



# Weekly Inbox

9 March 2019 Issue 364

## 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

1. [Message from NHS England re COVID-19](#)
2. [Care homes Annual Survey](#)

### FOR INFORMATION

3. [Dementia Coding](#)
4. [PresQIPP Practice Plus](#)
5. [Cervical Screening Issues](#)
6. [NHS RightCare: Epilepsy Toolkit](#)
7. [Reminder: MyCOPD Pilot - Ipswich and East Suffolk Practices only](#)
8. [Suffolk Prevent Newsletter](#)
9. [Improving Access to General Practice](#)
10. [Community Action Suffolk CAS directory of services](#)
11. [Latest vacancies](#)

### PCN CLINICAL DIRECTORS INFORMATION

12. [Information for all Midlands and East of England CCGs only](#)
13. [PCNs leads invited to join an Ambulance Improvement Programme \(AIP\) Rotational Woking Sub-Group – 24 March 2020](#)

### EDUCATION & TRAINING

14. [East Suffolk and North East Essex Foundation Trust \(ESNEFT - Ipswich and Colchester Hospitals\) access policy](#)
15. [Online learning for social prescribing link workers](#)
16. [NHS App Webinars](#)
17. [FREE Mental health and Emotional wellbeing Education evenings](#)
18. [Care Navigator training - Veterans wellbeing 6 May 2020](#)
19. [PACT](#)

### CONTACTS and USEFUL LINKS

20. [Contact us](#)

### CHART OF THE WEEK

21. [Chart of the Week: IESCCG prescribing and expenditure on the probiotics Vivomixx and VSL#3](#)

## FOR ACTION

**OC GP PM Ad PN**

### 1. Message from NHS England re COVID-19

Please ensure that the [attached poster](#) is on your external surgery door to ensure patients do **not** enter the building if showing symptoms.

[Back to top](#)

## 2. Care homes Annual Survey

As part of the Care Homes LES all GP Practices are required to complete an annual survey. This could be done by the person who does your ward rounds, it doesn't have to be a practice manager – the **deadline is Monday 6<sup>th</sup> April 2020**

Here is the link <https://www.surveymonkey.co.uk/r/3DWDRBN>

For Jen to process your final 10% invoice against the LES this survey needs to be completed by the given date, please. Any questions contact [laura.krolik@ipswichandeastsuffolkccg.nhs.uk](mailto:laura.krolik@ipswichandeastsuffolkccg.nhs.uk)

[Back to top](#)

## FOR INFORMATION

OC GP PM Ad PN

## 3. Dementia Coding

The medicines management technician that works with your practice will be identifying a list of patients that are prescribed dementia drugs where a diagnosis of dementia is not recorded within the clinical notes based on the corresponding read codes. We request practices to review the coding of the patients and choose an appropriate read code (where applicable) from a list of recognised codes which will be provided by the technician. A similar exercise was run a few weeks ago however the set of codes provided was not a comprehensive list and as a result produced a much larger list of patients for practices to review. We apologise for the inconvenience that this caused. If you have any queries about this message please contact David Brown in the Primary Care Team on [david.brown2@ipswichandeastsuffolkccg.nhs.uk](mailto:david.brown2@ipswichandeastsuffolkccg.nhs.uk)

[Back to top](#)

OC PM

## 4. PrescQIPP Practice Plus

This month PrescQIPP are launching a new clinically led, professional network for practice and PCN pharmacists and technicians called Practice Plus. Click [here](#) to view the flyer for more information

[Back to top](#)

OC GP PM Ad PN

## 5. Cervical Screening Issues

Practices experiencing issues to log a support call on the NNUH portal <https://nnuhit.freshservice.com>. Alternatively, they can contact the service desk on **01603 645555**, for their issues to be triaged and resolved. We are prioritising all support calls relating to the Cervical Screening rollout, to ensure that all issues are resolved as quickly as possible.

[Back to top](#)

OC GP PN

## 6. NHS RightCare: Epilepsy Toolkit

The NHS RightCare system toolkit will support systems to understand the priorities in epilepsy care and key actions to take. It provides opportunity to assess and benchmark current systems to find opportunities for improvement. It is produced with reference to an expert group of stakeholders and is supported by NICE. Wider consultation has taken place with representatives of people living with epilepsy, clinicians, social care organisations, professional bodies and other key stakeholders. You can view the toolkit [here](#).

[Back to top](#)

GP PM Ad

## 7. Reminder: MyCOPD Pilot – Ipswich and East Suffolk Practices only

Since February 2018, patients with severe/very severe COPD within Ipswich and East Suffolk have been given the chance to sign up to the MyCOPD App as part of a pilot programme. Patients have been recruited by clinicians at Ipswich Hospital and the Pulmonary Rehab service who have been trained on how to use the App.

MyCOPD has been designed to enhance the self-management of all patients with a confirmed diagnosis of COPD who also have internet access. Regardless of disease severity or stage of treatment almost all patients with COPD will find benefit in the varying features of the App

The CCG have recently been informed by NHS England that the remaining licences can now be made available to patients at all stages of patient management from the point of diagnosis onwards.

MymHealth, the developer of the App, will support practices by offering training to a staff member in the practice to help with the rollout to patients who are interested in signing up to the App.

If you are interested in finding out more about this, practices are invited to submit an expression of interest to the CCG. Expressions of interest will be managed on a first come first served basis. Please contact Claire Pemberton on [clairepemberton@nhs.net](mailto:clairepemberton@nhs.net) for more details.

[Back to top](#)

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## 8. Suffolk Prevent Newsletter

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Please click on the link <https://sway.office.com/06tzkqNldYAj18Ek?ref=email> to the first Suffolk Prevent newsletter, which includes a new national prevent referral form. Please also see the [referral process flow chart](#) to help support any referrals.

[Back to top](#)

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## 9. Improving Access to General Practice

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Workshop on improving access in general practice (please note new date of 22 April 2020)

Please note the planned accelerated event to shape the improving access programme has been moved from 2<sup>nd</sup> April to **Wednesday 22 April 2020**, at a central London venue to be confirmed, in order to provide practice attendees with more notice and because the national team wanted to see an open application process for practices to share their innovations and impact. Dr Nikki Kanani's team is organising the event.

If you would like to read more about this please click [here](#) for more information.

[Back to top](#)

Please feel free to contact Chilala Chitava – [chilala.chitava@nhs.net](mailto:chilala.chitava@nhs.net) if you have any queries.

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## 10. Community Action Suffolk (CAS) directory of services

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Please find [here](#) a Directory of Services from Community Action Suffolk.

[Back to top](#)

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## 11. Local Vacancies

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

If you would like to include a web-based job advert please email [comms@suffolk.nhs.uk](mailto:comms@suffolk.nhs.uk)

[Back to top](#)

## 12. Information for all Midlands and East of England CCGs only

Primary Care Network Bulletin: The latest Primary Care Network Bulletin was distributed on Friday. The bulletin is aimed at PCN clinical directors.

**FOR ACTION:** Please share the latest bulletin with you PCN clinical directors (it can be accessed here: <http://createsend.com/t/d-D4104359D70CFB362540EF23F30FEDED>).

Please also encourage CDs to sign up to receive future issues (every 4-6 weeks) using this link - <https://www.england.nhs.uk/email-bulletins/primary-care-networks-clinical-directors-bulletin/>.

**Please note, this bulletin is ONLY for PCN clinical directors.**

[Back to top](#)

## 13. PCNs leads invited to join an Ambulance Improvement Programme (AIP) Rotational Working Sub-Group – 24 March 2020

Health Education England (HEE) is making a shout out for PCN leads in CCGs/STPs to join us at an Ambulance Improvement Programme (AIP) Rotational Working Sub-Group on 24 March 2020, 10am -1pm at Senate House in London.

The workshop will be discussing the paramedic workforce needed to support paramedic rotational working and to meet the potential demand for paramedics within primary care. Additional paramedics will be needed whatever the employment model so it's a great opportunity to get the right people in the room. It will be attended by the Association of Ambulance Chief Executives, ambulance services, College of Paramedics, Health Education England and NHS England – basically all those with an interest in ensuring that the paramedic workforce of the future has the capacity and the skills to serve the needs of STPs and support the delivery of the NHS long term plan.

It would be really useful if several PCN leads could attend so that the PCN perspective can be represented at the workshop and we are hoping that we may get a few volunteers from this shout out! If anyone would like to attend, please email [uecare@hee.nhs.uk](mailto:uecare@hee.nhs.uk). If you want more information, please contact Sue Wallis at [sue@thinkouts.com](mailto:sue@thinkouts.com).

For more information on paramedic rotation – you can see more info [here](#) and watch this short [video](#).

HEE really hope this will be of interest and can work together to ensure we have the paramedic workforce we need to support health systems.

**Sue Wallis, Rotating Paramedic Programme, Health Education England**

[Back to top](#)

## 14. East Suffolk and North East Essex Foundation Trust (ESNEFT – Ipswich and Colchester Hospitals) Access Policy

At the Training and Education Event on 4<sup>th</sup> March 2020, Jane Hart gave a presentation on the new ESNEFT Access Policy.

At each of the three sessions, examples were given of where the policy was not applied as described and Jane offered to investigate every incidence of this. If you have cases that you would like her to investigate, please send details to: [Jane.Hart@esneft.nhs.uk](mailto:Jane.Hart@esneft.nhs.uk)

[Back to top](#)

## 15. Online learning for social prescribing link workers

The following modules have now gone live (5 March 2020) on Health Education England's e-Learning for Healthcare platform: • Module 3 – Developing Partnerships • Module 4 – Introducing People to Community Groups and VCSE Organisations • Module 5 – Safeguarding Vulnerable People. You will need to register using the attached weblink. We'd like to encourage all social prescribing link workers to complete this relevant and practical training, irrespective of who they are funded by.

<https://www.e-lfh.org.uk/programmes/social-prescribing/>

[Back to top](#)

## 16. NHS App Webinars

**NHS App for Reception Teams** - East Region, 10th March. Below you will find the details to circulate to your practices. The first one proved very popular and sold out within a short space of time.

**Online Consultations & NHS App Integration** - 11th & 17th march. Aimed at commissioners.

### For the attention of GP Reception Teams!

- Do you need to improve the uptake of online services before the end of March 2020?
- Do you struggle to explain how the NHS App can help both patients and practices?
- Are patients starting to ask you for help with registering for the NHS App?

We are at the start of a national campaign to promote the NHS App to the public following a successful staff campaign. There are over 600 NHS App Ambassadors promoting the app across England and you will start to see the Faces of the NHS App on social media such as Facebook and Twitter.

To help you prepare for the increased interest in the NHS App that is anticipated we are delivering a short webinar on the **10th March at 12.30** (30 minutes) for reception staff to give:

- Current features of the NHS App
- Hints and tips on promoting the NHS App to patients
- What a patient may need from their GP Practice
- Where patients can find support, eg, with registration or technical issues
- Benefits of the NHS App to practices and patients
- Future developments

It's a great opportunity for you to ask questions about the NHS App and to share best practice across the region.

The webinar is based on a first come first served basis and places are limited. Please register here:

This webinar will be recorded for those unable to attend.

<https://www.events.england.nhs.uk/events/nhs-app-for-reception-teams-east-region>

[Back to top](#)

## 17. Special PCN Service Specification Networking Event being held on Friday 20 March 2020

Do you still have questions about the GP Contract? Do you have things you want clarified around PCN's and associated funding? If so, please come along to the **PM Forum on Friday 20<sup>th</sup> March at Holiday Inn Ipswich**.

We will cover a range of subjects including the Impact and Investment Fund, PCN funding, the Care Home requirements, DES sign up process and David Brown will provide a local update. There will be the opportunity for table-top discussions pre Q&A, plus Sara Ennew, Primary Care Transformation Team from NHS England will be joining us to answer any of your questions.

Tea & coffee, pastries and fruit will be available upon arrival from 8.45am with the session starting at 9.15am and ending at 11.15am. There is also a lovely café on site if anyone wanted to stay on longer to catch up with their colleagues afterwards.”

As always, we are keen to hear from you before the event if you have any suggestions or questions you may want to be included.

Please let [Jen Burman](#) know if you **would/would not like** to come along by Tuesday 17 March 2020.

[Back to top](#)

OC GP

PN

## 18. FREE Mental Health & Emotional Wellbeing Education Evenings

*“...excellent speakers presenting fascinating and relevant topics.”*

**Eating Disorders** was a popular request from many of you who attended sessions in 2019 so we are pleased to have been able to arrange [this session to cover eating disorders in both adults and children](#).

The evening will focus on adult and child eating disorders; how to support in primary care, when to refer to secondary care and other services that can help. The evening will include stories from people with lived experience, which we hope will add to a valuable and interesting evening.

### Thursday 26 March 2020

7.30-9.30pm (Dinner available from 6.45pm)

Trinity Park Conference & Events Centre, Felixstowe Road, Ipswich IP3 8UH

Please contact [shelleyhart@nhs.net](mailto:shelleyhart@nhs.net) to book your place. If you have any special dietary requirements please advise as soon as possible.

[Dates and future topics for 2020](#) are now listed on the [CCG website](#).

If you can't make it, all sessions are filmed so you can [watch the videos](#) online with password Pr1maryCar3IES.

[Back to top](#)

PM Ad

## 19. Care Navigator training – Veterans wellbeing 6 May 2020

There are still some spaces left on the on 'Veterans Wellbeing' arranged by the CCG for Care Navigators to take place on Wednesday May 6 2020, 1:30pm to 4:30pm at Trinity Park, Ipswich (lunch 1pm to 1:30pm)

The session includes:

- Understanding what our armed forces do
- Military language and culture
- Challenges faced by those who have served; on their physical and mental health including the social impact: for eg, alcohol, offending, housing
- Employment services available in the M.O.D and NHS charities that support veterans and their families
- The armed forces Covenant in practise new initiatives

Expressions of interest are invited from Practice Managers for places for Care Navigators.

Please email [Emily Rutherford](#) to book a place.

[Back to top](#)

## 20. 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 124 – 4 March 2020](#)

If you would like to sign-up to receive the newsletter directly each week or have any queries please email [PACT@suffolkch.nhs.uk](mailto: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](#)

## CONTACT

21. 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](#) however if you have a local vacancy you would like to advertise via the website please email [comms@suffolk.nhs.uk](mailto:comms@suffolk.nhs.uk).

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](mailto: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

22. 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 IESCCG prescribing and expenditure on the probiotics Vivomixx and VSL#3.

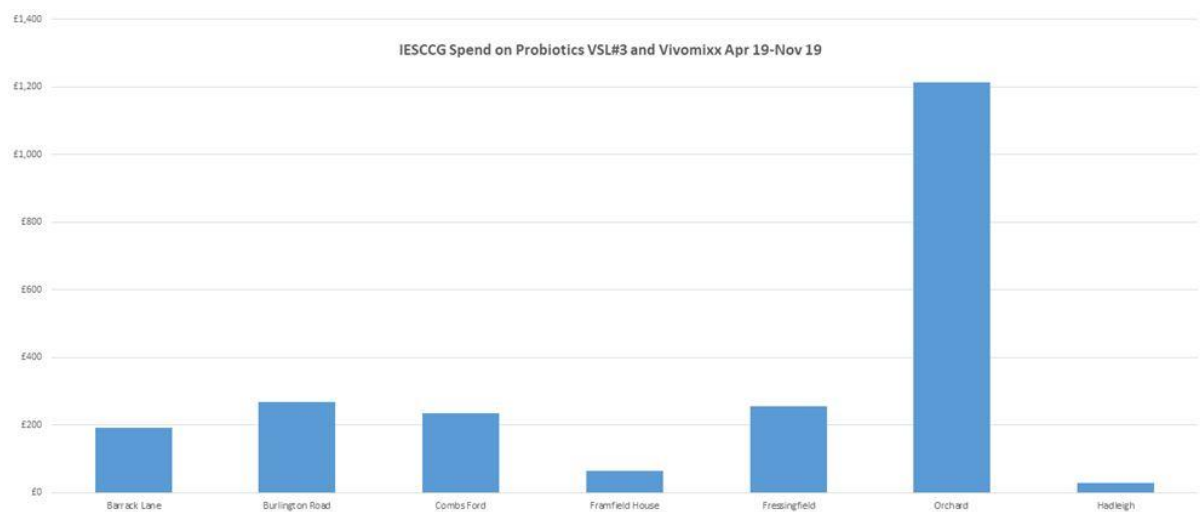
Following a review by the Advisory Committee on Borderline Substances (ACBS), both probiotics had their recommendation for use in ileoanal pouchitis withdrawn, as they concluded that the evidence did not sufficiently demonstrate the products are clinically effective.

NHS England's consultation report on conditions for which over the counter items should not be prescribed in primary care, also recommended that probiotics should not be routinely prescribed in primary care due to limited evidence of clinical effectiveness.

Both probiotics were deleted from Part XV of the Drug Tariff in November 2018 (VSL#3) and January 2019 (Vivomixx).

The Suffolk CCGs issued a joint position statement on the prescribing of probiotics in June 2019 which can be accessed [here](#). The position statement was shared with local hospitals.

Prescribing of these probiotics should be stopped and patients requested to purchase them over the counter should they choose to continue to use them.



[Click on chart to enlarge](#)

[Back to top](#)