



Important information for GP practices across Kent and Medway
Tuesday 18 August 2020

Weekly primary care sitrep survey

Many thanks for continuing to take the time to complete the sitrep survey.
The summary of [last week's responses is available](#) for your information.

Recognising the feedback we have received from a number of practices, a review of the sitrep has been undertaken by the primary care team and the survey has been adapted to reflect the restore programme, whilst still giving practices a place to give direct feedback to the CCG. This week's sitrep includes questions about practice zoning, flu plans and reviewing children on the shielded patient's list. More details are below.

Please make sure that one person from each practice completes the weekly sitrep here: <https://www.surveymonkey.co.uk/r/62MD2B7> by 11am on Thursday 20 August.

Clinical advice and support

Reminder to complete review of children and young people on the shielded list by September

NHS England's [letter of 8 July](#) outlined the process for all children and young people currently identified as clinically extremely vulnerable to be reviewed and, where appropriate, removed from the shielded patients list (SPL) following consultation with their specialist clinician or GP. This is in line with [guidance from the Royal College of Paediatrics and Child Health](#).

It is important that this review is completed ahead of the new school term (early September) to avoid children and young people receiving inappropriate advice in the case of new public health measures being applied.

While many of these children will be under the care of specialists, who have also received instruction to review their patients, there will be a small number of children and young people who have previously been identified as clinically extremely vulnerable and who are not under the care of a specialist.

Practices will need to identify and advise these individuals. Once a conversation with the patient/patient's family has taken place, the patient must be removed from the SPL if deemed clinically appropriate. To do this, the high risk flag on their patient record should be changed to moderate or low risk. This patient should also be written to, to confirm they have been removed. For more detail about removing a patient from the SPL visit the NHS Digital [website](#).

In summary:

- All children and young people currently identified as clinically extremely vulnerable and included on the shielded patient list (SPL) should now be reviewed, with reference to the RCPCH guidance. Conversations should take place with the individual and their families, to discuss whether they are still considered clinically extremely vulnerable. These consultations should happen before the start of the new school term in September 2020.

- A small group of children who receive specialist care will still be considered clinically extremely vulnerable and may need to remain on the SPL following this consultation with their doctor. This is so they can be advised accordingly if the shielding policy, or any other intervention for those considered clinically extremely vulnerable, is reactivated in future. This group includes, for example, children and young people receiving cancer care or those at risk of severe infection due to an immunodeficiency.
- Most children and young people who were initially identified as being clinically extremely vulnerable, in particular those who are cared for just by their GP, are unlikely to need to remain on the SPL. This includes children with conditions such as asthma, diabetes, epilepsy and kidney disease. However, there could be rare exceptions to this, and removals should always be the result of a clinical assessment and discussion with the patient and their family. If unsure, GPs should refer to the RCPCH guidance.
- Where individuals are no longer considered clinically extremely vulnerable it should be explained that they will no longer be advised to shield in future and will be removed from the SPL. No one should be removed from the shielded patient list by their GP or specialist until a discussion has taken place.
- Young people who are transitioning to adult services should discuss their individual circumstances with their current and future specialist, or GP.

Guidance on remote consultations

The Royal College of General Practitioners have a page with links to [comprehensive updates and advice](#) on best practice for remote consultations. It includes important guidance on “Key principles for intimate clinical assessments undertaken remotely in response to Covid-19”

Support service for Covid-19 and other sudden bereavement

People bereaved in sudden or shocking ways, including by Covid-19 and any sudden illness, incident, or suicide, can now be referred to a new bereavement service. The service, Sudden, is run by a well-established charity that is experienced in helping suddenly bereaved people through trained and named case workers, operating over the phone. Sudden provides free support and advocacy for up to 10 weeks, with a focus on safeguarding and wellbeing outcomes. More [details and advice for professionals](#) about Sudden, and accessing its service are available.

Diabetic eye screening early referral guidance homes guidance

Technical guidance to support early referrals to diabetic screening is now available. This guidance explains when it may be appropriate for a GP or diabetologist to request that a person in phase 2 of the diabetic eye screening restoration cohort (i.e. where the service has up to 24 months since their last screen before screening them again) is screened earlier than planned as there has been a significant change in their condition. The [guidance sets out the criteria to be applied](#).

Diabetes Friends

Diabetes UK has launched an initiative in Kent and Medway called Diabetes Friends. It aims to reduce isolation for people living with or affected by diabetes by connecting people, via email and telephone, who may have similar experiences of living with the condition. A poster to [advertise this](#)

[service can be downloaded](#) and displayed to patients which has more details about how to get involved.

August bank holiday

GP practices are not required to be open on 31 August bank holiday. A list of pharmacies which will be open is [available online](#).

Message to the NHS

The Secretary of State, Matt Hancock, has written [a message to the NHS on the coronavirus response](#).

Safeguarding

Safeguarding update for Kent and Medway

Safeguarding concerns remain a priority as services restart and meet demand across multiple agencies.

A serious case review (SCR George) has recently been completed in Kent and Medway regarding the unfortunate death of a child. During the review it was identified that there is an ongoing need for post-natal checks to be undertaken by clinicians in general practice and for mental health to be explored in these reviews. If there are any mental health concerns it is always worth following these up either in practice or by documented referrals to the mother and infant mental health service or by discussion with the health visitors for ongoing support.

Please can we remind everyone of the importance of timely reviews for all patients but specifically those with mental health problems or issues with regard to safeguarding.

Some resources available to support your patients particularly during the current pandemic:

Mary Dolly Foundation offers a Counselling Support Service for any Kent resident who has experienced domestic abuse and/or sexual abuse. Self-referrals are accepted on info@marydollyfoundation.org.uk or 020 8315 0595.

If you wish to refer Kent residents to this remote counselling service, send an enquiry to info@marydollyfoundation.org.uk and a referral form will be sent by the charity to the referring agency to complete. Please note that if agencies are referring children, a consent form must be signed by the parent or guardian of the child before counselling starts

See, Hear, Respond is a new partnership run by Barnardos that aims to provide early intervention before children reach the threshold for statutory intervention. It does not replace your usual referral process for children who meet a statutory threshold for significant harm: such referrals must be made to your local authority safeguarding team using your usual safeguarding procedures. It has been created specifically to help children and young people in England who are experiencing harm and increased adversity during coronavirus, by providing support to those who are not being seen by schools or other key agencies. There is no minimum threshold for referral and it will support children from pre-birth up to 18 years of age and those with special educational needs under the age of 25.

See, Hear, Respond will contact every referral made so no child gets missed. They'll get help in one or more of four ways:

- an [online hub of support and information](#),
- online counselling and therapy

- face-to-face support for those most affected and at risk of some of today's most pertinent issues, such as criminal exploitation, and
- helping children and young people reintegrate back into school.

Kent and Medway Safeguarding Adults Board publishes a [newsletter with information](#) from multiple agencies included updated legal guidance and Covid-19 related safeguarding information. Training opportunities are also noted in this newsletter. If you would like to sign up to receive the Kent and Medway Safeguarding Adults Board newsletter, please email KMSAB@kent.gov.uk.

Kent safeguarding children's multiagency partnership has issued its [August monthly newsletter](#) to inform partners of local support and changes to service. The [quarterly newsletter](#) contains information of local services and training opportunities including for suicide awareness and prevention, child sexual exploitation and adult self- neglect

Samaritans – wellbeing support line for NHS and social care workers

Samaritans has launched a new [confidential support line for NHS and social care workers](#) in England. The support line is run by Samaritans and all calls are answered by trained Samaritans volunteers.

The safeguarding team at the CCG remain available using our usual contact details in case you require support.

Infection prevention and control

Non-sterile gowns Flosteril FLO-MED-8130

Flosteril FLO-MED-8130 non-sterile gowns do not meet minimum standards for fluid resistance. All providers are asked to check their stocks and quarantine any unused gowns. Full details are [available online](#), where you can also sign up for future alerts.

Flu

NHS England approved PGDs

Here are two vaccination PGDs recently approved by NHS England South East:

1. LAIV - [Live Attenuated Influenza Vaccine PGD](#)
2. PPV 23 - [Pneumococcal Polysaccharide Vaccine PGD](#)

These PGDs will be uploaded on the [Kent Surrey and Sussex \(KSS\) webpage](#). If you have any queries, please do not hesitate to contact the team via their [generic email](#).

IT

Electronic Prescription Service (EPS) - national enablement of phase 4 functionality

EMIS Web practices across Kent and Medway have been successfully enabling the latest phase 4 EPS functionality since January, in-line with NHS England's Covid response strategy.

NHS England has recently announced that Phase 4 EPS functionality will be enabled automatically for all remaining EMIS Web practices that use EPS (including dispensing practices) from 7 September 2020*. Full details of this announcement can be found in NHS England's Covid-19 [Primary Care bulletin](#), sent to all practices on 6 August 2020.

If your practice is yet to enable Phase 4 EPS functionality, and would like to

complete this work before the national enablement, please log a call with NEL IT Support in order for an EPS lead to make support arrangements with the practice.

The regional EPS lead will be hosting two EPS Phase 4 webinars to provide an overview of service and answer any questions that practices that are yet to enable this functionality may have. The sessions will be running at the following times:

- Friday 21 August 2020, 12pm – 1pm
- Wednesday 26 August 2020, 12pm – 1pm

If you your practice would like to attend one of these webinars, please email nelcsu.pcps.calendar@nhs.net for joining instructions.

*Please note that EMIS Web practices that are yet to enable EPS will not be in scope for the national enablement of phase 4 functionality. EPS Phase 4 is not currently available for practices that use the Vision clinical system.

Please share this update with colleagues who are [welcome to subscribe](#) to the mailing list.

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Useful links

- [Offers for NHS staff](#)
- [NHS England primary care bulletin](#)
- [Kent and Medway Medicines Optimisation Newsletters](#)

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