

14 May 2020

For general practice in Kent and Medway

COVID-19 Update 18

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 kmccg.gpscovid19@nhs.net

Highlight:

It has now been confirmed that the NHS anticipates treating 25 May as a normal (e.g. non-working) Bank Holiday – this will only change if there is a need for an emergency response by primary care.

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](#).

Finance

Bank Holiday Friday 8 May reimbursement rates

For Bank Holiday Friday 8 May 2020 practices can seek reimbursement for additional staffing costs incurred and agreed with the CCG in advance of the bank holiday. These should be claimed in line with the respective rates, as set out nationally, listed below.

- Sessional GPs: up to a maximum of £250 a session or £500 per day;
- Overtime for salaried GPs in line with the individual's contractual arrangements;
- Additional capacity from GP Partners to recognise up to two additional sessions on Friday 8 May at a rate of £289 per session plus applicable employer National Insurance and pension costs;
- Overtime for non-GP practice staff in line with the individual's contractual arrangements.

These reimbursement rates were published in the NHS primary care bulletin of Wednesday 8 April.

The claim form attached (entitled May 8 Reimbursement Claim Form) should be used by practices to claim reimbursement from Kent and Medway CCG. When opening it remember you may have to enable it). Please direct these claim forms to your Primary Care team for onward processing, using the subject heading "May 8 Bank Holiday Claims". The CCG will initiate payment in each month once approved. There is no need for the practice to raise an invoice.

- East Kent: Eastkent.primarycare@nhs.net
- West Kent: Wkccg.primarycare@nhs.net
- DGS: dgscgprimarycare@nhs.net
- Medway: Mccg.primarycare@nhs.net
- Swale: Swccg.primarycare@nhs.net

Please make sure that your claims have been submitted by 20 May as anything not into the CCG by that date will miss the next payment run.

Bank holiday on Monday 25 May

It has now been confirmed that the NHS anticipates treating 25 May as a normal (eg non-working) bank holiday so there is no need to plan to provide primary care services. This will only change if there is a need for an emergency response to the COVID-19 pandemic that requires the mobilisation of primary care.

Coronavirus outbreak indemnity

NHS Resolution has published [updated frequently asked questions](#) on coronavirus outbreak indemnity that you may find useful.

Clinical Advice & Support

Care homes

Thank you for all your efforts so far in supporting residents and staff in care homes – the evidence shows this work will become even more important. To make sure that every care home is receiving support, the NHS has tasked the CCG and local system with identifying a named clinical lead for each CQC-registered care home in their area as a matter of priority. This work has been co-ordinated by local primary care teams and we apologise for the tight timeframes within which we have asked for a response to our questions.

COVID-19 and End of Life Care – Best Practice Online Forum webinar

Following the last four successful webinars, we are delighted to share with you an opportunity to join an interactive webinar on **COVID-19 and cancer diagnosis and management challenges in practice** from 7 – 8:45pm on Tuesday 19 May.

These events offer a chance to share expertise from across all areas to help resolve issues and share learning in relation to the current time of COVID-19 challenges. This webinar will provide discussion, including an expert guest panel, around key issues and areas of focus, such as:

- How has cancer care changed with COVID-19 pandemic and what are the implications?
- How can we ensure that patients are referred in timely manner and protected from risks of COVID-19?
- What is the impact on the screening programme and early diagnosis challenges we aspire to?
- How are the needs of people living with cancer and beyond being met and what can be done?

It will include case and situational based discussions, and all attendees will have the opportunity to ask experts questions and raise discussion points using interactive chat forum. Other COVID-19 learning points from the week from our resident panel members will be aired.

To see more detailed information on the event and to register for a place please use this [link](#). Joining details will be sent on confirmation of booking a place and will be found towards the bottom of the confirmation email. For any other queries, please contact Rakesh Koria on r.koria@nhs.net

Infection Protection & Control

Chest Compressions and Infection Prevention and Control

Following the previously published [advice from NERVTAG](#) - the New and Emerging Respiratory Virus Threats Advisory Group - the government confirmed that chest compressions and defibrillation (as part of resuscitation) are not considered an Aerosol Generating Procedure (AGP).

As it has been clarified that there are no AGP processes carried out at a practice level that necessitate the use of FFP3 masks and other items like FFP2 and fluid resistance gowns, we will no longer be requiring you to report on stock levels of these items in the weekly sit-rep from next week.

IT

GP Connect – actions for EMIS practices

GP Connect is an IT tool which has been deployed by NHS Digital for two purposes. It provides a 'read only' view of a patient's clinical record for 111 and COVID-19 Clinical Assessment Service (CCAS) and enables CCAS (and in the future 111) to send a notification to practices – it does not book appointments directly.

This notification will come through your local booking system and will provide a record of the patient's contact with CCAS and enable you to contact patients to discuss their care if necessary.

GP Connect only works with CCAS notifications to EMIS at present. Vision practices will need to continue to use Interoperability Toolkit (ITK) for 111 and CCAS notifications.

Last week the CCG hosted two webinars to explain GPConnect. Questions from practices included:

Can CCAS book direct appointments into practices?

No. Practice booking systems will only be used to send notifications. The appointments are not real appointments. "Dummy" appointments are just used to send the notification that a patient has contacted CCAS.

How many "dummy appointments" should a practice make available?

From 30 March until 30 June 2020 all practices in England must make one "dummy" appointment per 500 registered patients per day available for direct booking by CCAS/111. At the moment these slots are required to receive notifications from CCAS only - in the future they will also be used by 111 to send notifications.

What happens before you can receive notifications about 111 through GP Connect?

111 will continue to contact practice via ITK, email or call. This applies also to Vision Practices who cannot use GP Connect.

How do notifications work in West Kent for suspected COVID-19 related referrals?

The West Kent GP Federation is providing a triage hub for COVID-19 related notifications from both 111 and CCAS and is listed on the Directory of Services to receive these notifications. Patients requiring an appointment at a Primary Care Treatment Centre are then directed accordingly. We are helping the Federation

move to an EMIS booking system and this will then enable GP Connect to send electronic notifications in the future from CCAS.

What should the practice do now?

We are asking practices to complete [this workbook](#) that takes you through the set-up process and then can be used to notify us that they have completed configuration or are experiencing any difficulties. This enables the CCG to provide the required support to resolve any issues. We also attach associated guidance for the practice IT lead.

Support

If you have any questions please contact Dan.campbell@nhs.net (west and north Kent) or Phil.scott4@nhs.net (east Kent).

Safeguarding

Primary Care Safeguarding Leads webinar

At 7.15 – 8.30pm on Wednesday 27 May there will be a **Primary Care Safeguarding Leads COVID-19 webinar**. It will be hosted by the Designated Nurses for Safeguarding and Named GPs from Kent and Medway.

There will be a safeguarding update from the CCG safeguarding team including a discussion on impact of social isolation on families and how primary care can respond. It will also provide you with the opportunity to link in with safeguarding colleagues and raise any issues or questions you have. If you have any suggested questions or topics to cover, please contact Sheridan Morrison, Designated Nurse for Safeguarding Children for Kent and Medway CCG - sheridanmorrison@nhs.net

The session will count towards CPD and a certificate of attendance will be provided.

Although the webinar is aimed at Practice Safeguarding Leads, other members of the practice team who are interested in safeguarding are very welcome to apply.

If you wish to book a place, please email Megan Lazell, Safeguarding Administrator: megan.lazell@nhs.net. Joining details and the agenda will be sent out a week before the event.

Prescribing & Medicines Management

Valproate Pregnancy Prevention Programme:

The Medicines and Healthcare products Regulatory Agency (MHRA) has produced guidance for specialists for initiation of valproate in female patients and for annual review and pregnancy testing to support adherence to pregnancy prevention requirements during the pandemic. The guidance is available [here](#)

Palliative Care Update

As a reminder, the palliative care formulary and full list of pharmacies across Kent and Medway commissioned by the CCG to stock limited supplies of end of life drugs is attached. The CCG continues to undertake reviews to ensure that we have an accurate position regarding the current stocks available and communicate this to providers. Any concerns should be sent to KMCCG.WKCCG.medman@nhs.net

Inhalers

Chiesi, Manufacturer of Clenil Modulite®, has reported that due to an increased demand, additional batches of (beclometasone) 100mcg are to be released into the UK supply chain following authorisation by the MHRA. Patients should be informed that these inhalers will contain the same medication as before, beclometasone, in the same inhaler device (pressurised metered dose inhaler; pMDI). Therefore, there is no required change to either the way prescriptions are written, or the way patients manage their asthma. The only differences in the batch variation are related to the appearance:

- The colours of the plastic actuator and protective cap are beige and yellow respectively (instead of brown and beige respectively).
- The beige actuator is not embossed.
- There is no dose indicator

The manufacturer assures that the differences have no effect on the safety profile (adverse effects) of the medicine; however, patients should be supported and advised to have increased vigilance for when they may need a new inhaler and should confirm the dosage on the labelling of the outer package and canister. These batches are likely to come into circulation from 11 May 2020. The full update including full details of concerned batch numbers can be found [here](#).

Communications

Help to Care app launched

Help to Care, a new mobile phone app, has been launched to support people who care for others in Kent and Medway.

It is free to download and simple to use. Designed to help carers spot the signs of a problem and find the right information and advice, there is also an assessment section which helps people decide if the person they care for is developing a health problem that needs medical help.

It has been developed with clinicians who have checked information provided. It has also been tested with the public who have given very positive feedback.

During the response to COVID-19, the app will contain messaging encouraging anyone who has concerns about corona virus symptoms to use NHS 111 online in the first instance. Users will also be encouraged to phone the person's GP if they are worried about their health condition.

You may wish to promote this app to patients who care for others on your website as many struggle to find the support they need and don't know where to turn for good quality advice so it could reduce pressure on your services. There is a web banner that you could use attached to this update.

You can download the app by searching for Help to Care in the app store on your Apple device, or in Google Play if you have an android device. Find out more here: www.kentandmedwayccg.nhs.uk/news-and-events/news/nhs-and-social-care-launch-app-support-people-who-care-others