



Weekly Inbox

18 Nov 2019 Issue 349

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

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

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.

Survey: <https://www.smartsurvey.co.uk/s/QXO5V/>

Veteran Gateway: <https://www.veteransgateway.org.uk/>

Veteran friendly accreditation:

<http://www.aldergate.co.uk/website/M83032/files/Armed%20Forces%20Veteran%20Friendly%20Accreditation%20FAQs.pdf>

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PM Ad

2. Care Navigator Training: Expression of Interest

We are keen to hear from you if your practice would be interested in taking up further care navigator training for your staff, either as a full two part course for new staff or a refresher for those involved in care navigation who perhaps haven't completed the full training before.

Please contact [Shelley Hart](#) if you are interested. Thank you.

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3. Launch of the Ipswich Hospital Patient Portal

Message from ESNEFT:

On Tuesday 19 November, Ipswich Hospital will launch the first phase of its Patient Portal. The development of the Patient Portal has been strongly supported by Ipswich and East Suffolk and North East Essex CCGs and is in line with patient and stakeholder feedback. ESNEFT will be analysing patients' experience of the system over coming months before launching the system for Colchester Hospital patients next spring. The Trust also plans to hold patient and stakeholder events in the new year to understand the appetite for and to prioritise the further development of the platform. We will be in touch with you about this soon.

How it will work

Patients who have a mobile phone registered in the hospital's electronic patient record will be invited to see their appointment letters and information online. Invitations will be in the form of a text message containing a personalised code with which patients can sign up. Once logged in, patients will be able to have access to their appointment information wherever they are.

We have developed the Patient Portal in response to patients' requests for better access to the information we hold about them, and to support them to be in control of their own care. Currently patients under 18 will be excluded from receiving invitations. We will continue to develop this platform to support the provision of other administrative and clinical information to our patients over coming years. We soft-launched the Patient Portal in October in our fracture clinic. Patients who have so far signed up rated the system 4.8/5 for ease of signing-up and 4.7/5 for the likelihood that they would recommend it.

How you can support the launch

Please reassure patients that text messages really are from the hospital and that the system is secure.

Please also make it clear that signing up to the Patient Portal is a personal choice.

Patients can also choose to turn off paper appointment letters if they wish. They can also choose not to sign up and continue to receive letters as usual. Their access to care will not be affected by their choice.

Point them to our website www.esneft.nhs.uk/patientportal for more information and FAQs.

If you hear of anyone having any technical issues, please ask them to email patient.portal@esneft.nhs.uk and we will respond as soon as possible.

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4. Repeat prescriptions within Suffolk and North East Essex

With the Winter Holiday fast approaching, the Clinical Commissioning Groups are taking the opportunity to ask people to prepare early and remind patients to order and collect their repeat prescriptions before the bank holidays.

Repeat prescriptions always has an impact on Urgent and Emergency care, however this is especially apparent during busy bank holidays. We find that within Suffolk and North East Essex every week hundreds of patients forget to re-order their medicines in time to collect them, and as a consequence, they become worried and end up either calling 111 or calling or attending emergency services for support. Repeat prescriptions remains the third highest reason that people call the 111 service. (The top two are – Toothache without Dental Injury and Health and Social Information)

Every Bank Holiday and over weekends near Bank Holidays, repeat prescriptions becomes especially obvious in Emergency and Urgent Care. On the August bank holiday weekend, 248 calls within Suffolk and North East Essex requested a repeat prescription through the 111 service, this equates to 82 calls a day from patients concerned about not having repeat medications.

During August 2019 as a whole, 995 calls were received by the 111 service for repeat prescriptions. If you include other Medication Enquiries call volumes rise to almost 1500 calls in the month for medication advice and prescriptions and this equates to approximately 49 calls a day to the 111 service.

If you have any questions about this please contact [Greg Brown](#).

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5. Pilot: New Atrial Fibrillation Screening Service

As part of the CCG's continued work on detecting and optimising patients with Atrial Fibrillation, a number of AliveCor AF devices are now being used in pharmacies across Ipswich and East Suffolk and West Suffolk CCGs. The purpose of these devices is to facilitate more opportune and timelier detection of AF.

As part of the pilot which runs from October through to end of January 2020, participants aged 65 years or older who are eligible for the influenza vaccination or when another opportunity presents itself will be invited to have a manual pulse check using the AliveCor Kardia mobile monitor. If a patient is identified as having a possible irregular heart rhythm the pharmacy will obtain consent from the patient so that their information can be shared securely through to the patient's registered GP practice using the generic email address to alert the practice to this finding. The patient will be encouraged by the pharmacist to contact their GP practice to make an appointment to see a health professional as soon as possible to enable further investigations to be carried out.

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6. Reminder: Supporting Family Carers in Suffolk

Family Carers can be integral part of individual's support network. As a reminder, there are two recently commissioned services that are available for GPs to support family carers in Ipswich and East Suffolk.

1. Suffolk Family Carer advisors
2. Respite on Prescription

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You can read more information about this information [here](#).

7. Red Whale Women's Health Handbook

We have now taken delivery of the Red Whale handbooks for those of you who missed out on one at the event in October. We will endeavour to deliver all the handbooks to you via your practice over the next couple of weeks and thank you for your patience.

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8. DWP Support to Practices

Please find below a suite of Public Health England (PHE)/Department for Work and Pensions (DWP) resources to support GPs and others in primary care, which were developed by the PHE East of England Centre's Health and Wellbeing Team, in collaboration with the DWP districts in the East of England. They have produced four short, complementary resources highlighting the importance of work as a health outcome and providing a single point of contact within the main DWP areas in the East of England, to support primary care if they would like or need further advice or guidance on the services that DWP offer.

DWP have previously highlighted to PHE that they were interested in strengthening engagement with primary care to raise awareness of the support services that DWP offer, and improve understanding of how fit notes can support a patient's journey closer to, or into, work or volunteer roles, shortening periods of sickness absence, reducing pressures on the NHS through repeat visits and ultimately reducing costs and improving patient outcomes.

The resources for GPs and others in primary care include the following:

1. Health and Work: [Resources to support primary care](#)
2. [Services offered](#) by DWP through Jobcentre Plus in more detail (e.g. Access to Work)
3. [Practical resource](#) with useful tips for completing a fit note and enabling a patient to gain the most from Jobcentre Plus in their journey closer to, or into, work or voluntary role
4. [Case study](#) from the East of England demonstrating the impact that collaboration between a GP and Jobcentre Plus has had on an individual's journey back to work

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9. Leadership Development and Primary care (BMJ)

Please find [here](#) a short and interesting article from the BMJ on leadership development in primary care.

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10. Pharmacy Group

The Medicines Management team are looking to set up a network group for pharmacists working across practices. This group would have two main forms of communication, an email group and a Whatsapp group. These groups will allow members to share ideas, comments and queries with each other and will also enable the Medicines Management team to keep individuals up-to-date with local guidelines and policy changes. No patient identifiable information will be shared on these communication groups. If you would like to be part of this pharmacy network group, please send your email address and/or mobile phone number to Emily.rutherford@ipswichandeastsuffolkccg.nhs.uk and confirm that you are happy for these contact details to be shared with other members of the network.

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11. Get Help to Get Active

Please find here a [link](#) to a 'Get Help to Get Active' service from One Life Suffolk. OneLife have prescription pads that health professionals can use to refer into this service and these can be supplied with prepaid envelopes for referrals. Referrals can also be made through the OneLife referral form on DXS.

The website is also available for self-referral or the client can call the OneLife triage team.

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12. DXS and Referrals Update

Latest documents added to the DXS Professional section:

- **NEW** General Medicine – Lipids Service Referral Form (SUF1715) and Pre-Referral Guidance Pathway (SUF1716)
- **NEW** Neurology Pre-Referral Guidance Referral Form (SUF1101)
- **NEW** Neurological Suspected Seizure Referral Form (SUF1113)
- **UPDATED** TIA Referral Form (SUF1153)
- Psychosexual Therapy Referral Form (SUF1719)
- ECG Interpretation Form (SUF1724)

Changes to DXS folder structure

Thank you to everyone who completed the latest DXS feedback questionnaire. A number of practices thought that the folder structure on the DXS tree should be simplified and more clearly differentiate East and West forms. In response to this, we are planning to reduce the number of folders on the DXS tree by moving some of the specialty folders into the relevant hospital folder (i.e. ESNEFT or West Suffolk Hospital). This should result in the folder structure being more similar to the structure within SystemOne Forms. To minimise any potential disruption to referrals, we are planning to make these changes in the test environment initially. From the week commencing Monday 18 November, you may notice some changes on the live system.

If you have any queries relating to the information on DXS, please contact wscg.pathwaycontentfeedback@nhs.net.

For technical queries, please continue to contact the DXS helpdesk by emailing support-uk@dxs-systems.com or phoning 0800 028 0004.

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PM Ad

13. End of Life (EOL) yellow folders

If your practice of care home needs any EOL (yellow) folders, you can request these by emailing [Jennifer Burman](#) stating how many you require, please allow 1 week production time.

Further details can be found on our website (log in required) including links to the content documents which you can print, or access by clicking [here](#).

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14. Local Vacancies

Please click on the above link to see the local GP and practice staff vacancies currently advertised on our website.

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PCN CLINICAL DIRECTORS INFORMATION

GP

15. How to access support Webinars

Please follow the [link here](#) to a set of slides setting out how PCNs might access development support.

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EDUCATION & TRAINING

OC GP PM Ad PN

16. AMPARO event: 2 December 2019

When: Monday 2 December, 16.00 – 17.00.

Where: IP-CITY Centre, 1 Bath St, Ipswich IP2 8SD

Find out more about the Amparo Suffolk service and understand how you can support it within your organisation with an in depth look at the suicide bereavement support service, AMPARO Suffolk.

AMPARO Suffolk offers a discreet and completely confidential service which consists of -

- One to one individual support
- Help with any media enquiries
- Practical support when dealing with the Police or Coroner
- Help overcoming feelings of isolation
- Putting you in touch with local services that can help

This service can also support communities, schools and workplaces in the event of a suspected or actual suicide.

If you would like to come along and gain greater insight into AMPARO and how they can help those who are bereaved by suicide, please confirm your attendance for this event by Tuesday 26 November by emailing Monique.Carr@suffolk.gov.uk

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OC GP

PN

17. Drug, Alcohol & Substance Misuse and Mental Health: 4 December 2019

The next session in our series will look at how the drug and alcohol treatment service can benefit GPs and patients. Our key speakers are **Nick Allard**, Recovery and Integration Manager with the Suffolk Recovery Network and **Carl Chatfield**, a peer mentor working with Turning Point who has lived-experience of alcohol, drug and mental health issues.

Wednesday 4 December 2019, 7.30-9.30pm with dinner available from 6.45pm. Trinity Park Conference & Events Centre, Felixstowe Road, Ipswich IP3 8UH.

Please contact shelleyhart@nhs.net to book your place and if you have any special dietary requirements please let us know.

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18. General Practice Improvement Leads programme – applications open for East of England regional cohort

The General Practice Improvement Leads programme is designed for those working in general practice, including GPs, practice managers, nurses, reception managers and senior administrators. It is a successful personal development programme with small cohorts of up to 35 people, to build confidence and skills for leading service redesign in your practice, federation or network.

The programme incorporates interactive training workshops, personal reading and reflection, and action learning as participants lead a change project in their own workplace. Participants gain new perspectives, skills and confidence in using improvement science in general practice, and leading colleagues and teams through change. The approach has been successful with general practice clinicians and managers of widely varying experience, from those new in post to very experienced staff.

To read more about this please click [here](#).

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19. 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 110 – 13 November 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 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

we

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CONTACT

20. 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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CHART OF THE WEEK

21. 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 Dementia Diagnosis rate.

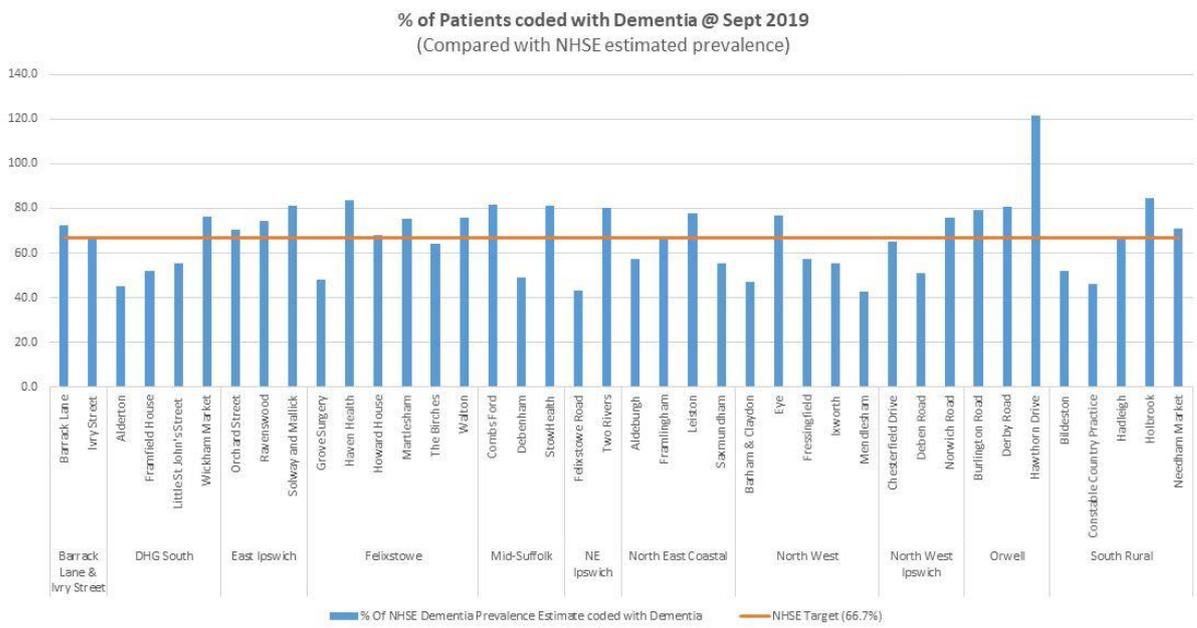
Our figures has decreased over the last month. There is need to raise awareness of dementia coding in general practice and in our care homes.

There are lots of innovative and proactive on going work within PCNs to drive forward the dementia work programme in general practice and in our care homes.

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.

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 directly from GP practices. For any further information on this service, please contact Sue Ryder's Community Services Team: email: community.services@sueryder.org Tel: 08081 688 000.

If you would like to discuss any of information our explore ways we can support your practice, then please do not hesitate to contact Annette Agetue-Smith annette.agetue-smith@nhs.net



[Click on chart to enlarge](#)

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