully.

Baroness Scott stated that she had been told by a number of people in health and social care in Suffolk that the work that Ace provides has been a real catalyst for cultural change and has created what they have described as “real-world understanding”.

The documents are still in draft stage at present but they are due to be launched at the ‘Suffolk People First’ event taking place on Friday 22 June at Kesgrave Conference Centre, Ipswich.

An electronic version of these documents will be available to access and download on the Suffolk Learning Disability Partnership website ([suffolkordinarylives.co.uk](http://suffolkordinarylives.co.uk)) once finalised.

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**EDUCATION & TRAINING**

**23 RCGP Training Sessions**

The Royal College of General Practitioners have the following upcoming training sessions.

- [Child Health \(13 June\)](#)
- [Mental Health \(4 July\)](#)

Please click on the links above to register your interest.

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