

09 June 2020

For general practice in Kent and Medway

COVID-19 Update 25

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:

Please can one person from each practice complete the weekly SitRep -
<https://www.surveymonkey.co.uk/r/62MD2B7>
by 11:00am on Thursday 11 June.

Thank you for continuing to complete the weekly SitRep, the overall response rate is increasing week by week and we thank everyone who takes the time to complete it. You can see from the attached summary of last week's returns how useful a picture it provides for us all.

Last week we began to ask you about services that may have been affected during the COVID-19 pandemic – we have changed the question this week and will continue to do so in the forthcoming weeks in order to identify if a practice should need support with any particular service.

If you could please make sure that one person from each practice completes the weekly SitRep at the link: <https://www.surveymonkey.co.uk/r/62MD2B7>. The deadline for completion is 11:00am on Thursday 11 June. If you should have any difficulties in completing the survey please email Eastkent.primarycare@nhs.net and one of the team will contact you to assist.

Clinical Advice & Support

Aftercare

Guidance has been published concerning the [after-care needs of inpatients recovering from COVID-19](#).

The document is designed to support local primary care and community health services as they work with partners to develop recovery/rehabilitation services for patients after they have been discharged following an acute episode of COVID-19.

End of life care

The Kent and Medway End of life care group has just ratified the following documents to support primary care;

- The attached Kent and Medway CCG flowchart for the process for Verification of Expected Death in Period of COVID-19 Emergency Measures
- Training opportunities from Ellenor Hospice and bereavement access flowchart (3 documents attached); the training is open to all practice staff and the flowchart is useful for signposting individuals requiring bereavement support
- Repurposing of medicines document for care homes -the attached guidelines have been adapted to help outline some practical steps to ensure safe and effective reuse/repurposing of controlled medication.

Also below is the link to the referral support tool where all resources for both care homes and End of Life Care have been stored. It is accessible to all practices in Kent and Medway: <http://ashford.referralsupport.co.uk/referral/ashford/>

Test results

Within the next two weeks, when a patient receives their test result from the national COVID-19 swab testing, this will also be sent to GP systems and appear in the patient's record as a laboratory test result. Results from tests previously undertaken through the same route will also shortly be sent to GP systems.

There will be no action required from the practice on receipt of these results. In particular:

- There will be no need to communicate results to patients, as these will have already been sent to them by text and email;
- No clinical action will be necessary, as patients will have also received links to national guidance in their text and email, such as requirements on isolation or what to do if symptoms worsen;
- The results will not need to be notified to Public Health England under the notifiable diseases requirements, as this will have already been done.

Results from the test will appear in patients' records as "SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) RNA (ribonucleic acid) detection result negative / positive / unknown". When a result is "unknown" it means this was unclear and the patient will be advised to be tested again through the original route they use to request a test.

Shielded patients

A letter has been sent out to GPs and hospital clinicians about the [NHS support to people who have been shielding](#). It confirms the actions for the NHS following the updated guidance published by the Government on 31 May.

This information first (and information about testing) appeared in the national primary care bulletin – you can subscribe here: <https://www.england.nhs.uk/email-bulletins/primary-care-bulletin/>

IT

Phase 4 of Electronic Prescription Service (EPS)

- 52 Practices across Kent and Medway are already live with Phase 4 of EPS
- EPS 4 can be activated quickly with minimal business impact on practices
- The NEL CSU GPIT team will be getting in contact with all practices that are yet to migrate to EPS4 with additional information

What are the benefits?

- Almost all prescriptions will be processed and signed electronically – over 95% of prescriptions will be processed this way and only a small proportion will be hand signed.
- Only using one main process for prescriptions will lead to a more efficient, faster and secure service for you and your patients.
- If a patient without a nomination loses their token it can easily be reprinted
- Ability to track more prescriptions using the EPS Prescription tracker <https://portal2.national.ncrs.nhs.uk/prescriptionsadmin/> (link will only work when using smartcard)

How does it work?

- EPS currently allows prescribers to send prescriptions electronically to a dispenser of the patient's choice, known as their "nominated" dispenser which accounts for approximately 70% of all prescriptions issued in England.
- EPS Phase 4 (EPS4) (currently available in EMIS) enables EPS to become the default for prescribing dispensing and reimbursement of prescriptions in primary care in England.
- In EPS4, patients without a nomination will be given an EPS token (patients may refer to these as "paper copies" of their prescription) at the GP practice. The token is given to the patient (or their representative) or collected as part of the prescription collection service.
- The patient or their representative can take the token to any pharmacy in England where the bar code on the prescription will be scanned and pulled down from the spine to be dispensed.

How do you activate? (For EMIS only at present)

- Login to EMIS Now website with your CDB (Customer number) https://www.emisnow.com/csm?id=sc_cat_item&sys_id=2e81aa5f1bfbc8507937a8a4bd4bcbee

- Complete the activation form here requesting for EPS4 to be activated and submit your request (this will require the approval of a clinician within our practice).
- Practice will receive a confirmation email once EMIS have activated EPS4

Further help

- Please log a call with the NEL Service Desk 03000 424242 or via the Self Service Portal: <http://marval.nelcsu.nhs.uk/nelselfservice/local> and a member of the GP IT Team will contact you.

Medway Medical Interoperability Gateway (MIG) Service Update

The utilisation of the Kent and Medway MIG service continues to increase with around 15% more records being shared via MIG services since the beginning of the COVID-19 escalation.

EMIS web data sharing agreement activations

If you are a Practice Manager or IT Lead at an EMIS Web practice please check the EMIS Web Data Sharing Manager in order to ensure that all MIG data sharing agreements (DSAs) have been activated. Unless these DSAs have been activated the patient records at EMIS Web practices will not be made available to the named secondary healthcare providers via the MIG.

The most recent EMIS Web MIG DSA to be made available in Kent and Medway is for North East London Foundation Trust (NELFT), which provides Child and Adolescent Mental Health and Adult Eating Disorder services across Kent and Medway.

Kent and Medway NHS and Social Care Partnership Trust (KMPT) shared care record

The KMPT MIG shared care record was activated on Wednesday 27 May. Although available for a number of days a technical issue led to some EMIS Web practices reporting that they were unable to view this record via the MIG. Please note that this issue has now been resolved by the supplier and all practices should now be able to access this shared care record via the EMIS Web MIG Consuming Portal.

Please note that in west Kent CPMS is used to manage shared care plans and associated records. As such, direct access to MIG services for West Kent EMIS Web practices is not currently available.

Please send any MIG queries or support requests to andrew.gove@nhs.net in the first instance.

eConsult online consultation update and webinars

The number of eConsult online consultations continues to increase with over 30,000 eConsults being submitted by east Kent patients since the beginning of the rollout of this service in February 2020. A number of practices are now asking how to encourage more patients to use eConsult.

eConsult are holding webinars between 1pm and 2.30pm every weekday which practices can join in order to learn how to maximise the benefits of the system and pose questions to one of the eConsult Transformation Team experts. In order to join one of these webinars click on [this link](#) (you may be asked to download software so you can join) between 13:00 and 14:30 on any weekday.

In addition to the daily support workshops that eConsult are running there is a clinical focus masterclass being held on 10 June 2020 led by Dr Ross Dyer-Smith and Dr Gurbaksh Badial. This session will focus on how to efficiently manage eConsults from a clinical perspective and will include case studies and Q&A. Clinical staff can sign up to this webinar by emailing the eConsult team on this address: marketing@webgp.com

For any additional eConsult queries or support requests please contact andrew.gove@nhs.net.

Medicine Management & Pharmacies

Suspected drug fraud

We have recently been made aware that an individual registered as a temporary patient, at a west Kent practice has been trying to register at multiple practices in the Kent and Medway area to gain access to controlled drugs and inhalers.

We would like to thank clinicians who raised this issue and remind all healthcare professionals to exercise caution when registering new patients as temporary residents and for those accessing services out of hours.

As most GP practices are undertaking remote consultations with a majority of prescriptions, including controlled drugs, issued electronically to any nominated pharmacy, NHS England & Improvement have suggested that patients should be referred to their regular, registered GP for remote consultations and also for repeat prescriptions.

Please send any queries and/or concerns of suspected fraud to Melanie Alflatt (07899 981415 or melanie.alflatt@nhs.net) who is Director of Fraud and Security at TIAA or call the National Fraud & Corruption Reporting Line 0800 028 40 60.

If there are concerns about patient safety, then clinicians may need to consider a safeguarding referral for the patient concerned. Link: <https://www.kentandmedwayccg.nhs.uk/about-us/access-to-information/safeguarding-declaration>

Electronic repeat dispensing (eRD) system

A [letter to GPs and community pharmacists](#) has formally notified you of temporary changes to the need for patient consent to maximise use of the electronic repeat dispensing (eRD) system.