

Newsletter

Issue. 57

29 July 2020

Welcome to the latest edition of our newsletter for primary care. We issue this newsletter to general practice on a regular basis to give you the latest updates and guidance. This is in place of the Weekly Inbox, publication of which has been suspended.

Previous issues – with attachments and [other useful links and resources](#) can be found [here](#). Clicking this link will not just give you access to archived newsletters but enable to access all the past resources and separate attachments plus a wealth of other resources that may not be in the newsletters. So please give it a go!

<p>Covid Wash Up Calls – Friday 4.30pm</p>	<p>As many of you know Suffolk GP Federation have hosted a clinical wash-up call over the period of Covid. This Friday will be the last wash up call.</p> <p>The main themes will be thank you, where do we go from here and if we were to restart what would people want us to consider doing differently.</p> <p>It would be good if as many clinicians as possible could join the call to consider what to do next and what to do differently if we have an upsurge in Covid in the Autumn/Winter.</p> <p>Join Zoom Meeting https://us02web.zoom.us/j/87633351719?pwd=aDIzTkNhWDZtVXJBaGRzSzVyaVpzd09</p> <p>Meeting ID: 876 3335 1719 Password: 444144</p> <p>And most importantly thanks to all of those who have been involved across Suffolk to make this piece of collaborative work so useful and effective. With special thanks to Suffolk GP Federation (David & Ruth) for taking the time and effort to make these calls happen.</p>
<p>Fed Community Ultrasound</p>	<p>The Fed are steadily tackling the Covid waiting list. They are delivering urgent appointments in under a week and 2-3 weeks for routines. They have extra capacity over August so hope the waiting list will fall again. They will be returning to scan at Stowmarket and Wickham Market from Monday 3 August. If relevant, please mention this to patients as less travel may help with Covid worries.</p>
<p>Under 25 years Emotional Wellbeing Hub</p>	<p>The Emotional Wellbeing Hub continues to provide the same service as pre covid with staff having to work from home. The Emotional Wellbeing Hub phone system in Landmark House will not let us divert the calls, so we are using an answer phone system and all messages are picked up on the same day. Please ensure you inform you patients to leave their name and telephone number to receive a call back. The Gateway website has been updated to reflect these temporary change and the online referral form is also still available for clinicians and patients.</p> <p>Due to the overall reduction in calls, the EWH staff have now been able to undertake focused work on how better to manage complex patients to improve patient experience and revised the systems to reflect this and manage more referrals within the 10 day KPI.</p>

<p>Face covering guidance</p>	<p>New recommendations for primary and community health care providers in England</p> <p>Please click HERE for guidance with regard to wearing a mask in the primary care environment. On BBC Radio Suffolk, it was mentioned if patients need a face covering exemption they should contact their GP. The CCGs have clarified to BBC Radio Suffolk that GP practices do not do this.</p>
<p>Reinstating SMI checks</p>	<p>Please find attached a simple flow diagram which depicts how practices can reinstate annual health checks for patients with SMI, including details on how to refer to NSFT for patients who are not engaging. If you have any questions, please do not hesitate to contact Emily Rawlinson.</p> <p>Reinstating SMI health checks (download)</p>
<p>Health Visiting Service Update</p>	<p>Please see a health visiting service update from Suffolk County Council:</p> <ul style="list-style-type: none"> • Staff are still working from home • Mandated contacts- Ante-Natals, Newbirth Contacts, 6 Week Assessments are being offered virtually over the phone via video-calling. • Working towards all of the Newbirth Visits and 6 week assessments to be offered a face to face 10 minute clinic slot via appointment in a local children’s centre or clinic, (dependent on staffing and building availability) • Any client who for whatever reason declines the clinic slot/ children’s centre contact will be offered a home visit following a risk assessment and the wearing of PPE. • A 12 week contact is being introduced via video- call. • 1 and 2 year assessments are being offered over the phone and any necessary follow ups offered a face to face contact in a clinic or children’s centre following a risk assessment. • Any concerns following any video call/ telephone call will be risk assessed and a face to face contact offered in a clinic/ children’s centre. • Support to vulnerable families will be over the phone using video-calling, however we will carry out a clinic session or home visit if assessed as necessary following a risk assessment.
<p>ESNEFT - Post COVID patient leaflet</p>	<p>Information for patients to assist and support recovery following discharge from hospital</p> <p>ESNEFT Patient Leaflet - Recovery Following COVID-19</p>
<p>Medicines alert</p>	<p>Please see the attached alert, recently circulated by Public Health England, for information on the <i>Evidence of harm from illicit or fake benzodiazepines</i>. This alert advises of the availability of, and harm from, illicit drugs sold as benzodiazepines particularly when used in conjunction with alcohol and drugs with a respiratory depressant effect including gabapentinoids and opioids.</p> <p>Evidence of harm from illicit or fake benzodiazepines Alert ref. CEM-CM0-2020-030 (2)</p>

Medicines management protocol	A new medicines management protocol has now been uploaded to the Ipswich and East Suffolk CCG and West Suffolk CCG websites – Please click HERE
Age UK Suffolk	As you may have seen in recent media reports, Age UK Suffolk is to ceased operations from Friday. For further details of other organisations who provide help/support/advice to older people please click HERE
Home, But not Alone - update	<p>This message is to inform you of changes to the support offered by the Home, But Not Alone phone line. This information will be useful to you if you are frequent or occasional users of the phone line for those you look after.</p> <p>In line with changes to Government guidance to those who have been shielding, from 5pm on July 31st the Home But Not Alone phone line will <u>no</u> longer provide:</p> <ul style="list-style-type: none"> • Free emergency food deliveries • Medicine deliveries <p>Shielded residents in Suffolk have been written to by Government and are aware of these changes.</p> <p>For the short-term, the team at Home, But Not Alone will still be able to offer help and advice to those most vulnerable in our communities and signpost to neighbourhood or countywide support.</p> <p>As the Government continue to lift restrictions, especially for those who are shielding, and the levels of COVID-19 continue to fall, we are reviewing the level of support on offer in Suffolk. This may mean that further changes may be announced to the support offered by Home, But Not Alone in the future. However, these services are designed to be reintroduced and stood up once again if there is a significant local outbreak. We will keep you updated on further changes.</p> <p>Thank you for your support of the Home, But Not Alone service. We are incredibly proud of the fact we have been able to work together to help thousands of people during the most acute challenges of lockdown. This help has been made possible by the hundreds of community and neighbourhood groups in Suffolk and a significant number of volunteers. Thank you Suffolk!</p>

If have any questions or important information to share in the next edition, please contact [Caroline Procter](#).

Issued by NHS Ipswich and East Suffolk Clinical Commissioning Group
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Visit the [CCG Covid-19 webpage](#) where you can find many [useful links and resources](#)