

28 May 2020

For general practice in Kent and Medway

COVID-19 Update 22

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:

A webinar on “COVID-19: Primary Care Now and Future Challenges in Practice”

More information: <https://www.eventbrite.co.uk/e/covid-19-primary-care-now-future-challenges-in-practice-2nd-june-tickets-106898923558>

Clinical Advice & Support

Best Practice COVID-19 Webinar Tuesday 2 June 7pm-8:45pm

Following a series of successful webinars, we are delighted to share with you an opportunity to join the next one: **COVID-19 and Primary Care Now & Future Challenges in Practice.**

There will be an opportunity for discussion with an expert guest panel around key issues and areas of focus, such as:

- How has COVID-19 impacted on your professional role in primary care?
- What have been the key challenges for you your patients and your teams?
- Will our consultations and daily routines ever be the same again and what would be best?
- What are the medico legal risk and how do we mitigate these?
- What are the best tele-consultations tools and software material to support us?
- Many other COVID-19 Key Learning Points from the week from our resident panel members

These webinars offer a chance to share expertise from across all areas to help resolve issues and share learning in relation to the current challenges presented by COVID-19 and includes case and situational based discussions. All attendees have the opportunity to ask the expert panel questions and raise discussion points using an interactive chat forum.

To see more detailed information on the event and to register for a place please use this link: <https://www.eventbrite.co.uk/e/covid-19-primary-care-now-future-challenges-in-practice-2nd-june-tickets-106898923558>

ZOOM 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

Referral Advice

Hospital appointments

Patients arriving at hospitals for appointments should be advised that due to social distancing and specific measures to identify patients with COVID-19 symptoms gaining access to sites is often taking longer than usual. Patients should be advised to turn up earlier, keep hydrated and take the necessary precautions in the current hot weather.

Infection Protection & Control

Good ventilation to minimise risk of transmission of COVID 19

A recommendation from the environmental sub-group of SAGE was for local consideration to any enhancements that could be made to improve ventilation in healthcare premises and national Infection Prevention and Control guidance was updated to include this.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/886668/COVID-19_Infection_prevention_and_control_guidance_complete.pdf

Portable fans, either with or without blades should not be used during an outbreak of infection in any healthcare setting as micro-organisms accumulate in the motors and on the blades. They should be removed from all clinical areas to mitigate the risk of transmission of COVID-19.

<https://www.cas.mhra.gov.uk/ViewandAcknowledgment/ViewAlert.aspx?AlertID=102823>

Air conditioning units should be healthcare recommended and properly maintained, meet water safety requirements, cleaned regularly and engineers consulted to ensure external air source is appropriate.

Natural ventilation reduces risk of transmission and can help to cool rooms during high weather temperatures. During these times, organisational Heatwave policies should be referred to which will encourage usual heat control measures e.g. curtains to remain closed, outside shutters/shade on windows etc and also ensuring advice is in line with Health & Safety recommendations.

<http://www.legislation.gov.uk/ukpga/1974/37/contents>

IT

IT Alert

A malicious email has been sent to some NHS email accounts purporting to come from a Daniel McDermott regarding a purchase order. The version we have seen is entitled "RE: Daniel McDermott sent you "PO-09507 (0).pdf". It has an attachment and a drop box link.

The email contains a computer virus. Please do not open it or click on any links in the email but delete it immediately.

If any staff member has already clicked on the link please immediately disconnect your laptop or computer from the network and contact Dan Campbell on 07917 198403.

Kent and Medway Interoperability Gateway (MIG) Service – New Shared Care Record Available

The Kent and Medway NHS and Social Care Partnership Trust (KMPT) MIG shared care record is now being made available to view within the EMIS Web MIG Portal. All Kent and Medway EMIS Web practices will be given access to the KMPT MIG shared record, other than those in West Kent as Care Plan Management System (CPMS) is used for care planning and associated record sharing.

Dr Balachandran of Oaklands Health Centre in east Kent has been piloting access to the KMPT MIG shared care record and outlines some of the key benefits as follows:

- Benefits to the clinician in that you can see the Recent Progress notes, Future Appointments and Care plan information – this is information that would not usually be seen unless a clinic letter specifically provides this information
- Negates the need of contacting community mental health to try and find information about a patient
- Useful to GP practices who are required to ensure patients with a mental health diagnosis have a care plan in place – currently we would have to gain information from clinic letters and the patient to formulate a plan whereas with the KMPT dataset, we can see what Care Plan is already formulated and confirm the details with the patient.

Please find below actions that need to be undertaken by EMIS Web practices in each area of Kent and Medway in order to gain access to the KMPT MIG shared care record.

East Kent EMIS Web Practices

If a patient has a KMPT record, it will be available to view alongside the East Kent Hospitals University NHS Foundation Trust record in the EMIS Web MIG Consuming Portal. No activation is required by the practice in order for the KMPT records to be viewed at east Kent EMIS Web practices. Please notify EMIS Web users at your practice that the KMPT record is now available to view. If practices are experiencing any issues with the EMIS Web MIG Consuming Portal they should contact andrew.gove@nhs.net in the first instance.

Medway and Swale EMIS Web Practices

Medway and Swale practices have recently received an email from the CCG with instructions for activating the EMIS Web MIG Consuming Portal in order to gain access to the Medway Foundation Trust (MFT) MIG shared care record.

If a practice has already activated this access no additional actions need to be taken in order to view the KMPT MIG shared care record other than to notify EMIS Web users that the KMPT record is now available.

If a practice is yet to activate the EMIS Web MIG Consuming Portal they should follow the instructions that they have been sent in order to complete the activation. If a practice requires support in completing this activation they should contact nelcsu.migprojectreporting@nhs.net in the first instance.

Dartford, Gravesham & Swanley EMIS Web Practices

Over the next week practice managers will receive an email from the CCG with instructions for activating the EMIS Web MIG Consuming Portal. Once this activation has been successfully completed the KMPT MIG shared care record will be available for EMIS Web users to view

If a practice requires support in completing this activation they should contact nelcsu.migprojectreporting@nhs.net in the first instance.

West Kent EMIS Web Practices

No action is required by West Kent practices as CPMS is used for care planning and associated record sharing in West Kent.

Contracting

NHS England GP Contracts Team

As from Monday 1 June the telephone number (01293 729298) for the Kent, Surrey and Sussex Primary Care Team Hunt Group will no longer be in use.

Any contact for the Kent, Surrey and Sussex Primary Care Team should be made via the email address below – England.KSSprimarycare@nhs.net. Emails will then be forwarded to the person/team responsible.

Training

Virtual Cafe

A Virtual Café has been set up by experienced facilitators working with the training hubs to provide peer support as a response to COVID-19. They are a safe space where registered clinicians can support each other, reflect and learn.

As numbers increase individuals will be invited to join smaller facilitated groups and create their own structure and evolve as identified by the group's needs. For further details contact: eastkent.traininghub@nhs.net

Workforce

#LookingAfterYouToo: individual coaching support for primary care staff

This coaching offer has generated considerable interest since launch on 24 April, with nearly a thousand colleagues signed up 19 May. Feedback has been overwhelming positive. Comments include:

“This session made a huge difference to me and I am very grateful.”

“I am so grateful for this support. My coach was kind and empathetic, and I was amazed how much we achieved in just 45 minutes.”

This coaching service is open to ALL frontline primary care workforce, clinical and non-clinical and whether directly employed by the NHS or working on an NHS contract. To find out more and book a 1:1 coaching session at a time and in a way that suits you, go to the [Look After You Too webpage](#).

Health and wellbeing survey

The NHS would like to understand the current wellbeing of the primary care workforce and invite you to take part in a survey undertaken by the Institute for Employment Studies to support this. The survey will take no longer than five minutes to complete and will contribute to our ongoing response to support your wellbeing. It is completely voluntary, and your responses are entirely confidential, and only aggregated data will be shared with the NHS. About 2000 of your colleagues have completed it already by visiting [here](#).

Communications

Facebook Live Sessions Offer Free Healthy Lifestyle Support

Health experts from One You Kent are offering free social media sessions for the public to help them quit smoking, eat a healthier diet, cut down on alcohol or just feel better about life.

Advisors for the programme offer 10 to 15-minute Facebook live sessions throughout the week that people can tune into live or save to watch later. The sessions will cover a variety of subjects including coping with cravings and side effects when quitting nicotine, how to eat a balanced healthy diet for life, and recognising obstacles and overcoming barriers to a healthy lifestyle.

These sessions replace clinics run across Kent either as groups or with a one-to-one advisor, but since the COVID-19 related restrictions were put in place advisors have been busy on the phone but now OneYou can offer people an alternative through Facebook live sessions.

If you feel patients could benefit you may wish to link your website to the [OneYou website](#), and promote the sessions on social media. Patients can follow the [One You Kent Facebook](#) page to find out how to take part or call 0300 123 1220 to find out what else is available to help them.