



Weekly Inbox

28 MAY 2019 Issue 324

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

1 Request for Expressions of Interest: Physician Associate Ambassadors

OC GP PM Ad PN

From November 2016, HEE developed and tested a new Physician Associate (PA) *Ambassador* role across the Midlands region. The programme, the first of its kind in the UK, was designed to address local workforce need and the national imperative to increase the PA workforce with, where possible, a particular focus in Primary Care.

Since 2016, the PA Ambassador programme has gained pace and strength; Ambassadors have significantly grown the numbers of PAs in their local systems whilst supporting and developing students and qualified PAs alike. HEE are currently inviting an Expression of Interest from across the East of England.

For further information and to register your interest, please [download the form](#). [Back to top](#)

FOR INFORMATION

2 Learning disability, death certification and DNACPR orders

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The third annual Learning Disability mortality review (LeDeR) report was due to be published on 21 May and includes analysis from over 1000 deaths. It has found that the rationale for a number of Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) were cases documented as "learning disability" and "Down Syndrome". Please read [this important letter from NHS England & NHS Improvement](#) regarding the Learning disability, death certification and DNACPR.

LeDeR Bulletin - Mental Capacity Act

[Click here](#) to read the latest LeDeR Bulletin regarding the Mental Capacity Act. [Back to top](#)

3 Care Homes LES Update

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Appendix 4 is now updated and on the [webpage](#). Please can you all ensure you have a read the 2019 version and ensure the coding with the practice mirrors the LES requirements.

The CCG IT team have also created a new template. SystmOne surgeries can find a template called 'Care Home Visit' that's been published, but we'd still encourage you to use your own recording systems/templates. The one published is **only** to generically cover the data set from the LES and **not** a clinical evaluation/assessment tool. We couldn't use a template that was donated to us due to various technical and usability reasons.

REMINDER – The quarterly data audit has changed. Please use the new one from Q1 2019. Thank you.

As always any questions please contact [Laura Kroluk](#). [Back to top](#)

4 Referrals to physio vs SPOA from GPs

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If a GP feels the patient needs an orthopaedic review, the quickest route would be for the GP to complete a referral to the SPOA with a good history and rationale then these referrals can be forwarded to the PESP service for triage to orthopaedic services. This would save the patient considerable time as well as using physio resource more appropriately.

It of course remains the case that the starting point for most orthopaedic conditions is physiotherapy and physiotherapists will refer on if required but physiotherapy shouldn't be the route for patients known to need ortho review.

Matt Peck, AHPS
Telephone: 07950 824 999, Email: matt.peck@nhs.net

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5 Practice Nurse Newsletter

We are pleased to share our latest [Practice Nurse Newsletter](#), which includes information about upcoming Forum and autumn Conference as well as training opportunities and information about the specialist perinatal mental health team. Please follow the above link to view and share with your primary care nursing colleagues.

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6 New SEND Support & ASD factsheets on the Suffolk Local Offer website

To help children, young people and their families source support for their needs, two new factsheets are now available on the [landing page for Education](#) of the Suffolk Local Offer website.

The factsheets have been co-produced by Suffolk Parent Carer Network (SPCN), the County Inclusion Support Service (CISS) and East Coast Community Healthcare to provide information that can be downloaded and printed out.

The [ASD Factsheet](#) is a simple two-sided guide covering what ASD can look like, what to do if you think your child needs to be assessed, strategies schools can use to support children with ASD and strategies that might be useful in the home. It will also guide you to Suffolk-specific information and services.

The [SEND Support Factsheet](#) clarifies some of the information in the SEND Code of Practice on what support can be expected from a child's school, and what to do when they can't meet needs.

If you have any queries, please email localoffer@suffolk.gov.uk

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7 Workforce Data Reports

Phyllis Anderson, the CCGs Workforce Data Champion, will be in contact with some of you in June to discuss the information held on the National Workforce Reports System. As you know the Primary Care Web Tool came to an end recently and Phyllis has the job of ensuring that all the data has transferred over correctly.

Phyllis has noticed there are errors on the system for 11 of our practices and these are the practices she will be contacting in June. She has the live data from NHSE but cannot interrogate your system therefore she will need your cooperation to rectify any errors that have occurred.

If you have any questions in the meantime on workforce or the data, click here to contact [Phyllis Anderson](#).

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8 DXS Update – May 2019

Please take a look at the [latest DXS update briefing](#) to see the latest updates to DXS content, the newest version release notes and Top Tips on getting the most out of DXS.

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9 Parkrun Practice initiative

On Saturday 1 June there will be a special Parkrun across the country to celebrate the first anniversary of the Practice Parkrun initiative. The initiative is between the Royal College of General Practitioners and Parkrun and aimed at promoting the health and wellbeing of GP practice staff and patients.

All the information about the day, including the pledge form, can be found [here](#).

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10 Local Vacancies

Please click the above link to see the current local GP and practice staff vacancies; new jobs added every week. If you have a vacancy to advertise here and on our website, please contact [Stuart Graham](#).

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SOCIAL PRESCRIBING

11 Care Navigator News Issue 2, Spring 2019

Please follow the link to the second issue of the [Care Navigator News](#), which includes details of the next Care Navigator Forum (please confirm attendance to [Zoe Knight](#)), Viewpoints on Care Navigation, Christians Against Poverty, Stepping Home, Dementia Bookcase Model, other online resources, and more...

Please share with colleagues who may be interested.

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12 'What Matters To You' Day – 6 June 2019

'What matters to you' day takes place on 6 June 2019. The aim of the day is to:

- Encourage and support more conversations between people who provide health and social care and the individuals, families and carers who receive that care
- Shift the focus from 'What is wrong with you' to 'what matters to you'.

The day will help to raise awareness and celebrate the positive impact that asking 'What Matters to You' can have. Posters, stickers, badges and other materials are available for free and you can download or order these free resources via www.whatmatterstoyou.scot. You can also contact england.wmtly@nhs.net and join the Twitter conversation #WMTY2019.

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EDUCATION & TRAINING

13 22 May Trinity Park Safeguarding Training Feedback

It was great to see so many of you at the education afternoon at Trinity Park last week and thank you for your patience while we found more chairs! As ever, we would appreciate your feedback on the sessions, thank you. [Survey link](#).

The slides from the main programme are now available on the [training resources page on the CCG website](#). The slides from Jo Hutchings presentation will be sent separately to those who attended her session.

As discussed in the Make a Change 'speed date' last week, the toolkit used when assessing a child's risk of child sexual exploitation can be found on the Local Safeguarding Children's Hub website [HERE](#) but is also available in Word format on the [training resources page](#).

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OC GP PM Ad PN

14 Meet the MASH

We have an exciting opportunity for GP Safeguarding leads and/or their deputies to attend 'Meet the MASH' sessions specifically for Primary Care services. We will go through the role of the MASH, how processes work and consider some GP cases, how they moved through the MASH and their outcomes. We will finish with a Q&A session with a specialist MASH health professional.

It would be fantastic if we could have representation from each surgery to then share the learning back in practice.

These will be held in the main conference room, Visitor Centre at Landmark House, Ipswich IP1 5PE. There are 2 dates available:

Wednesday 11 September 3pm – 5pm

Friday 8 November 9am – 11am

To book a place please email Julie.purnell@suffolk.gov.uk and if you require a parking space booking, please include your car registration number. Parking is behind the main building.

Any questions please contact Jo Hutchings johannahutchings@nhs.net, Deputy Designate Nurse Safeguarding Children. Ipswich and East Suffolk and West Suffolk CCGs and lead for Primary Care.



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15 Dementia education evening – 5 June

On Wednesday 5 June, we will be hosting an educational evening focused on Dementia. Our keynote speaker will be Dr Elizabeth Barrett, a recently retired GP who is co-author of '[Dementia Revealed: What Primary Care Needs to Know](#)'. We will also welcome Alana Page and Judith Goldsmith from the Suffolk Dementia Together service to bring us the local picture.

The evening starts with supper from 6.45pm, with the talks scheduled for 7.30pm – 9.30pm. Venue: Trinity Park, Ipswich. [View agenda](#).

This FREE event is **open to all primary care staff** so please share within your surgeries. We've had some great evening education sessions so far this year so if you've not been before do come along; it would be great to see you there.

Booking helps with planning for catering and seating so to book your place, please contact [Shelley Mitchell](#) advising of any dietary requirement. Many thanks.

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16 PACT (Primary care and Community care Training Hub)

For the latest news and training opportunities, please follow the link to [PACT Training Hub Newsletter Issue 85](#).

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



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.

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CONTACT

17 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](#)
- [New to the area? Our Clinician Welcome Pack includes useful information](#)
- [Ipswich and East Suffolk Falls Directory](#)
- [Referrals, Briefings and Pathways](#)
- [Download Digital Campaign Resources](#)
- [NHS England](#)



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DID YOU KNOW...?

18 Have you heard of Minding the Gap?

Minding the Gap, offers intensive support to young people (15-24) in Suffolk, to gain the skills and experience they need to pursue their aspirations and move into work, training or education. It is open to young people with complex needs who are most distant from the job market and experiencing multiple barriers to accessing services and employment related support.

Funded by the European Social Fund and the National Lottery Community Fund, the project offers person-centred support, it provides everyone with the opportunity to explore what they like doing and how these ideas can form their future lives.

If you are working with any young people who could benefit from Minding the Gap, or would just like some more information you can get in touch by telephone: 01473 345352 / 07955 866994 or email: mtg@communityactionsuffolk.org.uk

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CHART OF THE WEEK

19 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.

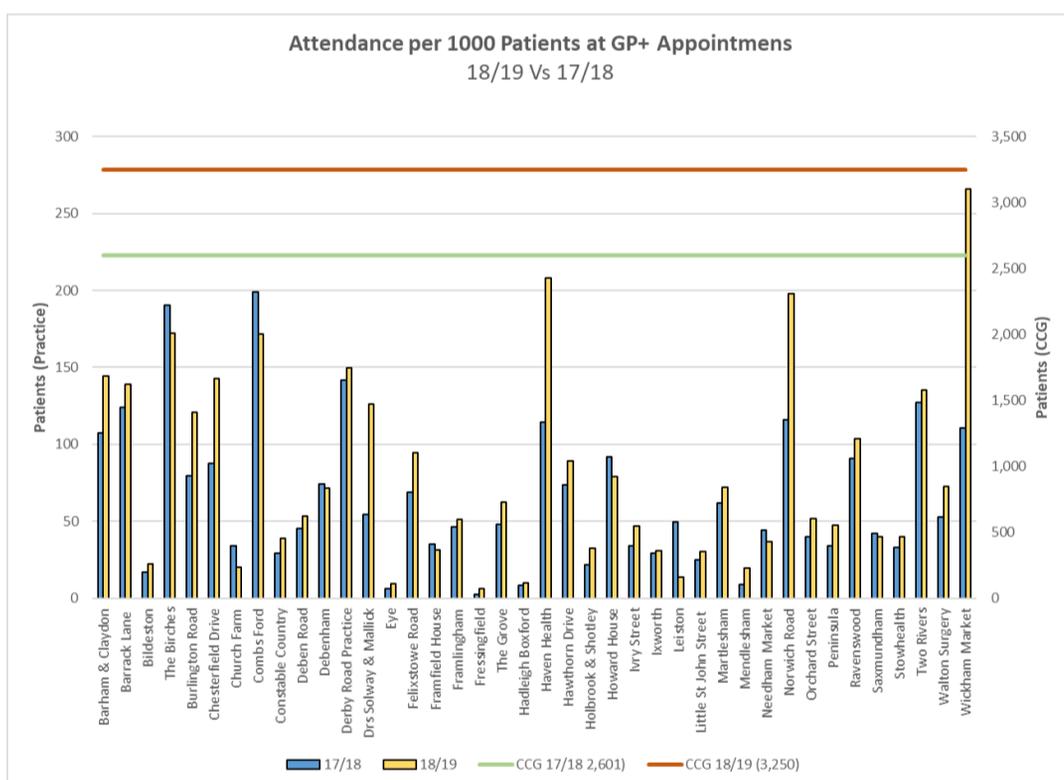
This week we are looking at: **Attendance per 1000 patients at GP+ appointments.**

Usage of GP+ has increased significantly in the last year, but there are still plenty of appointments available. For the first four months of this year the utilisation of appointments looked like this:

Week Day	Slots Available	Slots Booked	Booked %	Unused
Monday	1,463	1,149	78.54%	314
Tuesday	1,183	901	76.16%	282
Wednesday	549	475	86.52%	74
Thursday	1,107	949	85.73%	158
Friday	850	691	81.29%	159
Saturday	6,331	4,369	69.01%	1,962
Sunday	3,457	1,840	53.23%	1,617

Some key take outs:

- Appointments are available on a Saturday/Sunday and BH Mondays. There is always good availability at the weekends.
- To maximise the benefit of appointments, offer GP+ appointments as soon as patients start ringing in, not when a practice starts to run out of appointments
- Ask if the patient can attend a different GP+ base, rather than the closest to your practice, e.g. they may work in Ipswich, Felixstowe or Bury
- There are GP+ bases in Ipswich, Felixstowe, Leiston, Stowmarket, Wickham Market, Bury, Haverhill, Sudbury, Mildenhall and Newmarket.



[Click on chart to enlarge](#)

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