

05 May 2020

For general practice in Kent and Medway

COVID-19 Update 15

This update is provided by Kent and Medway CCG to provide information to help practices deal with the COVID-19 pandemic.

If you have any feedback or ideas to make the Updates more useful to you please email wkccg.gpscovid19@nhs.net.

Highlight:

Can one person from each practice please fill in this week's sitrep survey <https://www.surveymonkey.co.uk/r/62MD2B7> Summary of your views from last week's survey is attached so you can see how colleagues are doing.

The information in these updates is up to date when sent out but it is always important to check that this reflects the most recent guidance by following links. The NHS guidance for primary care can be found [here](#).

We acknowledge this is a difficult time for all those staff working in primary care and we would like to thank you for all of your hard work and dedication in this challenging time.



Caroline Selkirk



Navin Kumta

Administration

Primary care weekly sitrep survey

Thank you for completing last week's survey.

You will see in the attached weekly summary that by completing the survey we can all have a wider understanding of the situation across Kent and Medway. It also allows your local primary care teams to easily identify where individual practices may benefit from some focussed support, including escalation of specific issues to the relevant CCG teams to help resolve them.

In order to further enable the primary care teams to support practices with IT issues, please can you include any IT Helpdesk reference numbers in your response if you would like the CCG to follow up with the CSU.

Can one person from each practice please fill in this week's sitrep survey <https://www.surveymonkey.co.uk/r/62MD2B7>

If you could please complete the sitrep by **11:00am on Thursday 7th May** your response can then be reflected in our weekly summary. Thank you.

NHS Volunteer Responders

The scheme is already helping thousands of people every day and hundreds of thousands of volunteers are available to help. You can make referrals through the [NHS Volunteer Responders referrers' portal](#) or by calling 0808 196 3382.

The scheme is also now open for self-referrals for people who have been advised to shield and those most at risk who are isolating at home from coronavirus. These people can ask volunteers for short-term help by calling 0808 196 3646 between 8am and 8pm. Please pass this number on to patients who could benefit from this support.

Shielded Patients

The work to identify patients at highest clinical risk from COVID-19 is close to completion.

The list was built from national datasets with supplementary additions from individual clinicians. As previously advised, there should be no automated processes to

complement or supplement individual clinical identification. Any new patient should only be added by a clinician, following a conversation with the patient.

There are now around 1.85 million people on the Shielded Patient List in total. The government is currently advising these patients to shield until 30 June.

Bank Holiday Opening

Thanks for confirming arrangements for Bank Holiday Friday 8 May. The NHS are running a campaign, so people are aware that their GP, community pharmacy and urgent dental services are open.

Clinical Advice

Palliative services

A flyer has been designed to provide Health Care Professionals in East, West and North Kent with contact numbers regarding the palliative services available at this time. Some of these services are in response to the COVID-19 pandemic and include the home treatment service and the overnight IC24 palliative support helpline. It also includes the support advice lines provided by the local hospices. It is available here: <http://ashford.referralsupport.co.uk/referrals/flyer-to-palliative-pathways-for-use-in-and-out-of-hours/>

Flow Chart for completed TEP/ DNACPR

A flow chart has been devised to show where completed Treatment Escalation Plans (TEP) and Do Not Attempt Cardio Pulmonary Resuscitation (DNACPR) forms should be stored and sent. This enables the gold standard to be maintained allowing the appropriate teams to view the forms if needed. It is also vital that patients have the original copy of the TEP and/or DNACPR easily accessible at home or in the care home. It is available here:

<http://ashford.referralsupport.co.uk/referrals/dnacprs-to-secamb/>

Impact of COVID-19 on BAME communities

A webinar to be held on 6 May 2020 at 6.30pm, will discuss ethnicity, COVID-19 and primary care. The webinar is for primary care colleagues to learn about the impact of COVID-19 on BAME communities and share practice tips and ways to support staff. [Register to join](#) and hear from Prerana Issar, NHS Chief People Officer; Dr Chaand Nagpaul, BMA Council Chair; Anne Marie Rafferty, RCN President; and Ravi Sharma, Director for England, Royal Pharmaceutical Society.

We are aware that this is one of three webinars advertised in this update that are happening tomorrow. We only became aware of these since the standard update last Thursday so to avoid sending out more information (as we know you are receiving so much at the moment) we held them for today's update. We know that this information will be too late for some, but others may welcome it even at this late stage.

Primary care support for care home residents

Last Friday (1 May) some of you may have received (via cascade) a letter from Dr Nikki Kanani, NHS Medical Director for Primary Care. It sets out a model to help primary care build on what practices are already doing to support care homes. The CCG are currently considering how this model impacts on current practice in Kent and Medway and what support you will need to implement this. We will be discussing with clinical leads and the LMC before issuing advice. If you have not seen the letter it is available here: <https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/COVID-19-response-primary-care-and-community-health-support-care-home-residents.pdf>

IT

Support over bank holiday weekend

Computer issues? Computers, log-ins, devices etc The NEL Standard Desk Service is available on 03000 424242 8am-8pm Monday to Friday (including bank holidays) and 8am-1pm on Saturday (closed Sunday) for all users.

Connectivity Issues? Network problems If there are issues with connectivity with the Health and Social Care Network (HSCN) please call 0344 573 4695 with your postcode and full site details. If you can advise if there are any specific issues such as power loss or an issue with the connection to HSCN, an application or the internet it will help us diagnose your issue. This number will be answered 24 hours a day, 7 days a week by someone who can help address your connectivity issue.

Away From My Desk: remote working solution, registration and activation issues If you have any issues you can contact Away From My Desk helpline on 01173250060 option 1 for tech support (see below for out of hours support) or by emailing support@awayfrommydesk.com

Additional support and queries on Bank Holiday Friday For additional advice and support that cannot be resolved by the help desks the CCG lead for Bank Holiday Friday will be phil.scott4@nhs.net

GP Connect

Practice managers received an email last Friday asking them to help with deployment of GP Connect. This is an interoperability tool that will enable data sharing between NHS organisations. There was a short voluntary survey for each practice. It is not meant to burden practices but to allow us to improve how we can support you. If each practice can fill in before the Bank Holiday weekend (Friday 8 May) we will be able to improve how we help practices with implementation. The survey is here: www.smartsurvey.co.uk/s/CNK5AY/

The CCG and NHS Digital are also holding two lunch time seminars about GP Connect this week at 12 noon on Wednesday 6 and Thursday 7 May. To book a place, please send an email to eloise.williams1@nhs.net

e-Consult

Please note that these arrangements only apply to GP practices that use, or intend to use, the e-Consult service.

NHS England and NHSx have sent a national directive to all GP practices to advise them of the imminent integration of e-Consult's online consultation services into the NHS App and the information governance (IG) arrangements that have been put in place to facilitate the prompt rollout of this solution to GPs.

The integration of e-Consult means that NHS App users that are registered to practices using the e-Consult solution will be able to go through an e-Consult journey from within the NHS App. The e-Consult will arrive at the practice in the usual way although you may experience an increase in e-Consults requests due to new usage via the NHS App. During testing, this did not have a negative impact on the practice staff regarding volumes

From 28 April 2020 patients that are registered with a practice using e-Consult will be enabled to submit e-Consults via the NHS App. In the interests of rapid deployment to support the COVID-19 response, we have established an approach to data sharing and processing as follows:

- For the purposes of GDPR, the GP and NHS England will act as Joint Data Controllers for the provision of the integrated service provided by e-Consult via the NHS App. The NHS App is provided by NHS Digital.
- Both NHS Digital and e-Consult will be Data Processors for this service.

NHS England, as a Joint Data Controller, has entered into a Data Processing Agreement with e-Consult for the provision of this integrated service. NHS England has also undertaken assurance and due diligence of e-Consult, as required under GDPR. Practices using e-Consult (or their CCG on their behalf) will have entered into a Principal Agreement with e-Consult, providing a legal contract from a commercial perspective.

GPs will retain responsibility for managing their patients' personal data, including subjects' rights requests and local personal data breaches. NHS England will be responsible for managing any system-wide incidents and national assurance of e-Consult's compliance with data protection legislation on GPs' behalf.

The NHS England joint controller agreement and data processing agreement with e-Consult is available on request. Kent and Medway CCG has also completed a COVID Data Protection Impact Assessment to back this up, which is also available on request. These do not require signing by the practice and relevant IG assurance checks have been completed. These arrangements will be formally reviewed within

six months to ensure they remain fit for purpose. Please contact your CCG GP Data Protection Officer with any concerns or questions.

Workforce Support

Supporting the wellbeing and mental health of staff - guidance for staff and managers

We are pleased to share guidance (attached) which has been developed by Dr Katrina Lake, Adult Mental Health Clinical Lead – South East Mental Health to support the wellbeing and mental health of staff working across the NHS. There is a one page “Top Tips for looking after yourself” that you may wish to look at/distribute.

This guidance will be launched with a webinar tomorrow (Wednesday 6 May) from 11am to 12noon: Supporting psychological wellbeing during COVID19 – A practical webinar for frontline staff.

Speakers will be Dr Lake and Catherine Randall, Deputy Head of Safeguarding NHSEI. It will be run as a live event [from this link on Microsoft Teams](#) so there is no need to sign up in advance.

Bereavement support

It is a tough time for many of us at the moment, and we may need to reach out for support. The NHS has provided [bereavement support](#) online or you can call the confidential bereavement support line, operated by Hospice UK, on 0300 303 4434. This is free to access from 8am – 8pm, seven days a week.

Visas for health and care workers

It was announced on 29 April by the Home Secretary, that [free visa extensions will be automatically granted to more crucial overseas health and care workers](#). Frontline workers, including pharmacists, with visas due to expire before 1 October 2020 will receive an automatic one-year extension. This will apply to those working both in the NHS and independent sector and include their family members.

Training in infection prevention and control

Paula Wilkins, the Chief Nurse of the Kent and Medway CCG, has been asked to support the local resilience forum in delivering training in infection prevention and

control (IPC), personal protective equipment (PPE) and swabbing to all care homes across Kent and Medway.

There is a concern that there will be a second peak of COVID-19 cases in the next three weeks and that the hardest hit will be care homes with up to 90% of them reporting outbreaks. NHSE&I have, as part of mutual aid, developed a train the trainer package to make sure all homes are fully aware of best IPC practice, correct use of PPE including donning and doffing procedures and swabbing.

We are now looking to roll training out to local trainers, who will in turn deliver the training to care homes face to face. The training takes approximately 2 hours and is delivered remotely.

As well as seeking volunteers from the CCG we are contacting all partner organisations as part of mutual aid to seek help in identifying local trainers. It is anticipated we will need around 60 people trained up with each trainer delivering training to 10 care homes over the next two weeks.

We appreciate this is a really big ask, whilst you are all extremely busy with your own organisations, but if you can help, we would be most grateful. Staff do not need to be registrants, but care experience is required, if staff can only be released to undertake the training and deliver training into fewer homes, that too would be appreciated.

If you could let us know if you can help by emailing kmccg.qualitycovid19@nhs.net as soon as possible, we have training sessions currently planned for this week. More will be put on once we know the availability of the nominated local trainers. Thank you for considering this request.

Medicines & Prescribing Guidance

Prescriptions

A reminder that longer duration prescriptions should not be issued by prescribers at this time to protect the supply chain and prevent potential shortages. We strongly recommend 28 days' supply of medication for ALL prescription requests. Increased supply quantities may put a strain on the supply chain and exacerbate any current shortages.

One solution would be to utilise electronic repeat dispensing. General practices have been asked to consider putting all suitable patients on electronic repeat dispensing as their next repeat prescriptions are issued. The whole repeatable prescription can be valid for a year, but each repeat should be for no longer than the patient has now. For example, if the patient has prescriptions for a month's supply now, then the repeat dispensing should be set up as 12 x 28-day's supply.

More information on electronic repeat dispensing can be found [here](#) or in the regular update you receive from the Kent and Medway Medicines optimisation team.

Due to the unprecedented pressure on pharmacies we would appreciate it if you can explain to patients that their prescriptions will not be available immediately and that they may have to wait in line outside the pharmacy for longer than usual. We are still getting reports of some patients unacceptably abusing pharmacists and their staff so your support for your colleagues would be much appreciated.

Transmission of prescriptions from Primary Care Treatment Centres/ Hot Zones in General Practice.

It has been noted that some COVID-19 symptomatic patients have been given prescriptions to source from community pharmacy. This should be avoided on all accounts. Infection Prevention Control should be considered when issuing prescriptions to patients with COVID-19 symptoms or those who have been in contact with symptomatic patients.

Where possible prescriptions should be sent to pharmacies via Electronic Prescription Service (EPS) and we encourage a necessary discussion to be had with patients about how they can use friends/family/carers or NHS volunteer responders to collect the medication on their behalf.

As a Kent and Medway response to COVID-19 each Primary Care Treatment Centre has an aligned pharmacy which is willing to accept emailed prescriptions (should EPS not be an option) and will deliver medication to patients, if you require further

information please do email us at medwayswale.meds@nhs.net . We request that all emails to community pharmacies clearly state when delivery is required.

Kent and Medway acute trust's prescription management

Changes have been made to the way prescriptions are issued and collected for outpatient clinics across acute trusts in Kent & Medway.

Maidstone and Tunbridge Wells (MTW) Hospitals

Urgent prescriptions/controlled/hospital only/unlicensed drugs.

The clinician will inform the patient or relative/carer to pick up medicines and send the prescription directly to the hospital for validation and dispensing. The patient or relative/carer is then able to arrange collection from the main pharmacy collection window. Cancer patients will be able to arrange collection of their medication at a drive-through Medicines Pick Up POD (mPUP) at Maidstone Hospital. If the patient or relative/carer is unable to collect, then the hospital pharmacy will arrange delivery to the patient's home via the hospital courier or taxi service.

Non-urgent prescriptions issued during virtual clinics at both Maidstone and Tunbridge Well Hospitals will be issued on FP10s and posted to patients; which can be dispensed in community pharmacies.

East Kent Hospitals University Foundation Trust (EKHUFT)

Urgent prescriptions/controlled/hospital only drugs. The clinicians will issue a hospital only prescription. This will then be dispensed and processed by the hospital pharmacy at each of the sites. Once complete the items will be delivered to the patient's address.

Non-urgent prescriptions: All other medication will be issued on a paper FP10. This will then be sent to the patients address via recorded delivery. With this prescription the patient will receive a letter outlining the support services available should the patient need assistance getting their medication.

Queries regarding hospital prescriptions obtained through this process can be directed to the EKHUFT medicines delivery team - ekhuft.medicinedelivery@nhs.net.

Dartford, Gravesham & Swanley: Darent Valley & Queen Mary Sidcup Hospitals

If the patient is being seen face-to-face at DVH (and for out-patient clinics at the Queen Mary's Sidcup site) they may still come to the hospital pharmacy/ outsourced out-patient pharmacy or be given an FP10 to take to community pharmacy.

If the appointment is virtual; all prescribed medication is dispensed and either posted or delivered from the hospital. Patients/representatives are not being asked to collect medication unless that is their choice.

Medway Foundation Trust (MFT)

Urgent prescriptions/controlled/hospital only/unlicensed drugs.

The clinician will send the prescriptions directly to the hospital pharmacy for validation and dispensing. The hospital pharmacy will then arrange delivery to the patient's address.

Non-urgent prescriptions: all other medication will be issued on a paper FP10. A copy of the prescription is scanned and sent to the patient's choice of community pharmacy via the shared nhs.net account. This will be followed by a telephone call to the community pharmacy to advise them of the prescription and the original copy of FP10 will be posted to the community pharmacy by the end of next working day.

If there are any queries regarding hospital prescriptions obtained through this process, please contact the Pharmacy Prescription Admin Team on **07990 800128**.