



Important information for GP practices across Kent and Medway  
**Thursday 23 July 2020**

## Clinical advice and support

### New guidance for safe enquiry about domestic abuse

Lockdown is difficult for everyone. However, for those living with an abusive partner or family member, it is dangerous, traumatic and relentless.

[This new guidance](#) is to support health professionals to safely ask patients about domestic abuse in virtual settings, for example on the telephone or online. It sets out five simple steps to help you identify and respond to people who might be at risk. It can be applied in services which use routine enquiry, for example maternity services, as well as services using clinical enquiry, such as general practice.

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### Best practice webinar: Covid-19 and renal challenges

Tuesday 28 July at 7pm to 8.45pm (please log in at 6.50pm for start at 7.00pm)

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

- What impact has Covid had on renal services and patients in general?
- Covid is a multisystem disorder, so how does it affect renal health?
- CKD surveillance and what every frontline practitioner should know?
- AKI is preventable and a regular cause for hospital admissions, what can we do?
- Nephrotoxic drugs and Iatrogenic challenges, what can help us all?
- Renal support and dialysis and end stage renal disease palliative support.
- Any other key issues you wish to share and discuss.

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 please register [using this link](#). Zoom details will be sent on confirmation of booking a place - they will be found towards the bottom of the confirmation email.

For any other queries please contact Rakesh Koria on [r.koria@nhs.net](mailto:r.koria@nhs.net)

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## **Best practice webinar: current diagnosis and management of heart failure**

Tuesday 28 July at 7pm-8pm

Co-hosted by the Primary Care Cardiovascular Society

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Agenda:

- Implementation NICE guidance
- Providing heart failure services in a pandemic
- Expanding role of primary care – covering the new QoF indicators.

More information [here](#).

You can register for free but you will have to consent to receive marketing materials with the option to unsubscribe at a later date.

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## Remote consultations - sharing learning

In light of Covid-19, video consultations are being offered and used more widely and every person using them has a different experience. The CCG and the Kent Surrey Sussex Academic Health Science Network (KSS AHSN) would like to know a bit more about your experience so we can share your views and help improve outcomes for patients and primary care clinicians. If, as a clinician, you would like to tell them about your experience please complete this [quick survey](#).

We know that you are asked to complete many surveys but publicising them in this way enables those who wish to take part in research to do so. If you are interested in sharing your learning and are able to find the time your input would be much appreciated.

We are also seeking the views of patients who have taken part in video consultations, so we would appreciate it if you could pass on this information to your PPG or publicise on your website:

*" In light of Covid-19 and to keep patients safe by minimising the risk of infection, the NHS is using technology through remote consultations, which*

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*includes video consultations.*

*The NHS would like to know a bit more about your experience using video consultations with your GP surgery to help us understand what can be sustained or improved to help us provide even better care.*

*To tell us your experience, please complete this survey:*

<https://www.surveymonkey.co.uk/r/VCSurveyPatients> "

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## **Kent and Medway NHS and Social Care Partnership Trust services**

From Tuesday 4 August the below services will be based at Medway Hub, Britton House, Britton Farm, High Street, Gillingham, Kent ME7 1AL:

- Medway community mental health service for older people
- Medway community mental health team
- Early intervention in psychosis
- Mental health of learning disability
- Primary care nurses
- Mother and infant mental health service

To contact any service call 0300 303 3189.

[Here is a poster](#) advertising these changes.

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# Finance

## New online service for managing GP practice payment information

Primary Care Support England have asked us to tell you about the new online service for managing GP practice payment information they are launching later this year. This new service will make it easier for you to manage payments claims and submit monthly payment schedules. [Here is a high level update](#) providing you with an overview of the new service.

## Infection Prevention and Control

### PPE Mutual Aid Portal closing

Throughout the pandemic, Kent County Council (KCC) has been helping the Kent Resilience Forum to provide mutual aid to social care providers, GPs and others who could not source the required PPE through their usual suppliers. The mutual aid portal that some of you used to order PPE will close at 4pm tomorrow (Friday 24 July).

Whilst we know obtaining PPE remains challenging in some cases, we are seeing an improvement in availability in the market from wholesalers and suppliers, and the expectation is that PPE should now be sourced from regular supply chains or the DHSC emergency ordering portal.

KCC has been contacting all applicants to the portal, including GPs, to give one-to-one advice and guidance on how they can return to their usual channels of PPE and encouraged them to register on [the DHSC emergency portal](#) for general practice and small social care providers.

The CCG is aware from last week's sitrep returns that over 90 per cent of practices are now registered with the DHSC emergency ordering portal but with

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the closure of the mutual aid portal you may wish to check that your practice has done so.

## Local Area Updates

### Medway and Swale

#### Consultant Connect update

We are pleased to announce the availability of a local mental health helpline for working age adults for Medway and Swale GP practices. You can access this in the usual ways either by calling in from a landline or by selecting this option via the mobile App. The line will be available Monday – Friday 9am – 5pm.

#### Direct Access Non-Obstetric Ultrasound (DA NOUS)

Following completion of the recent procurement for GP DA NOUS, using an Any Qualified Provider (AQP) approach, the following nine providers were accredited to provide GP DA NOUS service to Medway and Swale GP practices. Of those nine providers, six were existing ones. All providers are listed below for your information.

- Diagnostic World Limited
  - Hem Clinical Ultrasound
  - Medway NHS Foundation Trust (MFT)
  - Physiological Measurements Ltd
  - Surgimed healthcare Ltd
  - Sydenham House Medical Group
  - Direct Medicare UK Ltd
  - Mediscan Diagnostic Services Ltd
  - Omnes Healthcare.
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A generic referral form has been developed and this is now available on DXS which can be used across all providers. We would like to encourage that all referrals are submitted via ERS, however referrals to MFT must be completed via OrderComms.

Work is taking place with all nine providers regarding their mobilisation and/or restart plans. Please find attached a document that sets out: [clinic location, opening times, and restart plans](#).

Any backlog of patient referrals (as a result of the impact on service delivery from the pandemic) are now being booked by all providers and patients will be contacted directly with an appointment. Routine scanning should be undertaken within 10 working days of the referral – with an absolute maximum of 20 working days (four weeks) and reports should be shared no later than five working days after the scan unless a patient requires urgent onward referral, in which case this should be addressed within the same day.

Increased PPE and cleaning of all sites and social distancing requirements will be in place. Each provider will inform the patient of the requirements at the time of booking their scan appointment.

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If you have any feedback or ideas to make the updates more useful to you please email [kmccg.gpscovid19@nhs.net](mailto:kmccg.gpscovid19@nhs.net)

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