



# Weekly Inbox

08 APR 2019 Issue 317

## 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:

<b>GP: GPs</b>
<b>PM: Practice Manager</b>
<b>Ad: Administrative staff (including medical secretaries, receptionists)</b>
<b>PN: Nurses (including HCAs, Practice Nurses, ANPs)</b>
<b>OC: Other clinicians (including ECP, Pharmacists)</b>

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2. <a href="#">'Help us to help you' Campaign Participation</a>	<b>EDUCATION &amp; TRAINING</b>
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## FOR ACTION

OC GP PM Ad PN

### 1 Training and Education Feedback Request

Thank you to those of you who attended the education and development event at Trinity Park on Thursday; we hope you found it useful.

Your feedback is important to us and helps us with planning of future events. Please take a couple of minutes to complete the [Evaluation Form](#) by **Wednesday 17 April**. You can also use the form to request a certificate of attendance if required. Many thanks for your time.

Click for the resources from the [Upper Limb Pathways talk](#) by Chris Roberts.

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OC GP PM Ad PN

### 2 'Help Us to Help You' Campaign Participation

The campaign will highlight the role of the receptionist/care navigator and the various healthcare staff in the general practice multidisciplinary team.

We want to feature a variety of real NHS staff working as part of the general practice team in materials to support the activity.

For further information, please click [here](#).

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## FOR INFORMATION

OC GP PM Ad PN

### 3 Supply Issue: LINC Medical Drainable Night Bags

There is currently a supply issue with LINC medical **drainable** night bags SLC13 and SLC13L, which will be resolved in the next four weeks. In the meantime please note the following alternative:

Rusch drainable night drainage bag/slide 850420 (slide tap) or 850421 (lever tap) 2L(Teleflex)

There are no supply issues with the non-drainable version LM2LNS which are disposable each night. LINC provide catheter appliances UK wide and will be able to meet demand normally.

The manufacturers have said they can provide alternative samples to patients to make up for any delay in supply, if the practice wish. This will be free of charge and delivered direct to the patient. The company can be contacted on:

Demetrio Cadiante email: [demetrio@linc-medical.co.uk](mailto:demetrio@linc-medical.co.uk) or by phone: [07876898766](tel:07876898766)

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**4 Safety Notice – Nutilis Pre-thickened Range Name Change**

Nutilis pre-thickened products have been re-labelled during March to align with the new International Dysphagia Diet Standardisation Initiative (IDDSI) framework. The products remain the same – it is only the labels that are changing.

There may be a short period of time when products with the current labels and new IDDSI labels will be available. If you require any further information or assistance, please contact the Nutricia Resource Centre on 01225 751098 or [resourcecentre@nutricia.com](mailto:resourcecentre@nutricia.com).

Current – UK National descriptor label	New IDDSI framework label
Nutilis Complete Stage 1	Nutilis Complete Drink Level 3
Nutilis Complete Stage 2	Nutilis Complete Creme Level 3
Nutilis Fruit Stage 3	Nutilis Fruit Level 4

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**5 Felixstowe Community Hospital – New Access Arrangements for the Minor Injuries Unit**

New opening hours and a change in access arrangements have come into force at Felixstowe Community Hospital’s Minor Injuries Unit (MIU).

Patients with minor injuries will still be able to receive treatment at the MIU, but will have to make an appointment to see a member of staff.

New NHS guidelines governing urgent care facilities mean the unit, which is run by the Suffolk GP Federation, will no longer be offering a walk-in service.

The unit’s opening hours have also changed in order to meet current levels of demand; open from 8am to 8pm, seven days a week.

In future, anyone who suffers a minor injury in the area should call NHS111, where an on-the-day appointment can be arranged for them at the MIU if appropriate.

Walton, The Grove, Howard House and Haven Health – can also book appointments for patients who phone or call in at their surgeries, subject to meeting the criteria.

Patients may have to wait a short while during busy times. If they have a serious injury that requires immediate attention, they should call 999.

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**6 Suffolk Children and Young People’s Emotional Wellbeing Hub Update**

The Emotional Wellbeing Hub provides information, advice, and guidance for those concerned about the emotional wellbeing and mental health of a child or young person up to the age of 25 years, or directly to young people who need emotional wellbeing support in east and west Suffolk registered with a GP in the Ipswich and East CCG and West Suffolk CCG.

Since opening in May 2018, the Hub has received over 7,000 contacts and referrals, including almost 900 in March. Although we planned for this level of contact, we under-estimated the complexity, time and staff capacity required to respond effectively to this demand. We apologise that this is the case and are currently recruiting staff to make sure the Hub is as efficient and effective as possible. Click [here](#) to continue reading.

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**7 My Care Wishes – Updated Documentation**

Please click [here](#) for some information about updated documentation for My Care Wishes.

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**8 Collection of Connect for Health Roll-Up Banners**

Connect for Health (Social Prescribing) roll-up banners will be available for Practice Managers to collect at the Practice Manager Forum on Wednesday 10 April. There is one available for each Practice.

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**9 Transition: Moving Into Adult Care Guide**

Click for the [‘Transition: moving into adult care’ guide](#) for young people and families.

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**10 Raising Concerns or Compliments about Cephaz Care Ltd**

All practitioners are encouraged to feedback to Cephaz Care Ltd about any aspect of their care delivery. Read more [here](#).

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## 11 Suffolk Local Offer Share Via SMS

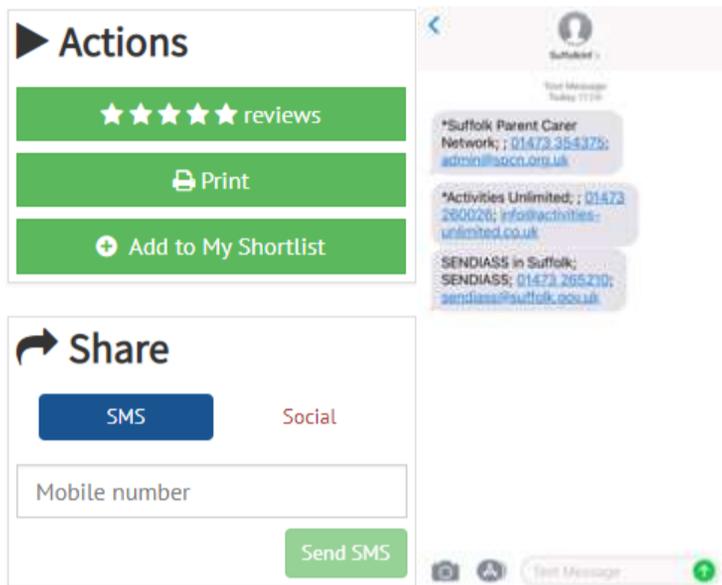
“Share via SMS” tool on the Suffolk Local Offer website helps professionals to support families without access to the internet

Share via SMS is part of Suffolk’s Special Educational Needs and Disability (SEND) Strategy’s commitment to accessibility by ensuring families who don’t have access to the internet can find out about services on the [Suffolk Local Offer](#) website.

This feature allows any professional to share information with a family, straight to their mobile phone.

On every service / organisation record, simply type in the recipient’s mobile number in the box provided and hit “Send SMS”.

The recipient will then receive contact details: an email address and phone number for the organisation – as seen below.



Please click on the pictures to enlarge.

If you have any queries please contact Leigh Ramsey: [localoffer@suffolk.gov.uk](mailto:localoffer@suffolk.gov.uk). [Back to top](#)

## 12 Launch of Walk and Talk – Thursday 11 April 2019

Walk and Talk launches on Thursday 11 April at 10am.

Starting at Gainsborough Leisure Centre the walk will take a route through to Orwell Country Park down to the river Orwell and back. The walk is open to all but we hope to attract those who have an interest in mental health and wellbeing. The idea is that those who come along can ‘Walk and Talk’ either to each other to encourage friendships and prevent social isolation or to mental health professionals to learn about what mental health services are available to them. At the end of the walk all will be invited into Gainsborough Leisure Centre for refreshments and to learn more about mental health support.

Please don’t be afraid to come along on your own – we are a friendly bunch. Of course bring a friend/colleague/family member for support if you like. All are welcome.

Please email [Marielena.giner@suffolk.nhs.uk](mailto:Marielena.giner@suffolk.nhs.uk) to confirm your place, alternatively just turn up on the day. Click [here](#) to see the poster.

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## 13 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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### IT NEWS

## 14 DXS SystemOne Template

DXS have been creating an integrated SystemOne offering that will provide all the benefits DXS Point of care from within your clinical system.

We have created library of QOF condition Templates, Long-term condition pathways & treatment and consultation support. These are designed to assist with identification and management of conditions, all aligned to NICE guidelines and condition specific best practice and links directly to your local content in DXS Point of Care.

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### EDUCATION & TRAINING

## 15 Mental Health Education Evening – Tuesday 7 May

The next in our series of free mental health and emotional wellbeing education evenings is on Tuesday 7 May. The topic is **Management of Anxiety & Depression** and our speaker is Dr Ram Elayaperumal, Consultant Psychiatrist and Clinical Tutor from Essex Partnership University NHS Foundation Trust.

Sessions are open to all primary care staff and include supper, but places are limited. To book your place, please contact [Karen Ghosh](#) and advise of any dietary requirements.

For more information, please click for [flyer](#).

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## 16 East of England Leadership Academy Practice Manager's Leadership Development

The East of England Leadership Academy are pleased to offer an exciting opportunity for all GP Practice Managers who are passionate about improving quality of care, service transformation and develop and enhance their leadership capabilities.

The 'Practice Managers Programme' consist of four development days covering the following areas: System Leadership, building a coaching style and culture, developing a fearless presenting style, improving communication, influencing and negotiation. An interactive thinking environment enabling small group discussion, tools and techniques and practical problem solving. Read more:

[Flyer](#) and [application form](#).

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## 17 Changes to E-Learning Provision

From 1 May there will be a new e-learning provision for most practices.

The e-learning portal accessed via the CCG website will be decommissioned and replaced by a new service from Blue Stream Academy Ltd. Each member of staff will be issued with a new set of login details for the new e-learning website.

Login details for the CCG website will remain the same for non-e-learning purposes.

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## CONTACT

18 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](mailto: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...?

### 19 John's Campaign – A Focus on Carers of those with Dementia

The John's Campaign focuses on carers for those with dementia. For more information click here for their [flyer](#) and [poster](#).

Please note that their [website](#) is not Internet Explorer 11 compatible and therefore you may need to look at it on your phone or by other means.

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## CHART OF THE WEEK

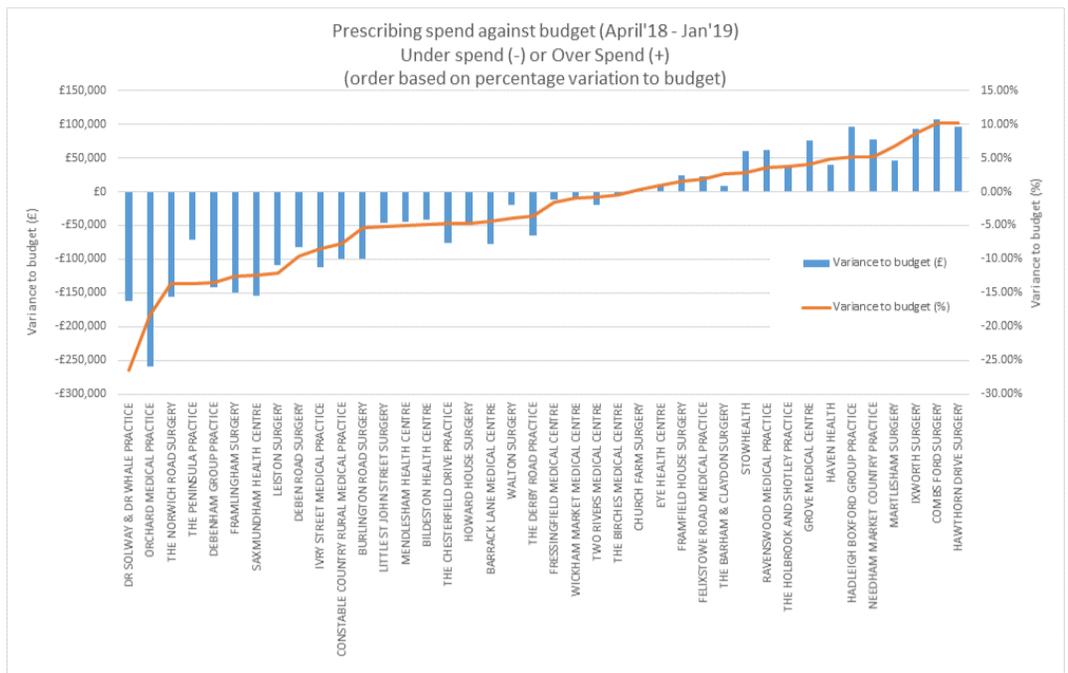
**20** We are often asked for more comparative information to enable practices to know where they stand on a variety of indicators in comparison with other practices. Therefore, we publish a chart every week on a variety of topics.

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: Prescribing Spend Against Budget (April '18 to January '19).

### Top Tip!

Medicines management technicians are able to perform searches to identify areas where cost saving can be made and discuss the results with the practice prescribing lead and create an action plan of areas they would wish to focus on. Please contact your medicines management technicians for further information.



[Click on chart to enlarge](#)

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