

25 June 2020

For general practice in Kent and Medway

COVID-19 Update 30

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.

Clinical Advice & Support

Update on Shielding

The government has set out details on a phased easing of shielding advice and is writing to all patients in this category.

The NHS has been asked to maintain the Shielded Patient List allowing us to continue to provide targeted advice and support to this cohort and to change advice and support if the incidence was to rise significantly. More details about the changes are [set out in this letter](#) from the Chief Medical Officer and NHS Medical Director.

Kent and Medway Cancer Awareness Training

Macmillan Cancer Awareness virtual modules are now available in place of the usual face to face training. These modules are accessible to healthcare professionals working in primary care throughout Kent and Medway and will operate on a rolling program for the rest of this year, via Microsoft Teams. Each module is one hour, and you can pick and choose which sessions you would like to complete.

If you would like to attend a session(s) [please book online](#). If you have any questions, please contact Kate Regan katereg@nhs.net.

Covid-19 Bereavement Support for Children and Young People Aged 4-19

Like adults, the lives of children and young people have been turned upside down with schools, clubs and activities closing and opportunities to meet with friends restricted. Many young people are already feeling isolated, confused and lost; and losing someone you love suddenly and unexpectedly in this context can be particularly complex and hard to come to terms with.

Experiencing different emotions when grieving is normal and having someone to talk to about how you feel can be very helpful.

To support children and young people in Kent who experience complicated grief as a result of Covid-19 **we have extended our children and young people's counselling service to include bereavement support**. This offer has been specifically tailored to the different circumstances that children now find themselves

in and the provision will aim to reduce the long-term impact, particularly on emotional wellbeing and mental health, from this trauma event.

Who is the service for?

- The service is for 4 to 19-years-old living in Kent who have lost a loved one to Covid-19. The virtual programme of bereavement support will include the provision of strategies and information for families or carers to help them support their grieving child.
- Children and young people's common reactions to grief and loss can include anxiety, sleep difficulties, sadness and longing, anger and acting out behaviour, guilt, self-reproach and shame and school problems. Some children might show regressive behaviour, social isolation, fantasies, personality changes, pessimism about the future, preoccupation with cause and meaning, as a result of being bereaved.

How do I refer to the service?

- Referrals (including self-referrals) can be made via the Single Point of Access at the online portal at <https://www.kentcht.nhs.uk/service/school-health/> or by calling 0300 123 4496. **Please refer any child or young people that could benefit from the service.**

How do I access further information?

- Further information is available on the service website at: <https://www.kentcht.nhs.uk/service/school-health/counselling-and-emotional-health/>.

How can I support grieving children, young people and families in my work role?

- There are a number of resources to support families to cope with bereavement and grief at: [Practical and Emotional Wellbeing Support Following Bereavement](#).
- Further information to support and resources to support children and young people's emotional wellbeing is also available at www.kent.gov.uk/wellbeingfamilies. This includes coping with bereavement and grief.

Are there any other services available to offer support?

- There are a number of local and national Voluntary and Community Sector bereavement organisations that play a critical role in supporting children and families. Further information is available at [Practical and Emotional](#)

[Wellbeing Support Following Bereavement](#). KCC and KCHFT have reached out to these organisations to recognise this role and encourage continued support for families, particularly families who have suffered a bereavement that is not related to Covid-19.

- School staff are able to access the Crisis Support Service, led by Education Psychologists, in order to support bereaved children. Further information is available at <https://www.kelsi.org.uk/special-education-needs/educational-psychology/crisis-support-service> and the service can be contacted on 03000 410250 or at Educational.psychology@kent.gov.uk

There are a number of other services that support young people's emotional wellbeing that can be accessed across Kent. These can be accessed directly and include:

- A new text service for children, young people and adults needing immediate mental health support. This can be accessed by texting the word "Kent" to 85258. This is a 24/7 text service provided by SHOUT and the Crisis Text Line as part of the Kent and Medway Release the Pressure campaign.
- An online wellbeing hub at www.kent.gov.uk/wellbeing which provides self-help advice and links to local support services to help people's mental wellbeing during the ongoing pandemic crisis. This is regularly being updated to provide additional support.
- Kooth is a mental health and wellbeing online platform for young people aged 10 to 16 available across the whole of Kent. The service is free and can be accessed at www.kooth.com. It's a place to get advice, information and support 24/7. Young people can chat to a friendly qualified counsellor, Monday to Friday, between 12 noon and 10pm and Saturday and Sunday between 6pm and 10pm.
- Accessing www.moodspark.org.uk if you are a young person. or www.kentresiliencehub.org.uk if you are a professional, parent or carer to learn about mental health and find tips and resources to keep emotionally healthy.
- Accessing the Big White Wall if aged 16+ for anonymous support through www.bigwhitewall.com/
- Calling the Single Point of Access (SPA) on 0300 123 4496 for support regarding mental health if you are not sure what help is needed.

Infection Prevention & Control

Personal Protective Equipment (PPE) Portal Order Limits

In last week's Update we encouraged practices to sign up to the new PPE Portal so they can place orders for PPE. We have now been informed that, after further considering the stock and demand levels, the Department of Health and Social Care has updated the guidance.

GPs and small social care providers can now place orders multiple times per week (within set limits), instead of only making one order a week. Each practice can now order 100 IIR masks, 200 aprons and 200 pairs of gloves a week. These items are provided free of charge.

There is more information on the DHSC PPE Portal Guidance Page <https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment>.

As before, if there are any queries regarding the PPE Portal, please direct them towards their Customer Service team at 0800 876 6802.

Administration

Patient Safety Team

There is a new generic email to use to contact the Kent and Medway CCG Patient Safety Team: kmccg.patientsafetyteam@nhs.net.

Please use this email address with immediate effect for any queries on reporting of a serious incident, to follow up on any outstanding serious incidents and to report/submit any documents relating to reported serious incidents.

Information Governance and Data Protection Support

The CCG's GP data protection team remains committed and available to providing information governance and data protection support to all practices, especially during the pandemic. Please do not hesitate to contact us with any issues or queries. We cover the whole of Kent and Medway, so if you do not have a named contact, do not hesitate to contact us via our team's generic email at: kmccg.northkentgpdataprotection@nhs.net, there will always be someone available to respond to your enquiry.

Data sharing: It has come to our notice that there have been several requests made to practices to enable data sharing particularly via EMIS. We can support practices with review/due diligence with such requests.

Planned webinar: The team is planning a series of webinars for all practice managers or IG Leads (within practices) for late July. We are aiming to conduct this in three sections; general IG/data protection matters affecting practices, Covid-19 response actions and FAQs from practices. We would like to use this opportunity to ask for advance submissions of any issues, concerns or queries (general or practice specific) to be sent to the team's generic email at: kmccg.northkentgpdataprotection@nhs.net. Also, if there are any preferences as to date/day/time wise, please do let us know.

Workforce

BAME Population Mortality Reduction Board

NHS England / NHS Improvement South East Region has established a BAME Population Mortality Reduction Board in recognition of the higher rates of mortality from Covid in BAME populations. The board has held a number of webinars on the subject which are available [on the FutureNHS platform](#). They are also running a [survey](#) for people who work in primary care and belong to the BAME community. We will update you in a future bulletin about local work on this issue.

Finance

DES/LES/AQP Financial Arrangements – Quarter 1 2020/21

As you may recall, we informed you (update 20, 21 May) that we were extending the enhanced services block until the end of October.

In the meantime, a commissioner and clinical sub-group has been established and a set of principles for the approach to Restart has been designed. The next step will be for consideration to be given to each of the services covered by these arrangements to agree a level of activity/productivity which will apply to each service under restart (taking into account the new environment).

This will then allow decisions to be made about if and how additional activity is delivered where this situation arises. In the meantime, the financial block values put in place during the early part of 2020/21 will continue.