



Important information for GP practices across Kent and Medway

Thursday 17 September 2020

Clinical advice and support

Virtual NHS appointments prove popular

Most Kent and Medway patients who used a phone consultation to access healthcare, including their GP practice, during lockdown have been happy with the service, according to an NHS survey.

During the lockdown period (26 May to 6 July) the CCG carried out a range of engagement activity to collect feedback of experiences of health services. Feedback from more than 3,000 people was collected and the full report has now been [published on our website](#). Overall most patients and staff were happy with the changes put in place during lockdown, as a response to the pandemic.

More than 1,100 patients reported in the survey that they had experienced a phone consultation during lockdown, with 83 per cent of those saying they were 'quite or very satisfied' with the change, while 86 per cent of those who had experienced a video appointment stated they were 'quite or very satisfied'. Patients also said that virtual appointments cannot be the only option.

Dr Navin Kumta, CCG Clinical Chair, said: "GP practices across Kent and Medway worked hard to change the way they operate by offering a mix of online, virtual and face-to-face appointments depending on need and clinical appropriateness.

"These changes, made in a very short space of time, were vital and have worked well to keep patients and staff safe. I'm pleased the results show the majority of people were happy with this.

"This is a real testament to everyone's hard work during such a challenging time, and I'd like to thank colleagues in general practice, primary care and PCNs for all they have done to

ensure we can continue to look after our communities.”

This feedback will be used to inform plans about future improvement of services.

Access to general practice communications toolkit

This toolkit contains [sample text](#) and has been developed to support general practice, Primary Care Networks and CCGs to explain to patients how they can safely access general practice.

Flu

Protect yourself, your family and patients from flu this winter

All NHS frontline workers are being encouraged to have their free flu jab.

Healthcare workers are at an increased risk of contracting flu and vaccination of healthcare workers is a critical part of the NHS flu prevention strategy.

This year, with coronavirus in circulation, it's more important than ever for frontline workers to get their flu vaccination.

NHS England and NHS Improvement has provided the [attached letter](#) about the importance of vaccination and PHE has launched a PR campaign to support the health and social care workers flu vaccination campaign.

Campaign materials, including posters, leaflets and digital assets, are available. Please contact the comms team for more information. Kmccg.comms@nhs.net

Local area updates

Medway and Swale

Direct Access Non-Obstetric Ultra-Sound (DA NOUS) - UPDATE

Further to information shared in the GP Update on 23 July, we would like to remind you that the following nine providers are accredited to provide the DA NOUS service to Medway and Swale GPs:

- Diagnostic World Limited
 - Hem Clinical Ultrasound
 - Medway NHS Foundation Trust (MFT)
 - Physiological Measurements Ltd
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- Surgimed healthcare Ltd
- Sydenham House Medical Group
- Direct Medicare UK Ltd
- Mediscan Diagnostic Services Ltd
- Omnes Healthcare.

A generic referral form is now available on DXS to be used for all providers. We encourage all referrals to be submitted via ERS or you can send the referral form to the email address [included in this document](#). Referrals to MFT must be completed via OrderComms.

Please find attached a document that sets out: [clinic location, opening times, and restart plans](#) for all providers. Increased PPE and cleaning of all sites and social distancing requirements are in place. Each provider will inform the patient of the requirements at the time of booking their scan appointment.

Some providers are currently receiving low numbers of referrals and have capacity available. Please consider all providers, their locations and ensure patient choice is offered at the time of making a referral. Routine scanning should be undertaken within 10 working days of the referral 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 will be addressed the same day.

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](#).



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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
