



Weekly Inbox

19 August 2019 Issue 336

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: General Practitioner
PM: Practice Manager
Ad: Administrative staff (including medical secretary, care navigator)
PN: Nurses (including HCA, Practice Nurse, Nurse Practitioner)
OC: Other clinicians (including ECP, Pharmacist, PA)

FOR ACTION	EDUCATION & TRAINING
1. Suicide Prevention for Veterans	7. Ipswich and East Suffolk CCG GP Training and Education
FOR INFORMATION	8. Looked after Children Health needs and Assessment Training
2. Dementia Together: Younger Persons Navigator	9. Red Whale Women's Health Update Course
3. How are you Suffolk?	10. East of England Practice Nurse and Community Diabetes Nurse Conference
4. Latest vacancies	11. Time for Care: Quality Improvement for Early Career GPs
PCN CLINICAL DIRECTORS INFORMATION	12. PACT
5. The Integrator: The new provider on the scene	DID YOU KNOW...?
6. PCN Development Support	13. Did you know..?
	CONTACTS and USEFUL LINKS
	14. Contact us
	CHART OF THE WEEK
	15. Chart of the Week: Helpfulness of Receptionists by PCN Patient Survey

FOR ACTION

1. Suicide Prevention for Veterans – Audit of GP Surgeries in Suffolk

Message from Dr John Hague, GP, Clinical Executive Member

Did you know that in Suffolk there are an estimated 34-38,000 veterans? Most served many years ago and many won't be aware of services that may support their existing or future health, wellbeing and welfare needs. Whilst the majority of ex-service personnel live fulfilling lives post service, recent evidence shows that veterans and/or their family members or close friends are among those at higher risk of suicide. We are keen to identify veterans and promote additional services through community networks and social prescribing.

Working with Public Health Suffolk County Council we have developed a short survey to audit current systems in GP surgeries for identifying and supporting veterans.

I invite you to complete the survey which will only take a few minutes:
<https://www.smartsurvey.co.uk/s/QXO5V/>

I also include these links for information:

[Veteran Gateway](#)

[Veteran friendly accreditation:](#)

[Back to top](#)

FOR INFORMATION

2. Dementia Together: Younger Persons Navigator

Dementia Together provides help with practical information and support for anyone who is curious, concerned about their memory or living with a diagnosis of dementia. The service supports everyone as an individual, including the person themselves, their loved ones, carers and other family members.

The younger person's navigator is a new and unique role to ensure the approach is person centred; this role will support anyone who is under 65 living with memory worries, concerns or have a diagnosis of dementia. The focus will be ensuring that the person does not feel like they are placed into an older person's service. This role will help with information on finances including benefits, peer to peer support groups, social support, employment concerns, driving queries.

If you have patients and/or carers who you feel would benefit from the service, please signpost or refer directly to the service. If you wish to know more about new role please contact alana.page@suerydercare.org and she will be able to tell you more.

You can refer into this service using the Dementia Together referral form.

Further details available via www.dementia-together.com

SRYC.DementiaTogether@nhs.net 08081 688 000.

[Back to top](#)

3. How are you Suffolk?

The How Are You Suffolk? Campaign is to promote Eating Well, Sleeping Well and Moving More for wellbeing. The campaign will also promote the <https://www.nhs.uk/oneyou/> health improvement, advice, tools, tips and How Are You? Health Quiz. The campaign will run from September 2019 – March 2020. Please [click here](#) for the campaign briefing.

[Back to top](#)

4. [Local Vacancies](#)

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

[Back to top](#)

PCN CLINICAL DIRECTORS INFORMATION

5. The Integrator: The new provider on the scene

The article [linked here](#), is produced by the Health Service Journal and sets out some of the thinking and elements of the vision of how primary care networks may work in the future.

[Back to top](#)

6. PCN Development Support

NHS England have announced some funds (£300k) to support the development of Clinical directors and PCNs. Please follow the link below to a covering letter and details of both the development offer and the maturity matrix. The matrix is very similar to the one that was sent to Clinical directors shortly before the practice close down session in July. The funding is to be made available every year for the next 5 years. We will pick this topic up with you all at the Clinical Director session at the Training & Education event. If you have any queries about the documents please contact Caroline Procter by e-mail at:

caroline.j.procter@ipswichandeastsuffolkccg.nhs.uk

[Click here](#) for PCN Maturity matrix diagnostic tool

[Click here](#) for PCN Maturity matrix 19-20

[Click here](#) for PCN Development Support Prospectus

[Back to top](#)

EDUCATION & TRAINING

7. Ipswich and East Suffolk CCG GP Training and Education Afternoon 11 September 2019

We are delighted to welcome Dr Hadi Manji as our headline speaker at our Training and Education Afternoon on 11 September to talk about movement disorders, including Parkinson's disease and management of the same in primary care.

The afternoon schedule is packed with workshops and meetings including Prescribing Leads, Speed-dates and Pharmacist Network. The Annual Members Meeting will also take place during the afternoon. A [Practice Nurse Conference](#) and [Care Navigator Forum](#) are also planned (booking is essential).

We very much hope to see you there. [View flyer](#) for more information.

[Back to top](#)

8. Looked after Children Health needs and Health Assessment training

This Level 3/4 training will be delivered by Dr Sarah Steel: Designated Nurse Looked after Children (Gt Yarmouth & Waveney CCG) and Dr Awais Khan: Named Doctor for Looked after Children at West Suffolk Hospital to develop knowledge, skills and competencies for medical professionals undertaking health assessments in Suffolk & North East Essex. Any GPs with a special interest in looked after children's health needs are welcome to attend.

The training will take place on Monday 30 September 2019 Time: 1.30pm - 4.30pm at Nacton Suite, Trinity Park, Felixstowe Rd, Ipswich, IP3 8UH

To book a place please email WSCCG.suffolksafeguardingchildren@nhs.net

Please [click here](#) for the flyer.

[Back to top](#)

9. Date for your diary: Red Whale Women's Health Update Course – Thursday 10 October 2019

Following last year's successful Cancer update, Red Whale are returning this October to deliver a Women's Health Update Course as part of the CCG education afternoons programme at Trinity Park. This has been funded by the Suffolk and NE Essex Primary Care Training Hub.

This course is designed for all primary care clinicians who have an interest in updating their skills and knowledge in this area. Perhaps you're experienced in women's health and want an update, or maybe you don't do much gynaecology but want to make sure you're offering the right advice.

Thursday 10 October 2019 1pm - 6pm (including lunch). If you are interested in attending, please [click on the flyer for more information](#) and booking details.

[Back to top](#)

10. East of England Practice Nurse and Community Diabetes Specialist Nurse (DSN) Conference – Thursday 10 October 2019

The East of England Diabetes Clinical Network are pleased to announce the East of England Practice Nurse and Community Diabetes Specialist Nurse (DSN) Conference taking place on Thursday 10 October 2019 at The Granta Centre, Granta Park, Cambridge, CB21 6AL.

Click [here to view](#) the 'save the date' flyer that has details on how to book a free place. A full programme for the day will follow in due course.

This event is aimed at Practice Nurses with an interest in diabetes and those wishing to learn more, HCAs & Community Diabetes Specialist Nurses and will focus on the work in the East of England within both primary and community care that is delivering improvements for people with diabetes through integrated working, sharing how diabetes care within general practice is developing, what the nursing workforce in the region looks like and the challenges ahead. [Back to top](#)

GP

11. Time for Care: Quality Improvement for Early Career GPs

Funded two day programme for the East of England region. 16 and 17 October 2019 (9am - 4.30pm each day). Novotel London Stansted, CM24 1SF

This programme is designed for all early career GPs (from ST3 to first 5) working in general practice across the East of England and will include training in a wide range of key quality improvement concepts, tools and techniques such as the Model for Improvement, mapping, measurement and testing.

For more information about the programme and booking details, please [click here](#).

[Back to top](#)

12. Suffolk and North East Essex Primary Care Training Hub (PACT)

The training hub weekly newsletter is THE PLACE to find local training, education and workforce development for primary care.

Please follow the link to the latest [Training Hub Newsletter Issue 97 – 12 August 2019](#)

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

The Training Hub is 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.



Suffolk & North East Essex
Primary Care Training Hub

[Back to top](#)

DID YOU KNOW...?

13. Are you LinkedIn?

LinkedIn is a social network for professionals. The CCG has a new LinkedIn page so if you are on LinkedIn, please do [follow us](#).

The NHS England GP Forward View LinkedIn page has been rebranded as a new ["We are primary care" page](#). If you are on LinkedIn, you may wish to follow the new page and encourage your primary care networks and colleagues to do the same.

[Back to top](#)

CONTACT

14. 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 work in general practice in Ipswich and east Suffolk and 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.

Want to become a Dementia Friend?

Watch an online video by clicking [here](#) and entering your unique code: **Ips6900** (for all Ipswich & east organisations)



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

Useful links:

- [Bookmark the CCG website](#)
- [Latest news from the CCG](#)
- [Who's who in the Clinical Executive](#)
- [Useful links to NHS and other websites](#)
- [Living Life to the Full for Suffolk](#)
- [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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[Back to top](#)

CHART OF THE WEEK

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

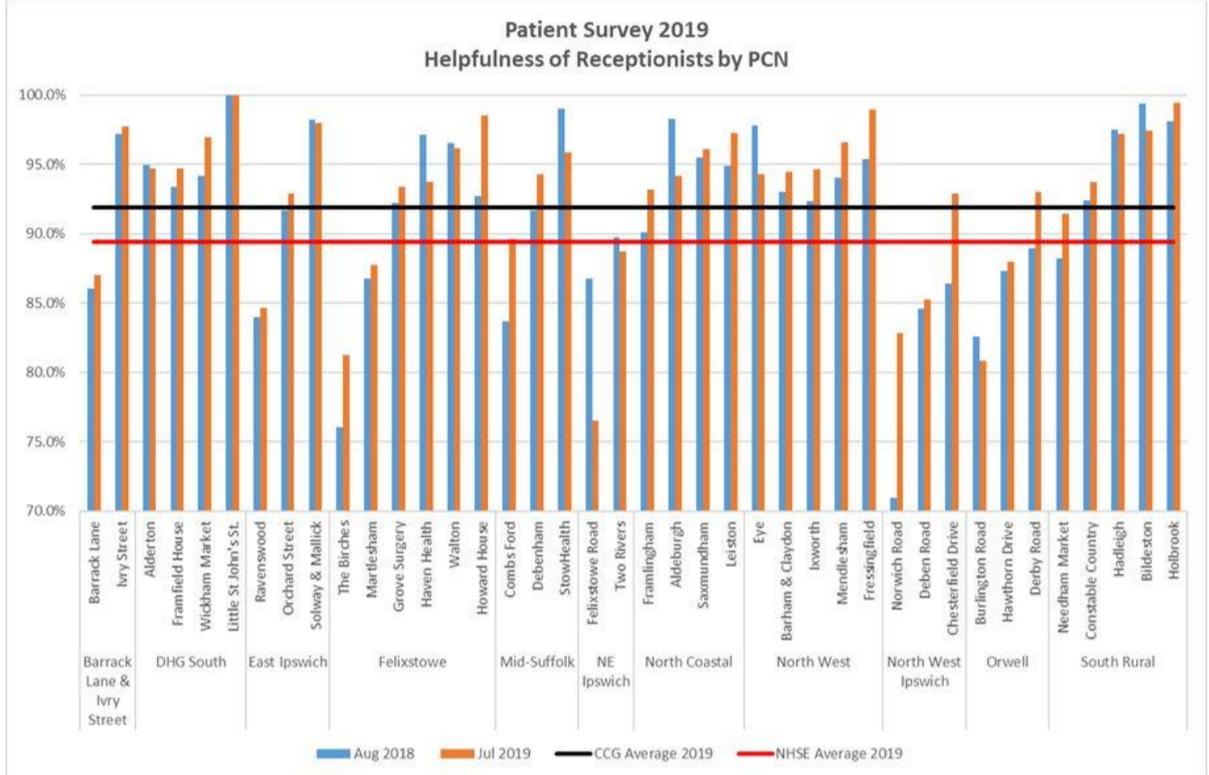
This week we are looking at Helpfulness of Receptionists by PCN Patient Survey 2019

The practices in Ipswich and East Suffolk consistently do very well on this metric and this year increased the positive collective gap between yourselves and the overall result for NHS England. So many congratulations to you for maintaining such high standards. If there is one thing more difficult than achieving success it is maintaining it, so you may want to take a look at the [document](#) from Healthwatch regarding improving waiting rooms (if only to remind yourselves of what it is you already do so well!). It is not specifically about Helpful Receptionists of course, but it is closely related.

We have asked some of the best/most improved practices what they are doing that works so well.

One thing that came across very strongly is the need to value, listen to and involve receptionist.

To read more about what local practices are doing please [click here](#).



[Click on chart to enlarge](#)

[Back to top](#)