



Weekly Inbox

04 MAR 2019 Issue 312

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)

FOR ACTION	EDUCATION & TRAINING
1. Care Navigator Forum	10. Living Life to the Full launch and Haematology clinical lecture – 14 March
2. NHS parkrun - can you volunteer?	11. Tissue Viability Training for nurses
3. EMIS Web Migration to SNOMED CT	12. Mental Health and emotional wellbeing education series – next session 2 April
FOR INFORMATION	13. RCGP EA Annual Symposium
4. Cancer Update – FIT testing update	14. PACT latest training and events
5. Charlie Waller Memorial Trust Grant	CONTACTS and USEFUL LINKS
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FOR ACTION

1 Care Navigator Forum – 14 March

PM Ad

A reminder for Practice Managers to please send names of Care Navigators attending the next Care Navigator Forum at Trinity Park on 14 March to [Karen Ghosh](#), thank you. Please follow the link to [View Agenda](#).

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2 NHS takeover of the Ipswich parkrun - your help needed

OC GP PM Ad PN

To celebrate the parkrun practice initiative launched last year, an NHS takeover day has been organised for Saturday March 30 at Christchurch Park in Ipswich.

Will you please volunteer? - IESCCG is seeking volunteers to support the takeover day - roles include marshalling and timing - get involved with this fantastic initiative.

Eight practices in Ipswich have already signed up to parkrun. Read more about parkrun [HERE](#).

Please get in touch with Zoe Knight to volunteer – thank you.

zoe.knight@ipswichandeastsuffolkccg.nhs.uk

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3 Migration to SNOMED CT & QOF 2018/19

OC GP PM Ad PN

EMIS Web GP practices only

There may be some discrepancies in disease registers and other QOF coding during the migration to SNOMED CT from Read Codes Version 2 in EMIS Web. These should be reported to EMIS Web <https://supportcentre.emishealth.com/support/system-faults/reporting-faults/> and also please make NHS England aware via the following email address england.gpeast@nhs.net and contact QOF rules NHS Digital qofrules@nhs.net.

Thank you.

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FOR INFORMATION

4 Primary Care Update packs and FIT testing

OC GP PN

Following the release of the Practice Cancer Update Packs earlier this month which includes a discussion on and a pathway for FIT testing, we wanted to flag up that FIT has not gone live yet in our region. Both primary care diagnostic FIT and Bowel Screening FIT are likely to go live this spring. We will update you when they do, and so until then please hold your horses.

Thank you for your patience

Kind regards

Dr Andrew Yager *Macmillan* and Donna Reeve *CRUK*

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5 The Charlie Waller Memorial Trust Project Grant for Practice Nurses (£3000 annually)

PM PN

The purpose of this grant is to support a practice nurse to undertake a project related to improving the recognition of patients with mental health problems and helping them to access appropriate treatment.

The grant is open to practice nurses registered with the NMC, working in the UK with an interest and enthusiasm for mental health. You do not need to consider yourself highly experienced in the field or have had any previous mental health training. Read more about the project and application process [HERE](#).

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6 Diabetes Prevention Programme

The NHS Diabetes Prevention Programme is a national scheme set up by NHS England. It comprises tailored healthy nutrition and exercise support over 9 months and aims to delay or prevent the onset of type 2 diabetes.

Across Suffolk and North East Essex, the programme will be provided by Independent Clinical Services (ICS) Health and Wellbeing and OneLife Suffolk will act as the provider to help increase referrals into the programme by engaging with primary care.

There is [more information here](#) about next steps, criteria and how to refer from Prof Gerry Rayman, Consultant Diabetologist / Diabetes Clinical Lead for Suffolk and North East Essex.

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7 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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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](#)

8 High Intensity Users of Urgent Care

Dawn Richardson has recently joined CCG as Transformation Project Manager – High Intensity Users. Dawn is working closely with Sarah Seeley, Transformation Lead Nurse at Ipswich Hospital (ESNEFT) and urgent/emergency care providers, to develop a proactive model of service delivery that provides a managed, integrated system of support to individuals identified as frequent users of urgent and emergency care.

High Intensity Users of urgent care are often frequent users of other health and care provision, e.g. GP surgeries, and other primary care services, with some phoning GPs daily.

A system-wide approach to meeting the complex needs of these patients is required and information sharing is key to the success of the initiative. GP involvement is crucial in sharing data through patient's records and wider system (SCRai) – [please see letter](#).

The HIU model is robust, sustainable and provides a consistent, joined-up approach to managing and supporting high users to self-manage whilst safely reducing their dependency on urgent care.

The model aims to meet patients' expectations in respect of their health and wellbeing so that they experience better health and wellbeing outcomes and an improved quality of life. The aims of the High Intensity User (HIU) project are to:

- Improve access to prevention and proactive support and care for the identified cohort of individuals
- improve outcomes in respect of the health and wellbeing of the identified cohort of individuals
- increase service capacity by safely reduce HIU reliance on unscheduled care
- reduce cost and demand, e.g. avoidable hospital admissions, A&E attendances, ambulance conveyances, calls to ambulance services, NHS 111/Out of Hours

Key performance indicators are being developed to monitor performance and there is an intention to roll out the model to High Intensity (frequent) users of other services, e.g. frequent fallers.

For further information, please contact Dawn Richardson - Transformation Project Manager - High Intensity Users, Tel: 01473 770064 or 07908 456966 or email dawn.richardson@ipswichandeastsuffolkccg.nhs.uk

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SOCIAL PRESCRIBING

9 Connect for Health Community Advisor

Burlington Primary Care has become the first GP practice in Ipswich to host a Community Advisor under the 'Connect for Health' programme.

Healthcare professionals at the practice can refer individuals for an appointment with the advisor to give advice on non – medical related issues. Their aim will be to improve individuals' wellbeing by recognizing that they are affected by a range of non-medical social, economic and environmental factors and will connect people to existing local voluntary, community and statutory agencies for practical and emotional support.

The programme is set to be rolled out to all Ipswich GP surgeries over the year ahead.

The Connect for Health project in east Suffolk is commissioning link workers, known as Community Connectors, across the patch. Read more [HERE](#)

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EDUCATION & TRAINING

10 Training and Education Afternoon – 14 March

This month will feature a clinical lecture double-bill: Living Life to the Full (LLTTF) with Prof Chris Williams followed by Haematology with consultant, Dr Andrew Hodson, ESNEFT.

We have also set aside some additional time at the start of the afternoon to allow collaborative groups some time together to discuss Primary Care Networks.

For more information, please view flyer/agenda [HERE](#).

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11 Tissue Viability Training – 26 March

The Medicine Management nurses have arranged a FREE training event on 26 March at Elmswell, Blackbourne Community Centre. This event has been jointly arranged with the Care Homes Quality Team, and is for all community, primary care and care homes nurses.

Specialist Nurses from *Medicareplus* and *Smith and Nephew* are presenting on skin care and wound care. With reference to the new skin care algorithm and new barrier products on formulary. There will be additional stalls with continence formulary products to see and ask questions.

[View Flyer](#) for more information and booking details.

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OC GP PM Ad PN

12 Mental Health and Emotional Wellbeing Education Series

The next in our series of education sessions is on **Tuesday 2 April 2019**. Following his brief but engaging 10mins at Trinity Park in February, our first speaker will be Jon Neal from Suffolk Mind, who will be expanding on emotional wellbeing 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.

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

Venue: Trinity Park Conference and Events Centre - Bucklesham suite

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

Please note that the session scheduled for 6 March has unfortunately had to be cancelled. The programme for the rest of the year is as follows:

- Tuesday 7 May - Depression & Anxiety
- Wednesday 5 June - Dementia
- Tuesday 2 July - Children and Young People
- Thursday 19 September - 10-minute CBT
- Wednesday 16 October - tbc
- Tuesday 12 November - tbc
- Wednesday 4 December - tbc

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GP

13 RCGP East Anglia Annual Symposium 2019 – 19 June

The East Anglia Faculty Annual Symposium is taking place at the Waterfront, Ipswich on 19 June 2019. East of England GP trainees are also invited to attend free of charge. [Click here](#) for more information and booking details.

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14 PACT (Primary care and Community care Training Hub)



Suffolk & North East Essex
Primary 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 72/73](#).

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

- 15 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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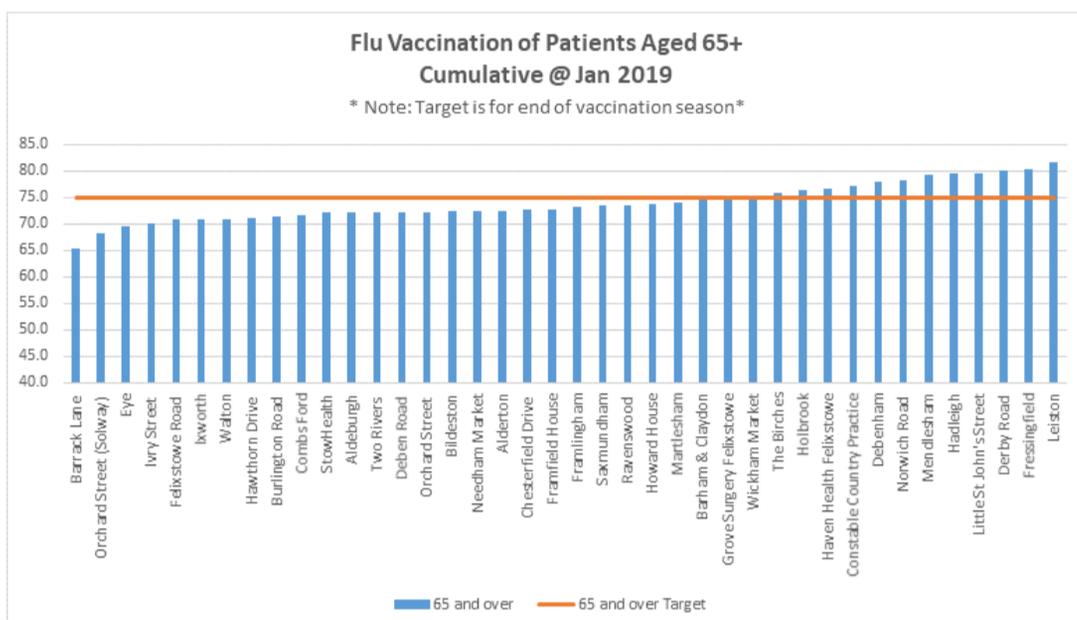
CHART OF THE WEEK

16 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: **FLU VACCINATION UPTAKE**

As we exit the 18/19 flu season, the great news is that as of January the CCG overall are less than 1% away from meeting the NHSE target of 75% for the entire season for patients aged 65+. 13 practices have met the target already with a further 23 all above 70%. Thank you and well done to everybody for getting us to this point.



[Click on chart to enlarge](#)

TOP TIPS!

Some of our best performing practices have shared the secrets of their success. While there is, as expected, some local variation in the detail, two major over-arching themes are very common:

- Start preparation for the next flu season EARLY (responses suggest a range of between NOW and August)
- Communication – LOTS of communication!

Mendlesham, who have achieved a 79.3% vaccination uptake in this cohort of patients, summarised their approach like this:

- Get the ball rolling early
- All vaccines ordered, proposed flu clinic dates sorted, staff notified and booked in.
- Put dates on website and Facebook page a bit nearer the time
- Send letters to patients, we also ring and send text messages

Leiston (the top performing practice in this metric having achieved an 81.7% uptake) provided a bit more detail in terms of the breakdown of their sessions. They set-up Saturday clinics, with “walk-in’s” available as well as bookable slots in addition to week-day set-time clinics offering the same level of access. Time was also set-aside for housebound patients or those in residential/care homes. Another practice wrote to patients giving them a time slot to attend depending on their surname. They looked at the uptake from the previous year and predicted how many patients would attend during each time slot so that the clinics ran smoothly and patients didn’t have to wait too long. The same practice also offered vaccinations opportunistically.

In terms of communication, over and above the channels mentioned by Mendlesham, Leiston also advertised within the practice waiting room, added slips to dispensed medication, produced a list of eligible patients that the reception and admin staff then ‘phoned. In addition the Patient Participation Group (PPG) were also used to spend time in the waiting room and promote the clinics with patients.

The PPG were also used to improve Patient experience in one practice by providing refreshments (aided by the local WI) and being used to marshal the car park. The availability of refreshments was also highlighted in the invitation letter.