



Weekly Inbox

11 MAR 2019 Issue 313

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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CHART OF THE WEEK

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FOR ACTION

OC GP PM Ad PN

1 Subject Access Requests

A company has been sentenced to a fine of £300, and ordered to pay costs of £1,133 with a £30 victim surcharge after not complying with a Subject Access Request. The company failed to provide the information within the required timescale, and the individual complained to the Information Commissioner's Office (ICO). The ICO served an enforcement notice on the company ordering it to comply with the law and provide the requested information. When the company failed to obey the notice, the ICO brought a criminal prosecution against them. Click [here](#) for article.

Organisations not only have to respect this right but must also respect notices from the ICO enforcing the law. If they fail to do so then they must accept the consequences, which can include a criminal prosecution. Please make sure that you are complying with the new 30 calendar day deadline under General Data Protection Regulation.

If you have any subject access request queries, please contact [Jodie Stutely](#).

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OC GP PM Ad PN

2 NHS Takeover of the Ipswich parkrun - Your Help Needed - Reminder

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 by Thursday 14 March – Thank you. zoe.knight@ipswichandeastsuffolkccg.nhs.uk.

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3 Improving the Lives of our LD Patients

We have seen some amazing progress in the delivery of annual LD health checks over the past 12 months. In Q3 17/18, the overall percentage of CCG LD patients recorded as having a health check was 36.5%, very similar to the previous year. This year that figure has risen to over 49%, which is a fantastic result and means that over 130 more patients are benefitting from the checks.

More than half our Practices are posting results that have improved by at least 10%, the best increase being nearly 63%. A massive well done and thank you to everyone for putting us where we are now and improving the lives of an ever increasing number of people.

Leiston, a consistent and improving top three practice, have offered these insights into the secrets of their success:

- Practice Nurses had LD training/update
- LD reviews scheduled in a separate clinic i.e. purely LD checks
- Send Easy Read LD invitation letter to explain the reason for the health check
(Wickham Market also do something very similar and also issue an explanatory booklet)
- Reviewed LD register ensuring correct contact details for carers etc were recorded
- Spread the workload throughout the year by inviting patients based on their date of birth
(Felixstowe Road start early to achieve the same end)
- Reviewed LD template to ensure covers all indicators
- Hold an LD review clinic on a quarterly basis

Meanwhile Wickham Market have been actively working with their Disability Liaison Nurse. They initially prioritised patients before making verbal contact with them and their carers to ensure they know how important the annual health check is. Felixstowe Road take this a step further by using that verbal contact to book the appointment.

Wickham Market also proactively manage the appointment ledger, extending existing appointments to accommodate health checks. Tracking attendance at the checks and taking action on non-attendance is also a key, something echoed by Felixstowe Road and others.

Finally, the recommended template in SystmOne is used at all times by Wickham Market, ensuring that read codes are correct and that all parts of the health check are completed thoroughly.

For further information, please contact [Annette Agetue-Smith](#).

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4 GP Workload Tool

Did you know that there is now a GP workload tool available in all clinical systems? It provides you with an easy way to access the following information:

- Appointment utilisation
 - Patient demographics
 - Multiple appointments/DNAs/cancellations
 - Modes of access
 - Wait times
 - Next available appointment
- [Guide for SystmOne](#).
 - [Guide for Emis Web](#).

If you have any queries, the Servicedesk can be contacted in the usual way.

Further information will be updated by NHS Digital [here](#), and there is also a feedback form where practices can tell the national team whether this is useful and how it might be developed further.

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5 DXS Processes

Below are the processes to follow for staff using the DXS Referral system 'Point of Care'.

New Starters

Log a call DXS Service desk to set up access to DXS:

Email: support-uk@dxs-systems.com

Phone: 0800 028 0004

Issues and Problems using DXS

1. Log a call through the DXS Service desk:
Email: support-uk@dxs-systems.com
Phone: 0800 028 0004
2. **Escalation of Problems & Issues:**
If you feel that the problem has not been resolved or the service has not been adequate, please contact the below number and request to speak with the Service Desk Lead
Phone: 0800 028 0004 ext. 220

All Training needs

1. Email: it.training@suffolk.nhs.uk
2. The CCG training team will respond and take details of the request
3. Videos relating to new versions & their functionality are available here:
[DXS Release Videos](#)
4. How to guides and training videos are available here:
 - a. [EMIS Training Materials](#)
 - b. [SystemOne Training Materials](#)

New / Amending Referral Forms, Leaflets or any other Content

1. Email: wscg.pathwaycontentfeedback@nhs.net
2. The Content team meet every month to assess requests.
3. Referral Pathway Manager will respond back to the originator with an update

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6 Are you a Family Carer in Suffolk? – Help Shape Carers' Services in Suffolk

Please promote these carers' events – one of which is in Kesgrave. Please also re-tweet <https://twitter.com/suffolkcc/status/1102547996909162496>.

Find out how carer experiences are helping health and social care in Suffolk decide what happens next. Come and help shape carers' services in Suffolk.

[Click for more information about booking](#) and help to attend, email family.carers@suffolk.gov.uk or contact Helen Robinson on tel: 01473 260354.

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7 NICR CRN Eastern Bulletin – Issue 10

Read Issue 10 of the combined NICR and CRN Suffolk and North East Essex Study and Resource Bulletin [here](#).

The CRN Eastern Spring newsletter can be found on the [new website](#).

If you would like to discuss any of the contents further, or would like a member of the team to visit your practice to find out more about the annual research contract for primary care research, please contact [Lynne Baker](#) by email or by telephone: 07702 822846.

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8 [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](#)

9 New Project to Support Mental Wellbeing in East Suffolk Schools

Students at schools in east Suffolk are set to benefit from a brand-new project which aims to support and develop their physical and emotional wellbeing – helping them grow into happy and healthy adults.

The two-year pilot will be led by Vision and Voice, a partnership of six local voluntary and community organisations, headed by the Green Light Trust. The project will see three practitioners and one co-ordinator employed to deliver a range of initiatives at Farlingaye High School in Woodbridge, Northgate High School in Ipswich, Alde Valley Academy in Leiston and Stowupland High School as well as their feeder primary schools from April 2019, potentially reaching over 1000 students during the two year pilot.

Read more [here](#).

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10 Training and Education Afternoon – Thursday 14 March
Trinity Park Conference and Events Centre, Felixstowe Road, IP3 8UH

This Thursday the Training and Education Afternoon at Trinity Park will feature a clinical lecture double-bill and some time at the start of the afternoon to allow collaborative groups some time together to discuss Primary Care Networks, 1.30pm – 2.30pm.

At 2.30pm, Prof Chris Williams will present **Living Life to the Full (LLTFF) - Helping your patients to help themselves: How low-low intensity support can transform your practice.**

Dr Williams is Emeritus Professor of Psychosocial Psychiatry and Honorary Consultant Psychiatrist at the University of Glasgow. His main clinical and research interest is in the evaluation of self-help approaches that provide wider access to cognitive behavioural therapy (CBT) approaches. He has researched various written and computer-based self-help treatments for anxiety, depression, anorexia and bulimia and is President of the British Association for Behavioural and Cognitive Psychotherapies.

This will be followed at 4pm by **Haematology and interpretation of abnormal blood results** with consultant haematologist, Dr Mahesh Prahladan, ESNEFT (*change to previously advertised speaker*).

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

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11 Mental Health and Emotional Wellbeing Education Series: Emotional Needs and Consultation Skills
Trinity Park Conference and Events Centre, Felixstowe Road, IP3 8UH

Following a very successful first educational event in February, 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 the emotional wellbeing resources model. 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.

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.

The programme for the rest of the year can be found [HERE](#).

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12 Practice Manager Forum – Tuesday 12 March
Holiday Inn Ipswich Orwell, 2 The Havens, Ipswich, IP3 9SJ

The Practice Manager Forum starts with lunch at 1pm on Tuesday 12 March.

Please see [updated agenda](#). If you plan to attend, please email [Jennifer Burman](mailto:Jennifer.Burman). [Back to top](#)

13 Care Navigator Forum – Thursday 14 March
Trinity Park Conference and Events Centre, Felixstowe Road, IP3 8UH

The Care Navigator Forum is taking place on Thursday 14 March at 2pm – see [agenda](#). Lunch will be served from 1:30pm. Please notify [Karen Ghosh](mailto:Karen.Ghosh) of your attendance.

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14 Free Tissue Viability Training Event – Tuesday 26 March
The Blackbourne, Blackbourne Road, Elmswell, IP30 9UH

Please see [poster](#) outlining an upcoming FREE Tissue Viability Training Event on Tuesday 26 March. This event has been arranged jointly through the CCG Medicines Management and Care Homes Team, and is aimed at all nurses in primary and community care.

To book a place for this **FREE** study day, please contact email [Amy Woodward](mailto:Amy.Woodward).
Closing date for bookings: Friday 22 March 2019.

We look forward to welcoming you there.

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15 Level 3 Safeguarding Children Training for GPs and Primary Care Staff

The following Level 3 Safeguarding Children Training dates are available. To book a place, please email [Caroline Pyrozuk](mailto:Caroline.Pyrozuk).

- Monday 16 September 2019, 9:00am to 12:00pm, Landmark House LH-VMC G01 Ground Floor Meeting Room, 4 Egerton Road, Ipswich IP1 5PF.
- Thursday 19 September 2019, 2:00pm to 5:00pm, West Suffolk House GFR14 Meeting Room, Western Way, Bury St Edmunds IP33 3YU.
- Friday 11 October 2019, 2:00pm to 5:00pm, Landmark House LH-VMC G01 Ground Floor Meeting Room, 4 Egerton Road, Ipswich IP1 5PF – 20 places available.
- Wednesday 16 October 2019, 2:00pm to 5:00pm, West Suffolk House GFR13 Meeting Room, Western Way, Bury St Edmunds IP33 3YU – 22 places available.
- Tuesday 12 November 2019, 9:00am to 12:00pm, Landmark House LH-VMC G01 Ground Floor Meeting Room, 4 Egerton Road, Ipswich IP1 5PF – 20 places available.
- Thursday 28 November 2019, 2:00pm to 5:00pm, West Suffolk House F1R10 First Floor Conference Room (East), Western Way, Bury St Edmunds IP33 3YU – 30 places available.

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16 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 74](#).

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

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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

- 18 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 GP regular patients with a SystemOne/Emis Record Sharing Decision plus recent progress, missed opportunities and summary care record decisions.

Top Tips!

- Include ['Who Can See My Health Record' form](#) in new patient & baby registration packs.
- In SystemOne, identify Frail & Palliative patients who **HAVE NOT** consented to have a Summary Care Record with Additional Information (SCR AI) by running 'Severe Frailty or Palliative' suite of 3 reports stored under Clinical Reporting; Suffolk GPs; Sharing Data (11) folder. Contact these patients to gain consent for Summary Care Record with Additional Information and full health record sharing.
- In EMIS Web, follow [link](#) to activate 'SCR Additional Information protocol' within the practice.
- Remember, consent doesn't have to be written, it can be verbal. Make sure SCR AI consent and full health record is marked on electronic record. Instructions can be found at the bottom of 'Who Can See My Health Record' form.

