



Important information for GP practices across Kent and Medway
Tuesday 8 September 2020

Weekly primary care sitrep survey

Thank you for continuing to complete the sitrep report each week to update the CCG on any issues you are having during this phase of the pandemic response. It helps us to respond in a timely manner and provide targeted support to practices who need it. Last week's summary is [here](#).

To make sure that the survey continues to evolve in line with updated guidance, changing CCG governance structures and so they are of use to practices in raising current issues, the questions are currently undergoing further review. Therefore we are not asking practices to complete the survey this week, but please do still email your local Primary Care team inbox with any pressing issues you need support with.

Advanced notice: next week's survey will include a question about the number of people on the practice register who are homeless or of no fixed abode, so please be prepared to run a search on your practice system in advance of completing the sitrep.

Clinical advice and support

Feedback on experiences of lockdown

Between 26 May and 6 July 2020 the CCG engaged with patients, frontline staff, clinicians, partners in local authorities and the voluntary and community sector (VCS), and local communities to gather their experiences of health services during lockdown. Feedback from over 3,000 people was collected across the different activities including staff working in primary care. Thank you to those who responded during a very busy time. You can read all the reports here: <https://www.kentandmedwayccg.nhs.uk/your-health/coronavirus/patient-experience-covid19>

Headline findings from the engagement show that:

- there are high levels of support from both patients and staff for the continued use of telephone and online appointments in healthcare settings – provided this is not seen as the only option
- there is still a need for face to face appointments to be offered to patients particularly for people with sensory or communication needs and those without the appropriate technology or skills to use it
- patients and staff need clear and coherent information about the pandemic and the actions they should take to keep themselves and their communities safe, and
- Covid-19 led to services and teams working together in new ways – and this collaboration should be taken forward.

The feedback from patients and staff will now be used to inform decisions about restarting services whilst the coronavirus is still present and to plan for the future improvement of services.

Type 2 diabetes - soup and shake diets

You may have heard on media channels that the NHS is offering free soup and shake diets for people with Type 2 diabetes. The initiative is being rolled out in specific areas of the country. In the South East this is Frimley Health & Care STP, therefore this is not yet available for Kent and Medway patients. We have asked that NHSE inform us when the plan for further roll-out will be available so we can update you all - we know that some practices have already had enquiries from patients.

In the meantime, you can direct patients to resources available – the One You programme in Kent and Diabetes UK have a range of resources available to provide support, with topics including exercise for being active at home, diet, and mental wellbeing while staying at home or self-isolating.

Links:

<https://www.kent.gov.uk/social-care-and-health/health/one-you-kent>

www.diabetes.org.uk/preventing-type-2-diabetes/prediabetes

www.diabetes.org.uk/preventing-type-2-diabetes/diabetes-risk-factors

www.diabetes.org.uk/guide-to-diabetes/managing-your-diabetes/staying-home

Information from Cancer Research UK

Cancer Research UK has produced [some tips for GP practices](#) to help support people to access cancer screening services. They also have dedicated [web pages for health professionals](#) and you can contact CRUK Facilitators by emailing facilitators@cancer.org.uk for practical support specifically for primary care.

Breakfast webinars

[OneMedical Group](#) is hosting a series of breakfast webinars. The programme consists of free 30 minute webinars that take place every three weeks on a Wednesday morning, from 9.30 - 10.00am. Each week there will be an expert panel, sharing their knowledge and experience on a topical subject for Primary Care Network and practice development. The first two are:

9 September 2020. Staff and corporate wellbeing: technology and methodology to support a physically and mentally strong and resilient workforce. [Register here](#).

30 September 2020. Social prescribing and the wider determinants of health. [Register here](#).

Stop smoking campaign in October

The Public Health England campaign “Stoptober” will be out at the end of September and will carry the new ‘Better Health’ branding. It will be aimed at a primary audience of smokers aged 35 to 60 and a secondary audience of younger smokers aged 18 to 34. They will be further publicising the [‘My Quit Route’ app](#).

Public Health England are now looking for case studies that tell individual stories about people quitting smoking that will encourage others to give up. If you have any case studies please email gemma.smith@kent.gov.uk

Finance

£1 per head Covid-19 funding

Two weeks ago the GP Update included 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. [This template](#) needs to be returned to martin.kayes@nhs.net by **Tuesday 15 September** for claims for the period 23 March 2020 to 31 July 2020..

Local Areas

Medway and Swale

Transfer of care around medicines (TCAM)

Medway NHS Foundation Trust will launch the transfers of care around medicines (TCAM) project this week. It is a new electronic referral system to provide community pharmacists with accurate, up to date information about a patient's medication following hospital discharge. Information (including contact details to find out more) [is here](#).

West Kent

Antibody testing for GP practice staff

Many thanks for your response around antibody testing for GP practice staff. For those that have expressed an interest in Option 1 (GP practice staff to perform bleeding) this is now available on the Maidstone and Tunbridge Wells Trust (MTW) portal for booking. Attached is [the booking guidance](#) and a copy of [the booking form](#) to support the process.

Please note that the timings that you book may be disregarded as this can

be arranged locally but it is important that staff **adhere to the date selected** to ensure that the lab capacity at MTW is managed. Failure to do this may mean the sample is not able to be processed within the required timeframe. Staff should access their existing blood runs to the MTW path lab for processing and use the red top blood bottles (9ml or 4ml) for samples.

If you do not currently have a way to transport samples to MTW please contact the trust to discuss possible options for you (mtw-tr.covidtesting@nhs.net). Samples should be stored for no longer than three days prior to testing and should be kept within a refrigerated unit. They should be labelled using the ST code generated during the booking process and a print out of the staff member consent form with the ST number and barcode should be included alongside your sample.

If your practice has opted for Options 2 or 3, the trust will be in touch to discuss this with you directly.

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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NHS Kent and Medway Clinical Commissioning Group · Kent House · 81 Station Road · Ashford, Kent TN23
1PP · United Kingdom