



Weekly Inbox

12 MAR 2018 Issue 262

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 GP+ Access to Records

Message sent on behalf of the GP Suffolk Federation

It has always been our aim in GP+ to have access to the patient record when seeing a patient and to share back the details of the GP+ consultation with the registered practice, subject to patient consent. The process for this is supported by an [Information Sharing Protocol \(ISP\)](#), which was previously called a Standard Operating Procedure (SOP) and which sits underneath the DSA and contains the detail of the specific sharing initiative between the parties involved. Please could you confirm your Data Protection Officer's (DPO) name and agreement to the GP+ ISP to julie.smith@suffolkfed.org.uk.

For SystemOne practices accessing the GP record, where the record is not already shared, the viewing of this is currently enabled by 'consent override' functionality within SystemOne; this functionality is being removed on the **Thursday 22 March**. Therefore, to continue to enable access to the GP record we will be inviting SystemOne practices to join a GP+ Group, which will allow us to access the patient record, with patient consent, by setting their sharing preferences on the GP record. We will collect consent from the patient and scan this to the patient record supported by a Task being sent to the GP practice. The new process has been through a full Data Protection Impact Assessment (DPIA) and is being supported by fair processing including leaflets, posters and videos, which will be sent to you. A request to join the GP+ Group will come directly into your SystemOne unit. Please could you accept this request by **Tuesday 20 March**.

For EMIS practices, we are able to access the GP record through EMIS Viewer – the majority of EMIS practices have signed up to this and it is working well. EMIS practices who have not signed up to EMIS Viewer – advise us of your intentions if you have not already done so by **Saturday 31 March**.

Please be aware that even if you are not actively booking your patients into GP+ they do access the service through 111 and ED Streaming and if their record is not shared we are not giving them the best possible care and in some cases may not be able to see them at all.

Please continue to discuss record sharing with your patients, supported by the fair processing material, and mark their record to share, with consent, so that we have access to it in GP+.

If you have any question or concerns or would just like to talk this through in more detail please contact julie.smith@suffolk.fed.org.uk or call 07850 206440. [Back to top](#)

GP PM

2 Data Sharing

For the initial purpose of sharing information for GP+, most of you signed the Suffolk Partners Data Sharing Agreement (DSA). This agreement has now been signed by several other Suffolk Partners and is being taken forward as the prime overarching agreement for sharing information in Suffolk. If you have signed this agreement there is no need to produce and sign any further agreements when entering into sharing initiatives with a Suffolk Partner. It is intended that this single agreement will cover all parties for all sharing between Suffolk Partners.

When we reviewed and updated the DSA in 2017, some of you were waiting for a legal review arranged by the LMC before confirming your agreement to the new version – the review did not raise any issues and this has been confirmed by the LMC. As there was no need to re-sign the new version we have assumed that all parties who signed the original agreement remain a signatory to the new version ([click here](#) to view). Please could you advise julie.smith@suffolkfed.org.uk by **Saturday 31 March** if you no longer want to be a signatory to the Suffolk Partners DSA. [Back to top](#)

3 The One Show NHS Patients Awards

BBC TV's One Show NHS Patients Awards have been launched to say 'thank you' to NHS staff and volunteers who have gone the extra mile. With support from TV presenter Angela Rippon and the Patients Association, the popular show is asking patients, their families and staff to nominate in five categories:

- Children and young people's care award
- Healthcare award
- Nursing award
- Lifetime achievement award

Nominations close on **Thursday 5 April** – find out more [HERE](#).

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4 Training & Education – Feedback

Thank you to those of you who attended the training and education event at Trinity Park last Wednesday, which we hope you found useful. The presentation slides, [GP practice briefing about the new Suffolk Children & Young People's Emotional Wellbeing Hub](#) and Suffolk Life Savers information pack from Wednesday's session are now available [here](#) on the CCG website.

Your feedback is important to us and helps us with planning of future events. If you haven't already done so, please take a couple of minutes to complete the [Clinical Training and Education Evaluation Form](#). This feedback is for the CCG because we'd really like to know what you thought. Paper forms completed on the day were for the external providers only. You can also use this opportunity to let us know of any other clinical topics you would like us to cover in the coming year. Many thanks for your time.

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5 Easter Planning

Most practices plan for the additional demands placed upon the healthcare system during the Easter period by reducing the number of routine appointments and increasing the level of on the day provision. There are many variations on this and other themes adopted by practices.

The GP+ service is also available to take some of the additional pressure on the GP practices. Although the appointments in the evenings go fairly quickly, it should be noted that there are normally free slots on bank holidays and at the weekends. If your receptionists can direct patients to these appointments weekend/bank holiday appointments it will take some pressure away from your surgery on the Tuesday morning.

The CCG is trialling an approach this Easter, which we would like your help with. The proposed approach is that we offer each practice the funding for two additional days of GP time, to be made available to your patients either between 26th to 29th March or 3rd to 6th April.

There is no requirement for practices to take part in this trial.

We are proposing that interested practices would let us know by indicating the name of the GP on which 2 days or 4 x half days you are proposing to provide the additional sessions by emailing [Eleanor Ward](#) by **15 March 2018**.

The payment is £800 per day and it is for additional GP time to provide on the day appointments. It is important to note that these must be additional GP sessions; the process to claim the monies will require your practice manager to confirm that these additional session are extra, over and above that you already had planned. All additional session must be invoiced by **10 April 2018** via the normal route marking them as "Easter Planning."

If you have any queries about this trial, please contact [Claire Pemberton](#).

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6 NHS Standard Contract 2017/19 - Consultation

The NHS Standard Contract was updated in January 2018 to update the Contract in line with legislative and policy changes. With the General Data Protection Regulation (GDPR) coming into force on 25 May 2018, a further National Variation is now required. Proposals for consultation have now been published for in-year National Variations to the NHS Standard Contract 2017/18 and 2018/19 (Full Length) and to the NHS Standard Contract 2017/18 and 2018/19 (Shorter Form). The [consultation papers](#) are available and comments on the proposals contained therein should be sent to england.contractsengagement@nhs.net by **Tuesday 3 April**.

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7 OTC Medicines – Have Your Say

NHS England wants to hear views on the prescribing of over-the-counter medicines for minor conditions. A national consultation sets out proposals showing how ending routine prescribing for minor, short-term conditions could free up vital funds for NHS frontline care. The consultation closes on **Wednesday 14 March**. You can find out more [HERE](#).

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FOR INFORMATION

8 New Emotional Wellbeing Hub

We are pleased to announce that the new Emotional Wellbeing Hub (0-25 years) will be operational from **Monday 16 April** and will provide GPs with:

- A new online referral form for concerns relating to emotional wellbeing and mental health for children & young people aged 0-25 years.
- Consultation with regard to emotional wellbeing and mental health concerns for children & young people aged 0-25 years prior to referral.
- The new referral system will enable a more collaborative way of working that identifies the right course of action for successful intervention.

Please [click here](#) to download the Practice Briefing containing more information. [Back to top](#)

9 5 Ways to Wellbeing

Suffolk residents and local businesses are being asked to consider what they can do to support their own mental health and wellbeing as Suffolk County Council launches its 'Five Ways to Wellbeing' campaign.

The Five Ways to Wellbeing is an evidence-based framework that supports positive mental health and emotional wellbeing. Find out more by visiting <https://www.healthysuffolk.org.uk/projects/5-ways-to-wellbeing>

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10 NSFT New Mothers Mental Health Service

NSFT has officially launched a new specialist service, which offers targeted help to new mums with severe post-natal depression and other complex mental health issues.

The Suffolk Perinatal Mental Health Service provides specialist care to women from east and west Suffolk with conditions such as serious post and antenatal depression and psychosis. It is available to women during pregnancy, at the time of birth and up to a year following the birth of their baby. You can find out more [HERE](#).

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OC GP PM Ad PN

11 New Chief Executive of NSFT



Antek Lejk is to become the new Chief Executive of Norfolk and Suffolk NHSFT, following the formal approval of his appointment by our Council of Governors today.

Antek is currently the Chief Officer for NHS South Norfolk and North Norfolk CCGs, and as Executive Lead for the Norfolk and Waveney Sustainability and Transformation Partnership (STP).

For further details please read the [media statement](#) and the [statement](#) from the CCGs and Norfolk and Waveney STP.

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12 Emergency Flow for Surgical Referrals

Message sent on behalf of Ipswich Hospital NHS Trust:

In light of the new mandate from NHS England around rapid ambulance handovers in emergency departments, we have developed a revised set of processes to avoid inappropriate ED attendances wherever possible. That is, when there is a clear alternative pathway for rapid assessment by a surgical specialist.

Could we please ask for your assistance in following this new process, which starts immediately, and share with staff as appropriate.

Currently, patients are routinely attending ED or SAU with a letter from their GP, but then spend time waiting for the registrar to become available to assess them. Where we envisage improving this process, is by asking you to give patients a phone number to call in order to liaise directly with the relevant specialty assessment area, to discuss the most appropriate time that day for them to attend and to avoid attending the emergency department unnecessarily. This way we expect to reduce patient wait time on attendance, improving flow through our assessment unit and providing them with a more timely assessment when they arrive.

Concurrently, we have reinforced to our on-call registrars, the importance of their responsiveness to you as referrers. They will be doing their level best to respond immediately to your calls for advice and referral, but please appreciate that they may be in theatre or with another patient at the time you call – they will always respond as quickly as they can.

This [flow chart](#) gives you the steps to follow.

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13 Reconfiguration and Changes to iCaSh

Local councils are responsible for commissioning public health services including sexual and reproductive health services such as testing, treatment and contraception. Reductions to the Public Health Grant have required savings to be identified across the Public Health Directorate, including within the larger contracts such as sexual health services.

In response to these reductions, Integrated Contraception & Sexual Health Services (iCaSH) Suffolk have been working with Suffolk County Council (SCC) to reconfigure sexual health services to reflect the revised contract value.

iCaSH Suffolk and Suffolk County Council have been working collaboratively and with partners across the health and social care system, to mitigate as much as possible against any negative impact of the funding reductions. Please [click here](#) to view a briefing outlining the changes you will see as part of the reconfiguration.

[This poster](#) outlining the changes will also be sent to all practices.

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14 MASH Patient Record Access

Following the new EU Directive regarding information and access to Medical Information at MASH health, we are highlighting that from **Thursday 22 March** the Consent Override Process (you may know this as the Safeguarding override box) will no longer be available on SystemOne. The implication of this is that MASH Specialist Nurses will no longer be able to access hidden information. We will be able to access all the visible patient record but not the restricted content; even if the patient gives the Mash Health team permission to look at their records.

To understand and gain any pertinent information about the patient (and family) where there is restricted information, **MASH Health Professionals will need to telephone the Surgeries to gain the information required.** Please [click here](#) for more information. If you have any further questions about this new process, please contact [Tabitha Griffin](#).

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15 Suffolk Special Allocation Scheme

The Suffolk Special Allocation Scheme (SAS), previously known as the Violent Patients' Scheme, exists to provide primary medical services to patients who have been immediately removed from a GP Practice's list following threatened or actual aggression/violence. Patients placed on the scheme are supported to address the underlying causes of their behaviour, with a view to facilitating their return to general practice (normally after a minimum of one year on the scheme).

The current provider of the Suffolk SAS is the Health Outreach Team under the banner of Essex Partnership University NHS Foundation Trust (EPUT). The current contract for this service (held with the Suffolk CCGs) ends on **Saturday 30 June** and the CCG's must shortly decide if they wish to extend this contract for a further six months (as permitted within the contract clauses). We are therefore looking for feedback from Suffolk GP Practices on the service that has been provided by EPUT since 1 July 2017. If you have had any contact with the SAS and would like to make a comment, please would you send this to [Stuart Quinton](#), preferably within the next two weeks.

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16 Medicines Management – Team Changes

In the last few weeks two of our Pharmacy Technicians, Marianne and Alison, have left the CCG to work at local GP practices. Whilst we recruit their replacements, team capacity will be limited and this may affect the number of visits that your practice receives. An advert to recruit two band 5 technicians is already out and we hope to be able to resume the usual service provision soon. [Back to top](#)

17 Suffolk GP Federation Podcast

Listen to [this podcast](#) from the Suffolk GP Federation talking to Jane Wallace, practice manager at Wickham Market Medical Centre, which is part of the Deben Health Group, about the collaborative approach to general practice. [Back to top](#)

18 Driving and Pain

The Faculty of Pain Management has produced some helpful leaflets on driving and pain:

- Please [click here](#) for information for patients.
- Please [click here](#) for information for healthcare professionals.

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19 Diabetes Prevention Week

NHS England, alongside Diabetes UK and Public Health England, is launching their first Diabetes Prevention Week this April. The campaign, which runs from 16 to 22 April 2018, 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 in #PreventingType2 diabetes. Please place any multiple orders as soon as possible but by **Tuesday 6 March** at the latest to ensure delivery by the end of March. [Back to top](#)

20 Diabetes UK Professional Conference

Diabetes UK have organised a three-day event focused on the latest research and innovation in the world of diabetes. It's for all healthcare professionals, from consultants to students, GPs to practice nurses, and everyone in between. Please [click here](#) for more information. [Back to top](#)

21 The Future of Diabetes

An adjournment debate called by Liz McInnes MP, Secretary of the All Party Parliamentary Group (APPG), took place last week discussing what the future of diabetes care should look like. The debate touched upon the topics of technology, education and prevention along with mental health and other topics. [Click here](#) to read more. [Back to top](#)

22 PPG Newsletter – March 2018

Please [click here](#) to access the latest issue of PPG News. Highlights this month include the work being done on Social Prescribing by the PPGs from Little St John's Street and Framfield House surgeries, as well as an update to the members' blog from the Chair of Howard House Surgery's PPG.

Upcoming Locality Meetings:

- **Coast & Country**
Tuesday 27th March
4.00 – 6.00pm
The Meeting Place, Limerick Close, Whitehouse, Ipswich, IP1 5LR
- **Deben Health Group**
Wednesday 18th April
6.00 – 8.00pm
Framfield House Surgery, Ipswich Road, Woodbridge, IP13 9HA

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23 Public Health Matters – March 2018

Please [click here](#) for the latest edition of the Public Health Matters newsletter. Highlights this issue include information about the Annual Public Health Report 2017 and the Take Asthma Seriously campaign launched by Suffolk County Council Public Health and Suffolk's Clinical Commissioning Groups. There's also information on training available for Dementia services, NHS Health Checks, Smoking Cessation & Behaviour Change Techniques, Drugs & Alcohol training and more. [Back to top](#)

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

25 Find it on our website!

As part of the LD DES, practices must report on the numbers of health checks and the numbers of patients on their register each quarter. The CCG have created a '[Practice Journey to successful Learning Disability Annual Health Checks](#).' This is a short, simple guide of the steps practices need to take, as well as some top tips and can be found on the [Mental Health page](#) of the CCG website. [Back to top](#)

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](#)

26 Planned Care – Rheumatology

The Rheumatology referral form has been revised to ensure that all relevant blood tests are carried out prior to referral and support the service in managing patients appropriately.

Most blood tests can be ordered via ICE using the early arthritis button. Any forms submitted with no blood results or incomplete forms will be rejected. Please only use this form for new referrals, queries for patients previously under the Rheumatology service should be submitted via Advice and Guidance.

Patients with a known history of Fibromyalgia with on-going pain management issues should be advised on self-management and referred to the pain service if required. Do not use this form for Giant Cell Arteritis with visual disturbance, instead refer for Ophthalmology.

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27 Medicines Management – Skin Care Prescribing Changes

Following on from the update of IESCCG Skin Care Formulary, the Medicines Management Team have been working alongside practices to promote the review of skin preparations being prescribed. As part of this process, a letter has been formulated to be sent out to care homes, informing them of this upcoming review process. Specific changes will be identified focusing on potential switches of Cavilon and Proshield preparations to Conotrane Barrier cream and ZeroAQS Soap Substitute in line with the CCG Formulary.

If you have any professional queries regarding this, please contact our Appliance Nurse [Tralee Lashley](#).

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28 Medicines Management – Newsletter

The February edition of the [Medicines Management Newsletter](#) is now available. Items this month include updates on the Gluten Free and Joint Net formularies and guidance on ordering the 2018/19 influenza vaccine.

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EDUCATION & TRAINING

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29 General Practice Leadership Development Programme

This two-day programme is designed for GPs and practice managers who are planning for the future, or taking up leadership roles in GP partnerships, federations, local provider networks, or new integrated organisations.

Sessions are led by experienced medical and GP leaders, with plenty of discussion time. Parallel sessions for GPs and Practice Managers are used to ensure all content is relevant and specific.

[Click here](#) to view a flyer containing more information. To apply, please go to www.keele.ac.uk/cml or contact Alison or Clare (E: health.cml@keele.ac.uk, T: 01782 734935).

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30 Prescription Clerk Training

The Medicines Management Team are looking to arrange some Prescription Clerk medication training sessions before the summer.

To help us get an idea of numbers, and whether or not to run basic or advanced sessions, we would be grateful if you could email and let us know if you have any staff you would wish to attend this training and whether or not they would require the basic or advanced session. Sessions will be arranged and further details publicised in the near future.

Please email [Claire Allen](#) with details of your requirements or if you have any other queries relating to prescription clerk training.

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31 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.

[Compassionate Conversations – 22 Mar](#)

[Cultural Wisdom – 23 Mar](#)

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32 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 25](#).

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

33 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...?

34 CHUFT & IHT Merger Meeting

Members of PPGs from the Deben Health Group Locality would like to invite fellow PPG members and practice staff to an event to find out more about the proposed merger of the Colchester and Ipswich Hospitals.

The event will take place on **Wednesday 28 March** between 4pm – 5pm at the Martlesham Community Centre (IP12 4PB).

There will be a short presentation from the clinical lead for the hospital merger team, Shane Gordon, with plenty of time allocated for a question and answer session. Please encourage as many members of your PPG to attend.

Please note the event is for PPG members and practice staff only – not an open public event.

There is plenty of parking available at the venue. Please ensure you arrive in time for a prompt 4pm start.

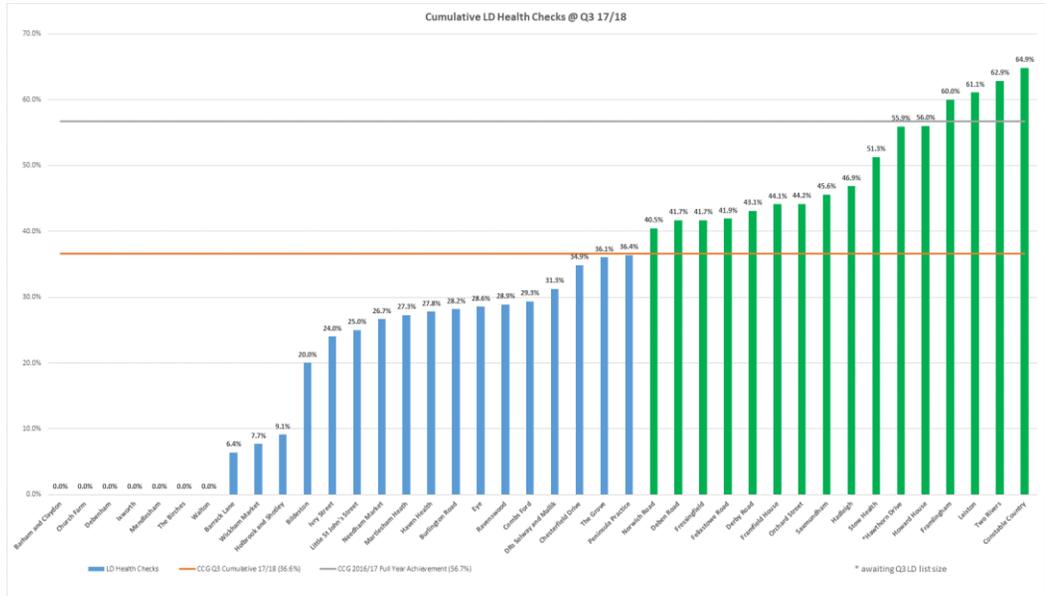
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CHART OF THE WEEK

35 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 **Cumulative LD Health Checks @ Q3 2017/18.**



**please note that we are yet to receive the data for some practices*

[Click on chart to enlarge](#)

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