



Important information for GP practices across Kent and Medway
Thursday 27 August 2020

IT Update

Today's IT disruption to almost all practices in Kent and Medway was caused by a fire at a data centre in London that affected IT systems across the country. We believe that connections have been restored to almost every surgery and your systems should be working again - if this is not the case please contact the IT Helpdesk.

This was obviously an unwanted opportunity to test business continuity plans. We will be reviewing how the system responded to further reduce the impact if such a failure should occur again.

Clinical advice and support

Patient Transport Service (PTS)

G4S will reapply eligibility criteria for all patients booking PTS in Kent and Medway from Tuesday 1 September 2020. This is in line with the NHSE third

phase letter of 31 July which moved the incident level from Level 4 (national) to Level 3 (regional). Generally speaking this should allow G4S to manage capacity in line with restart requirements.

This may mean that some patients who accessed PTS during the Level 4 Covid-19 response may not meet the reintroduced eligibility criteria - G4S will manage any patient complaints received. Patients can feedback/complain to G4S by ringing 0800 953 4139 or on the [Kent and Medway PTS website](#).

Webinar: understanding the health needs and risk factors of our BAME populations

On Wednesday, 2 September from 4.30 pm to 6 pm a webinar will look at the health profile of the BAME communities in the South East. Speakers will also present specific examples of BAME health needs assessments from three systems (including Kent and Medway) in the South East and insights on BAME disparities from analysis of South East Coast Ambulance Trust data.

Please use this [link to join the Teams Live webinar](#). There is no need to pre-register.

Update on stroke services review

On Tuesday 25 August we received notification from the Court of Appeal that permission has been refused for an appeal against the judicial review ruling on the stroke services review. This decision draws a line under the legal process challenging the decision to implement three hyper acute stroke units in Kent and Medway, and brings the NHS closer to being able to make improvements to stroke services. [A press release has been issued](#).

Community pharmacy bank holiday opening times.

The community pharmacy bank holiday opening times have been updated and, as usual, are available here:

<https://www.england.nhs.uk/south-east/our-work/pharmacy-opening-hours/>.

NHS Volunteer Responder programme update

Fortnightly webinars are being held to provide regular updates on the [NHS Volunteer Responder](#) programme. The webinars are for referrers and colleagues working across health and care, including primary care. These webinars will provide an overview of the programme. They are also an ideal opportunity to ask questions about the programme and how the volunteers can help people by collecting their medicines and get to medical appointments by giving lifts.

Dates for the webinars, and the links to join them, are listed below:

- Thursday 3 September, 11am-12pm - [Join Microsoft Teams Meeting](#)
- Thursday 17 September, 11am–12pm - [Join Microsoft Teams Meeting](#)
- Thursday 1 October, 11am-12pm - [Join Microsoft Teams Meeting](#)

Finance

£1 per head Covid-19 template

In the update issued on [Tuesday 25 August](#) there was some [important information from the CCG](#) outlining the detail of the Covid-19 support fund for general practice to assist with the claiming of legitimate additional costs of the response borne by GP practices. We promised that we would send the necessary template shortly. Here is [the promised template](#) to claim for any

other Covid related costs not yet claimed for the period up until 31 July. This needs to be returned to martin.kayes@nhs.net by 15 September. This is the same template/form you have been using so far but is re-issued for your convenience.

IT

Webinar: the new NHS App and student registrations

Two webinars are being run in September about [the NHS App](#) with some specific advice about using the app for managing student registrations for GP practice staff. The aim of these sessions will be partially to refresh practices on the NHS App, but also with a view to informing practices on how to take on safe and remote patient registration, specifically among university students in view of the imminent new academic year starting in September.

[Webinar one - Wednesday 9 September - 12:30 - 13:30](#)

[Webinar two - Wednesday 16 September - 12:30 - 13:30](#)

For more information email: england.empowertheperson@nhs.net

Local areas

Kent

KCHFT Integrated MSK Services (Physiotherapy, Orthopaedics and Chronic Pain) face to face clinics return in September

KCHFT's Physiotherapy, Orthopaedic and Chronic Pain Services continued to receive referrals and successfully delivered services virtually over the past few months. From September patients may also be seen in face to face clinics if clinically required.

Clinic locations:

DGS/Swale – Gravesham, Sittingbourne and Sheppey

West Kent – Maidstone and Sevenoaks

East Kent – Ashford, Tenterden, Folkestone, Dover, Deal, Thanet, Canterbury and Whitstable

MSK Physiotherapy - following an initial virtual assessment patients requiring a face to face assessment can be booked into clinic. Patients can still undertake virtual/on-line education and information sessions (knees and spines) and virtual ESCAPE knee programmes. Rehabilitation programmes will now be a mixture of face to face and virtual sessions tailored to individual patient need.

Community Orthopaedic Outpatient Clinics – patients will continue to have an initial virtual assessment followed by a face to face appointment if clinically required. Throughout September those patients waiting for joint injections are being seen in their nearest clinic. Additional clinic venues will be phased in throughout September and October to also accommodate patients requiring a face to face assessment.

Community Chronic Pain Services (west Kent, east Kent and Swale) – this service is successfully delivering most elements of the biopsychosocial pathway virtually, including Pain Education Sessions and Pain Management Programmes; Pain assessments and reviews; meds management; Psychology; movement advice and streaming live Tai Chi and Mindful Movement sessions. Face to face Specialist Pain Physiotherapy clinics and Alexander Teaching clinics will commence in October and face to face Pain Management

Programmes in November for those unable to undertake a virtual programme. The service will also be starting the new Opioid Management Programme in east Kent and west Kent in October (start date deferred from April).

For more information on any of these services please contact
kentchft.imskmanagement@nhs.net

West Kent

Cyberstalking

Supported by Look Ahead, Protection Against Stalking and The Cyber Helpline are partnering together to provide a unique cyberstalking clinic service in west Kent. Appointments can now be booked for the first clinic between 12 noon and 8pm on Wednesday 23 September 2020.

If you have a client who is being cyberstalked and needs advice and support they can meet with a specialist stalking expert from Protection Against Stalking and a cyber security expert from The Cyber Helpline. Each session will be 45 minutes allowing our experts to understand what is happening, identify risk, produce a safety plan and provide immediate advice on how to improve their cyber security. The clinic will demystify technology and help clients feel safer and more confident when using technology.

The clinic will be held in the Tonbridge area, clients will be advised of the exact location in pre-appointment communication.

Please share this link with patients who may wish to book an appointment
<https://www.thecyberhelpline.com/cyberstalking-clinic>

Medway and Swale

Direct Access Echocardiography

Direct Access Echocardiography referrals are now to be sent directly to Cardiorespiratory Department, Medway NHS Foundation Trust. Previously referrals were sent to the community provider - this is no longer required. Referral form for Direct Access Echo is available on DXS.

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
