



Weekly Inbox

25 MAR 2019 Issue 315

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)
OC: Other clinicians (including ECP, Pharmacists)

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FOR ACTION

OC GP PM Ad PN

1 Proposed Future Speech, Language and Communication Services

Please click [HERE](#) to read the full Speech, Language and Communication Consultation that is live until Monday 22 April.

Parents and carers of children and young people in Suffolk with specialist speech, language and communication (SLC) needs have been invited to have their say on a proposed new model for delivering services.

The integrated model was co-produced by education, health and care specialists in partnership with parent carer representatives.

All those involved have previously acknowledged that Suffolk services for supporting the development of children's SLC needs required urgent improvement.

Parents and carers have until Monday 22 April to give their feedback on the model, which can be accessed online [HERE](#).

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2 Invoice Fraud Alert

Please click [here](#) for the latest Invoice Fraud alert briefing.

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3 Norfolk and Suffolk Primary Care Research Office Experience Survey

The Norfolk and Suffolk Primary and Community Care Research Office works on behalf of Norfolk and Suffolk CCGs, Norfolk Community Health and Care, East Coast Community Health Care and the Clinical Research Network (CRN: Eastern) to give patients and clinicians from primary and community care the opportunity to take part in and develop research. We support the development, management, delivery and dissemination of research and increasingly provide service evaluation training, evidence briefings and conduct evaluations for our commissioners.

We are keen to receive feedback from all our partners including:

- Commissioners
- Patient and Public Representatives
- General Practices
- Research Offices
- Providers of NHS Services
- Public Health
- Researchers
- Research Networks, Collaborations and Partnerships
- National Groups

Your feedback will be used to identify good practice and develop research services. Please take a moment to complete the [experience survey](#).

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4 Diabetes Prevention Week, 1 – 7 April 2019

Click [here](#) for more information on how you can support Diabetes Prevention Week being held from Monday 1 April to Sunday 7 April 2019.

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PM

5 Practice Manager Forum Notes and Presentations

Presentations from the PM forum on 12 March have now been uploaded to the website and can be found [here](#). These include:

- Agenda
- Dawn Friend – National Opt Out
- Jodie Stutely – Data Security Toolkit
- Tom Osborn – National Diabetes Prevention Programme
- Tabitha Griffin – SEND Awareness
- Donna Reeve – Cancer UK

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PM

6 Primary Care Network Meeting – Save the Date!

A session to discuss the PCN service specification with Practice Managers has been arranged for the afternoon of Wednesday 10th April at Holiday Inn Ransomes Europark in the afternoon. An agenda will be emailed directly to Practice Managers in due course. If you have any queries, please do not hesitate to contact [Jennifer Burman](#).

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7 Halfway to Home

Joint Project – Ipswich and East Suffolk CCG, ESNEFT and Suffolk County Council

Halfway to Home is a new approach in Suffolk managed as part of the Ipswich and East Discharge to Access programme. The aim of the pilot, Halfway to Home is to provide a discharge route for people who are likely to need long-term care, that has an initial focus on therapeutic and reablement input. The pilot will seek to help individuals regain independence and thereby reduce their dependency on long term care services. This is a new approach for people who would have otherwise been discharged straight into long term care either at home or in a residential or nursing home setting.

The short-term pilot will investigate the benefits of a commissioned bed-based model outside of the acute setting which will require a therapeutic environment focused on facilities that enable people to function as independently as possible. This pilot started on the 17th January for up to 12 people on a single site at The Willows Care Home in Ipswich. The pilot will provide patients with reablement opportunities and support where patients will be supported by a weekly MDT led by a Hospital Older Persons Consultant. The Two Rivers Medical Centre have been appointed to support this patient cohort with Occupational Therapy and Physiotherapy support in an environment that will enable people to explore levels of independence, outside of a hospital setting.

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8 Suffolk Life Savers – Latest Newsletter

The latest edition of the [Suffolk Live Savers newsletter](#) has just been published, which includes an update on the Suffolk Lives Matter suicide prevention work.

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9 Ipswich and East Suffolk CCG - Meeting of the Governing Body

A meeting in public of the Governing Body of the CCG will take place on Tuesday 26 March from 9.15am at Hadleigh Town Hall, The Guildhall, Market Place, Hadleigh IP7 5DN.

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The agenda and meeting papers can be read [HERE](#).

10 Physical Activity Intervention – the Great East Run Ipswich 2019

Click [for information](#) regarding the Great East Run Outreach Programme, who it is for and how to get involved.

Please use this [poster](#) to advertise the Great East Run in your Practices.

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11 Local Vacancies

Please click the above link to see the current local GP and practice staff vacancies. New jobs have been added this week.

If you have a vacancy to advertise here and on our website, please contact [Stuart Graham](#).

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SOCIAL PRESCRIBING

OC GP PM Ad PN

12 Creative Health and Social Prescribing

Thursday 16 May, 1.30 – 4.30pm
DanceHouse, Foundry Lane, Ipswich

The programme will include a presentation by Lord Howarth Co-Chair of the [All-Party Parliamentary Group report, Creative Health](#), as well as Case Studies from across the region and a panel discussion on the development and delivery of social prescribing.

[This event](#) is part of the work of the *Culture, Health and Wellbeing Alliance*, a new national sector support organisation funded by Arts Council England. It is being organised by Suffolk Artlink and the University of Cambridge Museums. This event is suitable for people from across the eastern region interested in or working within creative approaches to health and wellbeing. This includes GPs, public health professionals, link workers, social care professionals, health commissioners as well as arts, heritage and libraries organisations and practitioners.

Click [here](#) to book your **free** place.

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INFORMATION GOVERNANCE

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13 Advice from the ICO to GPs on Dealing with SARs

Advice for GPs and medical practices on how to deal with subject access requests from patients and their representatives is the subject of a [new ICO blog post](#).

The blog supports updated guidance from the British Medical Association on access to patient records. Also includes guidance on dealing with requests from legal representative and requests from insurers.

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EDUCATION & TRAINING

OC GP PM Ad PN

14 GP Training Education and Development – 4 April

In the light of the imminent deadline of Primary Care Networks, the sharing good practice show case event has been postponed. We are going to use the time allocated (2.15 – 3.30pm) to enable collaborations to discuss the details of the guidance due to be released on 29 March and to enable you to start drawing up your PCN maps.

The first prescribing leads meeting of 2019/20 will take place at the same time.

The main clinical element of the afternoon will focus on Upper Limb pathways with consultant shoulder surgeon Chris Roberts from ESNEFT.

View [agenda](#) for more information.

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OC GP PM Ad PN

15 NHS Health Checks Update – 4 April

Suffolk Public Health have arranged a session on NHS Health Checks, held at the GP training event on 4 April 2019 at Trinity Park, Bucklesham Suite (4pm – 5.45pm).

The session would be ideal for practice managers and staff involved in organising NHS Health Checks.

The [Programme](#) includes the latest information on NHS Health Checks performance and new contract changes, a must to achieve your targets.

- A review of NHS Health Checks in Suffolk.
- A review of NHS health check performance in Suffolk general practices.
- Optimising your NHS Health Checks - use of point of care testing (POCT)
- Utilising the call/recall system
- The future of NHS Health Checks.

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PM PN

16 Practice Nurse Forum – 4 April

The practice nurse forum on 4 April will include an infection control update and relevance to general practice with our lead nurse Julia Shields. [View agenda](#) for more information. Please [let us know](#) if you plan to attend.

If you've not yet seen the latest edition of the Practice Nurse News, do take a look [HERE](#).

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OC GP PM Ad PN

17 Reminder: Mental Health and Emotional Wellbeing Evening Education Series – Tuesday 2 April

The next in our series of education sessions is on Tuesday 2 April 2019. Following his brief but engaging 10 minutes at Trinity Park in February, our first speaker will be Jon Neal from Suffolk Mind, who will be expanding on the emotional needs and resources model and the importance of getting Your Needs Met. Our second speaker will be Dr Paul Everden, Practice Development Associate Tutor from UEA on consultation skills and how great communication skills can motivate patients and result in fewer referrals. [View Flyer](#) for more information.

These sessions are open to all primary care staff in Ipswich and east Suffolk but places are limited so to book your place, please contact shelley.mitchell1@nhs.net.

Time: 6.45pm for dinner, with 7.30pm start, 9.30pm close.

Venue: Trinity Park Conference and Events Centre - Bucklesham suite

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18 PACT (Primary care and Community care Training Hub)



Ipswich & East Suffolk CCG are working together with neighbouring CCGs, representatives from primary and community care services and training providers to address workforce and workload challenges to ensure that we have the right number of health and care professionals with the right skills to meet the evolving needs of local people.

Please follow the link to [PACT Training Hub Newsletter Issue 76](#).

If you would like to sign-up to the newsletter or have any training queries or suggestions, please email PACT@suffolkch.nhs.uk.

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CONTACT

19 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](#).

Please follow the link for **Safeguarding Adult** information [CCGs Safeguarding Adult webpage](#) and click [here](#) for local information

- [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](#)
- [Referrals, Briefings and Pathways](#)
- [Download Digital Campaign Resources](#)
- [NHS England](#)



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DID YOU KNOW...?

20 Have you heard about Amparo Suffolk?

The Amparo Suffolk post-bereavement support service has been running for six months, supporting families and individuals affected by suicide. The service is designed to offer early help, from initial information to face-to-face support, including practical issues such as financial affairs and dealing with the media, in addition to emotional support. As well as a dedicated telephone line, a Suffolk-based worker is on hand to provide one-to-one support. Anyone can self-refer to the service or can be referred by someone else on their behalf. Click here to [find out more](#).

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CHART OF THE WEEK

- 21 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.

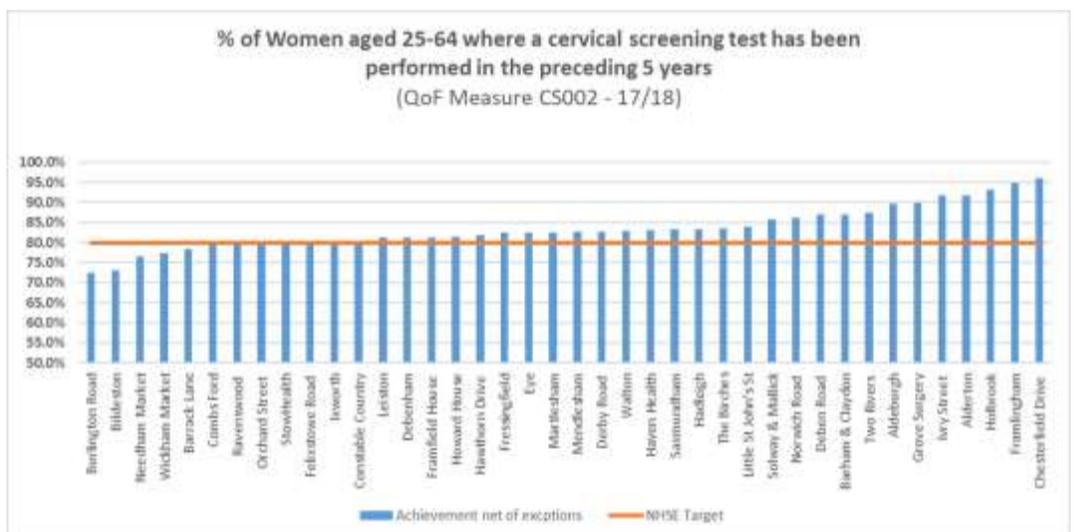
Please [let us know](#) if there are any topics that you would find it useful for us to cover.

This week we are looking at the percentage of women aged 25 – 64 where a cervical screening test has been performed.

Top Tips!

Holbrook and Peninsula Practices have kindly shared some ideas on encouraging women to attend cervical screening appointments. Firstly, both practices monitor responses to invitations and take action when appointments are not made, with personal contact between the practice and the patient being the favoured approach. Nurses call ladies that have not responded to their screening invite to discuss the procedure with them and allay any fears or concerns, something that is found to be particularly effective with younger patients. Agreeing an appointment during these discussions has also proved successful in driving up attendance.

Opportunistic conversations are also believed to be helpful, so if a lady attends practice for something else the clinician will check their records to see if they have attended a screening appointment. If not they will broach the subject to understand why and, again, try to re-assure the patient and encourage them to book an appointment. Anecdotally the reason for non-attendance is often a) simply not getting around to making the appointment or b) a negative previous experience (themselves or others), so putting forward the benefits/positive outcomes of the screening and addressing worries is key to the encouragement and support provided.



[Click on chart to enlarge](#)

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