



Weekly Inbox

5 AUG 2019 Issue 334

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)

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FOR ACTION

OC GP PM Ad PN

1. LD Pre-health Questionnaire

The CCG recently made available to you the learning disability pre health check questionnaire booklets. An [editable e-version of the questionnaire](#) is also available for patients who you feel may find it suitable. This year NHS England mandates that GP practices need to ensure as a minimum that 75% of their patients living with LD have a health check. If you need any support to deliver the LD agenda please contact [Annette](#).

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OC GP PM Ad PN

2. Primary Care Awards – entries by 30 August

The National Association of Primary Care (NAPC) is now inviting entries for its 2019 Awards. They recognise people, teams and organisations who have provided outstanding patient care through innovation, integration, or simply dedication to their job. For more information and to nominate visit www.napc.co.uk/awards-2019/. The closing date is 30 August and the awards evening will be in Birmingham on 9 October.

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3. ESNEFT New Immunology Reference Intervals

Please read the [latest communication](#) from North East Essex and Suffolk Pathology Services (NEEPS), which advises that as from 1 August 2019 the Rheumatoid Factor will be assayed by Clinical Biochemistry at Ipswich Hospital and outlines the new reference interval.

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4. Dementia coding in GP Practice and Care Homes

There is a need to raise awareness of dementia coding in general practice and in our care homes. For patients in care homes who potentially have advanced dementia, the DIADEM tool has been approved for use by our local Later Life Consultant Psychiatrists, and supports GPs in diagnosing dementia in nursing homes, which is both appropriate and recognised as good medical practice. [Dementia Diagnosis DiADeM Tool](#)

Your practice can also book a Dementia Friends training session to raise staff awareness and work with Dementia Together, a holistic service providing support in the community for diagnosed patients. Dementia Together is also available to accept referrals from GP practices. For further information contact annette.agetue-smith@nhs.net

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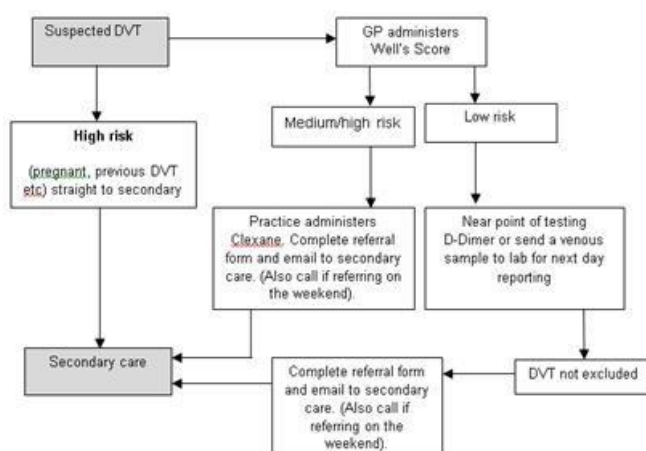
5. Adult safeguarding web page

The [Adult Safeguarding pages of the CCG website](#) have been updated and includes lots of useful information and contact details for the CCG adult safeguarding team. Please do take a look and bookmark it so it's easily accessible for when you need it.

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6. Message from ESNEFT: DVT Pathway

A gentle reminder to Clinicians of the correct referral pathway and to include the Wells score and D-Dimer score on the referral where applicable please.



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7. Funding available for training nurses new to general practice

To help practices in Suffolk and North East Essex, the Training Hub have agreed to fund the Fundamentals of General Practice Nursing course to all newly recruited nurses who do not have experience or skills in general practice. The course covers all the skills and knowledge required for the nurse to be general practice ready and is run over 12 weeks, usually involving 12 study days out of practice. The course is available at Anglia Ruskin University and it is hoped that it will also run at the University of Essex in October 2019.

For more details, click [here](#).

If you would like to apply for funding for this, please complete this [application form](#).

In addition, to help support newly recruited nurses, please take a look at the new [General Practice Nurse Induction pack](#).

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8. 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](#).

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9. New Community Pharmacy Contract

The Department of Health and Social Care has recently published The Community Pharmacy Contractual Framework for 2019/20 to 2023/24. The new Community Pharmacy Contract, which has been aligned with the GP contract, comes into force from October. Supporting delivery for the NHS Long Term Plan, the framework sets out the introduction of new clinical services to develop and expand the role of community pharmacy across three key areas: prevention, urgent care and medicines safety, with community pharmacies further integrated as part of local Primary Care Networks in the way they deliver services.

You can read more by clicking [here](#) and [here](#).

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10. Core INT Leadership Workshop

On Tuesday 10 September 2pm to 5pm there is a Core INT Leadership Workshop taking place at Ropes Hall, Kesgrave Conference centre. This is an opportunity for you to come along and meet your local INT Leaders.

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EDUCATION & TRAINING

11. 10-minute CBT: Thursday 19 September

As part of our Mental Health & Emotional Wellbeing Evening Education Series, we are delighted to welcome Dr Lee David to speak at our next evening event, which will focus on how you can deliver effective CBT in a 10-minute consultation. The evening is FREE to all staff working in general practice in Ipswich and east Suffolk and includes two-course supper. [Download Flyer](#) for more information. To book your place, please email shelley.mitchell1@nhs.net.

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12. Education for Health Long Term Conditions Interchange 27 September 2019

The first [Education for Health Long Term Conditions Interchange conference](#) will be held at the **NCVO in London on 27 September 2019**.

The free-to-attend conference will highlight good practice and innovative ideas in management of long term conditions. Delegates will have the chance to highlight issues, concerns and barriers which they are facing, that education and training may be able to help them overcome. The day focuses on asthma, COPD, diabetes and the use of digital technology in particular and there will also be open sessions where delegates can highlight their issues and concerns, and work together to come up with some ideas and answers using real life solutions.

The event is aimed at decision-makers and managers such as Clinical Leads or similar roles in CCGs and Primary Care Networks or other similar organisations.

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13. Flyer for Joint Clinical / Medico Legal Society meeting – 18 September 2019

We would like to draw your attention to the forthcoming meeting which is on the subject of the Health Care Safety Investigation Branch investigation into maternity safety. This should be an excellent opportunity to learn first-hand of the work and results of this new department. For more information, please click [here](#).

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14. 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 95 – 29 July 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

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DID YOU KNOW...?

15. Public Health advice in Suffolk

Public Health England's (PHE) Local Health Protection team operates a duty desk where health professionals can contact to obtain expert advice and guidance. Advice on public health matters is available 24 hours a day, seven days a week from PHE as they operate an out of hours service for health professionals only.

PHE East of England Health Protection Team (Suffolk)

Thetford Community Healthy Living Centre, Croxton Road, Thetford, IP24 1JD

Phone: 0300 303 8537 Option 1

Generic Email: EastofEnglandHPT@phe.gov.uk

NHS Email: phe.EoEHPT@nhs.net

Out of hours for health professionals only: **Suffolk: 01603 481 221 (Medicom)**

A note on Public Health Suffolk (PHS) Health Protection role

PHS has an assurance function across all aspects of health protection in Suffolk. This includes working closely with PHE, the Suffolk CCGs as well as other partner organisations in dealing with population level assurance. This is undertaken by colleagues based in Suffolk County Council who are not in a position to offer specific advice or guidance to health professionals around cases of infectious or notifiable diseases or hazards. Patient Identifiable Information (PII) should not be shared or sent to PHS as they are not involved in direct patient care or able to supply advice to you on specific patients.

The contact details for Public Health Suffolk is below:

Population Healthcare and Health Protection Team – Public Health
Suffolk County Council
Floor 2 Endeavour House
Russel Road
Ipswich, IP1 2BX

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CONTACT

16. 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.



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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CHART OF THE WEEK

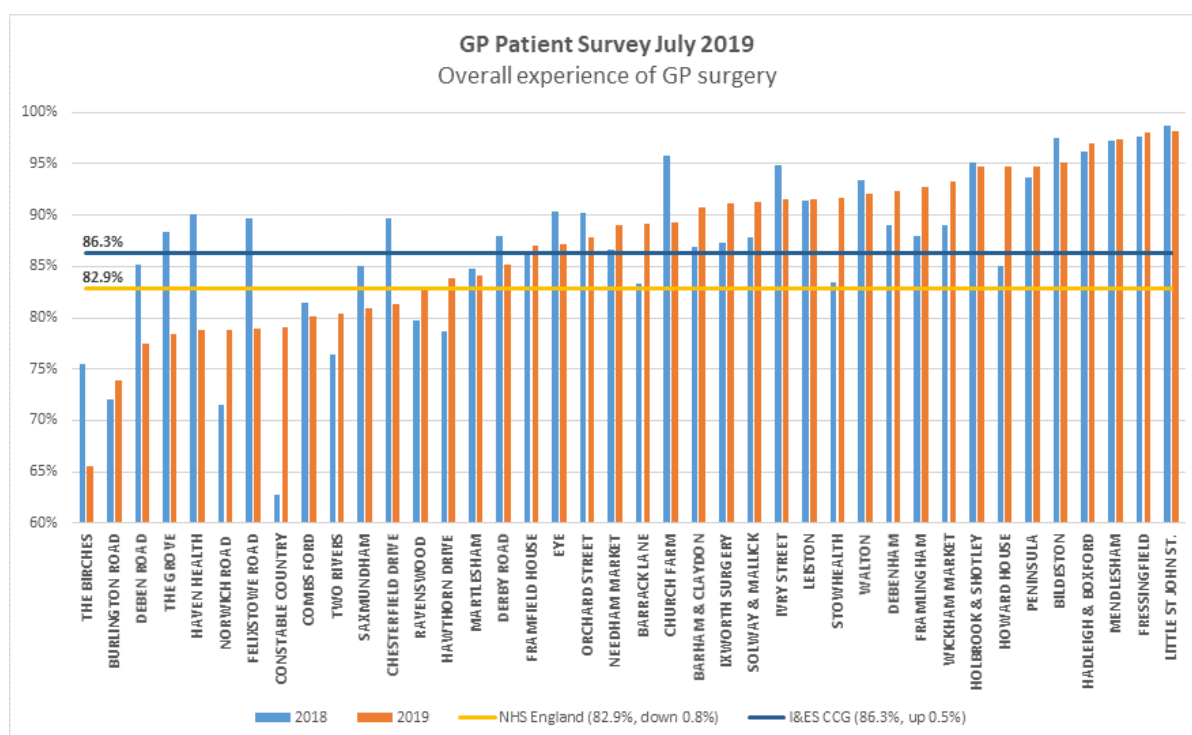
17. We are often asked for more comparative information to enable practices to know where they stand on a variety of indicators in comparison with other practices. Therefore, we publish a chart every week. Please [let us know](#) if there are any topics that you would find it useful for us to cover.

This week we are looking at Overall Experience of GP Surgery (from the 2019 national Patient Survey).

In the most recent GP Patient Survey Constable Country managed to improve their score for overall experience of their practice by a hugely impressive 16.3%. We spoke to Practice Manager Pete Keeble to gain insight into what the Practice has been doing to achieve this and the following are a summary of the method they have used.

1. Seek feedback however you can – websites (Practice, Healthwatch, NHS Choices), in person, engagement events, Friends and Family cards, patients feedback forms, Parish Magazine articles, posters, TV screens, national survey, local surveys etc. Healthwatch are also very helpful in obtaining feedback from patients.
2. Ensure patients know that you want to know what works well and what can be improved.
3. Review feedback from patients with staff, GP Partners and your PPG to decide what specific actions can be taken to improve the patient experience.
4. Let patients know that you have listened – communicate improvements via the Practice Website, Parish Magazines, Newsletters, Posters, 'You said, we did' cards and in person.
5. Critically, engage the whole team to help ensure that the overall patient experience actually delivered is continually improving.

So congratulations to Constable Country and to all of you for your continued commitment and hard work on behalf of your patients.



[Click on chart to enlarge](#)

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