



Important information for GP practices across Kent and Medway
Thursday 20 August 2020

Clinical advice and support

Kent and Medway post-Covid recovery services

Rehabilitation following Covid-19 infection is essential in supporting individuals, both physically and mentally, as well as addressing their ongoing wellbeing needs.

The CCG is developing a new community service to support patients and their carers during recovery from Covid-19.

This proposal is with NHS England and we are waiting for confirmation of funding. Once this has been finalised we will share it with all practices.

In the meantime, patients are being supported through existing services. There is also a useful app, [HelpToCare](#), and the [Your Covid Recovery](#) website, which has details specifically on the mental health support available.

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Covid-19 and BAME communities

As you will be aware, Covid-19 has had a disproportionate impact on people in areas of high deprivation, BAME communities, those with a learning disability and others with protected characteristics. We know we need to take specific action to tackle health inequalities.

An NHS England and NHS Improvement national advisory group has identified eight urgent actions for NHS Leaders to tackle health inequalities – from protection, prevention, leadership and data.

You can read more about the detail and context of the eight actions in the document [Urgent Actions to Address Inequalities in NHS Provision and Outcomes](#).

Kent and Medway CCG has also identified work that is required to make a difference and will work with other agencies in the county. More details will be shared in the coming weeks, along with details of a public awareness campaign.

Update on Tier 3 weight management

The bariatric consultancy would like to remind GPs that the Tier 3 Specialist Weight Management Service is open for referrals across Kent (not Medway). The team has successfully supported patients virtually through lockdown and have not stopped providing services to patients during Covid-19.

People who are obese have been identified by Public Health England as a vulnerable group as analysis shows they have poorer outcomes and experience worse Covid symptoms than the general population. It is also anticipated that an increasing number of patients will fall into the obese

category. The CCG would encourage GPs to continue to refer eligible patients for the Tier 3 service.

Webinar: At The Heart of Diabetes

Cardiovascular disease is the leading cause of death in people living with type 2 diabetes.

Since concerns were highlighted with rosiglitazone, it was made mandatory for all new diabetes drugs to prove their cardiovascular safety. Somewhat unexpectedly, not only was cardiovascular safety established with certain newer diabetes drugs but also cardiovascular superiority compared to placebo i.e. significant reductions in major adverse cardiovascular events.

A webinar, At The Heart of Diabetes, on Tuesday 25 August at 7pm will summarise key take-home messages from all the published diabetes cardiovascular outcome studies to date, how these studies have changed guidelines and what the implications are for primary care.

[Register for the event for free.](#)

Recovery and Wellbeing College

The [latest prospectus](#) from the Kent & Medway Recovery and Wellbeing College is available. The workshops are being run via Zoom throughout September to December.

Update on Covid-19 research and trials

The MHRA has [published an update](#) on the research work which has taken place across the UK on Covid-19 and the need to continue to invite patients to join urgent public health studies.

Workforce

Workforce and estates

The Network Contract Directed Enhanced Service (DES) Contract Specification 2020/21 – PCN Entitlements and Requirements paves the way for around seven additional new full-time clinical support staff for an average PCN in 2020/21.

This figure rises to 20 full-time staff by April 2024. It is predicted that the introduction of these new staff, under the Additional Roles Reimbursement Scheme (ARRS), will transform service delivery for patients, and ease the mounting pressures on existing clinical staff, including GPs and practice nurses.

The 'Update to the GP Contract Agreement 2020/21 – 2023/24' (published 6 February 2020) makes reference to ensuring sufficient space is available for additional staff employed under the ARRS (paragraph 1.34).

These documents offer advice and guidance to providers (PCNs and constituent practices), as well as to commissioners in receipt of applications for additional funding to accommodate additional staff. The documents are set out below and can be accessed on the [FutureNHS platform](#) (login required).

Document 1: Advice note for providers – providing high-level advice on the accommodating new staff within a PCN;

Document 2: Supplementary guidance for providers – offering detailed supplementary guidance to document (1);

Document 3 (including annexes 1 – 4): Guidance for commissioners in receipt of an application for funds.

For further advice and guidance on estates and PCNs, please access the PCN estates network by following the steps below:

Go to www.networks.nhs.uk;

Click 'register' (in the top right hand corner);

Once you are registered, click onto the link <https://www.networks.nhs.uk/nhs-networks/pcn-estates-network/view> and select 'join this network'. You will then receive a confirmation from NHS Networks.

IT

Measuring capacity in primary care

At present, there is no mechanism to accurately measure the stress, demand and pressure that our primary care services are under. The GP appointment data available is unreliable with significant data quality issues and is released only on a monthly basis which does not allow for systems to identify and respond to operational pressures as they arise. With no way to accurately measure the capacity within the system and address the potential deficit against patient demand, primary care staff are often working at over 100 per cent capacity to meet the need, resulting in a potential clinical safety risk, as well as burnout across the workforce.

The regional Digital First programme are participating with the National GPAD programme pilot to better understand the data being collected for GP appointments in order to support practices to be able to access timely and accurate demand data. The benefit in participating in this pilot is that practices will be able to provide feedback to shape the national rollout of the public beta phase allowing for effective resource planning and the safe operational management of any escalating pressures resulting from either a surge in demand or depleted capacity.

In order to participate, you will need to be an EMIS practice and will be asked to map out appointments (approximately 45 minutes), respond to a survey, 30 minute phone call to discuss the survey results, appointment data extract and a final validation of information. Practices will have hands on support to be able to deliver this piece of work.

Please contact adriana.jimenez@nhs.net with your interest in participating.

Developing digital first road maps in Kent and Medway

Kent and Medway CCG is working with NHS England to support primary and community care in using digital tools to improve outcomes for patients.

Together we will be producing 'Digital First Roadmaps' which outline the development of digital first services over the next five years.

We are looking for GPs and practices to take part in developing these roadmaps. Please get in touch if you are interested in taking part in further workshops or 1-2-1s. These are expected to take place in September.

The national programme remit for the works is the development of unscheduled care pathways using digital solutions. The CCG is also awaiting

confirmation of digital funding – we expect this to be significant and ongoing for five years.

The roadmaps will outline our development plan for digital first and unscheduled care pathways in Kent and Medway and where possible at the level of the four Integrated Care Partnerships (Dartford, Gravesham and Swanley; East Kent; Medway and Swale; West Kent) including the Primary Care Networks within these areas.

Please contact the Digital First Service Design team to register an interest by Friday 28 August: I.dallal@nhs.net or Tim.churchill3@nhs.net

If you are unable to attend any event or would prefer to email points, they would welcome practices' feedback in relation to four key areas that will be addressed.

1. What do the unscheduled care pathways look like in your area?
2. What are the challenges and issues you experience?
3. How do you feel digital solutions can help?
4. Are there any examples of new ways of working with digital and tech you are currently using?

Local areas

Medway

Improving Services for Adults with Autism and ADHD in Medway – Invitation to an online workshop: 10 September 2020

The CCG is developing a new neurodevelopmental service for people with an Autism Spectrum Condition (ASC) and/or Attention Deficit Hyperactivity

Disorder (ADHD) in Medway. We have carried out surveys and run discussion groups with families, people who use services, staff and GPs. Thank you to everyone who has responded so far. We are now holding a meeting with commissioners, GPs, voluntary and community sector organisations and Medway families to share what we have heard and to discuss the next steps for these services.

The meeting is on **Thursday 10 September 10.30 am - 12.30 pm** and will take place through Zoom.

To reserve a place please email Adeyemi Philips at a.philips@nhs.net or telephone **07767 004213**. You will then be sent login details nearer the time.

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

Previous issues of the GP Practice Update [are available online](#).

If you have any feedback or ideas to make the updates more useful to you [please email](#).



Useful links

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

Produced by the communications team, NHS Kent and Medway Clinical Commissioning Group