



Important information for GP practices across Kent and Medway

Thursday 1 October 2020

We are still sending out the Update on Tuesdays and Thursdays – a few colleagues have reported that recently some editions have been filtered into their “junk” folder. So if you are missing a recent edition or a colleague can’t find their Update please check “junk” folders – if it is there, you can ask for the email used to send it out to be trusted and future editions will go to your inbox.

Clinical advice and support

Enhanced NHS 111 service launched

From today (Thursday 1 October), people calling 111 in Kent and Medway will have access to a wider range of healthcare professionals (GPs, paramedics, nurses, mental health professionals, dental nurses and pharmacists) through the new Clinical Assessment Service (CAS).

This will mean patients have a wider range of expertise available to assess their symptoms over the phone, issue prescriptions directly and book people into onward care appointments if appropriate.

This is the result of a new five-year contract for the 111 service, which was awarded to South East Coast Ambulance Service NHS Foundation Trust (SECAmb) as lead provider, in August 2019. SECAmb is working in conjunction with not-for-profit social enterprise Integrated Care 24 (IC24) to deliver the service across the region.

The launch of the CAS follows significant work from our urgent care teams across the system, who worked through a robust procurement process and then saw the plans paused

as the whole system responded to Covid-19. The original go-live date of 1 April 2020 was postponed due to heightened demand brought on by the Covid-19 pandemic, with SECAMB's interim contract extended to bridge the spring/summer season allowing the team to focus on the immediate response.

The launch of the CAS is coinciding with the phased rollout of NHS 111 First across Kent and Medway. This separate improvement to the service, which allows people to be booked directly into the local emergency department, or suitable urgent care service, was soft launched in Medway and Swale in September, with our other three integrated care partnership areas across Kent and Medway following later this autumn/winter.

E-learning for health and care staff on recovery and rehabilitation

People who recover from Covid-19 infection often continue to display a range of physical and psychological symptoms that require therapy and support. This new [interactive COVID-19 recovery and rehabilitation e-learning programme](#) from Health Education England aims to provide health and care staff with strategies and techniques to manage key symptoms experienced by people recovering from Covid-19. Four 20-minute e-learning sessions cover breathlessness, exercise, cough and fatigue. The programme is included in the continuing professional development (CPD) portfolio for health and care staff.

Personalised Care Institute launch event

You are invited to the launch event of the [Personalised Care Institute \(PCI\)](#) in the South East region on Wednesday 7 October, 2-3pm.

The PCI is a new training hub for all health and care staff to access the very latest in personalised care training and development. It is convened by the Royal College of General Practitioners in partnership with and funded by NHS England and Improvement, with support from other Royal Colleges, key professional organisations, providers and patients. It offers a wide-range of flexible and accredited courses from a variety of providers and will support staff to gain the knowledge and confidence to provide personalised care to their patients.

PCI will play a vital role in helping to deliver on the NHS Long Term Plan commitment to ensure 2.5 million people receive personalised care by 2024.

For more details, including confirmed speakers, and to register please [book here](#).

Advice and Guidance for general practice

Through Advice and Guidance (A&G), GPs and other primary care referring clinicians can, if they wish, access specialist advice before or instead of referral. [This new guide](#) sets out practical advice for general practice teams to get the most from A&G services.

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Kent and Medway pre-habilitation for cancer patients

Kent and Medway Prehab are pleased to announce a new programme available to cancer patients in Kent and Medway. The Kent and Medway pre-habilitation programme, funded by the Kent and Medway Cancer Alliance, is an innovative programme that helps prepare new cancer diagnosed patients for treatment using a multimodal intervention. The programme aims to improve the fitness of cancer patients, both physical and mental through personalised exercise plans, nutrition interventions and psychological support.

The programme draws expertise from appropriate areas of public health to assist patients' health improvement journey. These include quit smoking support, advice on alcohol, access to local physical activity sessions and awareness of supporting healthy weight programmes.

Please visit the Kent and Medway Prehab [website](#) for more information or to [make a referral](#)

Administration

Changes to the GP contracts

Please see attached [letter](#) to GP practices from the NHS about GP contract changes in force from 1 October 2020.

IT

Digital First Survey

The Digital First Primary Care team would really value views and experiences of practice digital leads in Kent and Medway about the implementation support and resourcing of Digital First models and solutions in primary care (e.g. online and video consultations). So far response to this national survey has been very low in the South East of England.

Please pass this survey link to the clinical and non-clinical leads for the implementation of digital solutions at your practice and within your Primary Care Network (PCN) so they can complete the survey: https://www.smartsurvey.co.uk/s/digital_first/ The survey takes on average less than 15 minutes to complete.

Information from the survey will be shared to help inform the design of support and will help to shape how national funding is used to support practices and PCNs. All information collected will be kept strictly confidential.

If you have any queries, you can contact the Digital First Primary Care team for assistance: england.digitalfirstprimarycare@nhs.net

Remote monitoring webinar and tools now available

NHSX recently hosted a clinically led webinar for GPs on remote monitoring. GPs Tony Willis and Kuldhir Johal, shared their practice experiences and reviewed case examples. Aimed at primary and community care, you can [view the recording here](#).

iPads to help care homes provide continued care to residents

To make sure that all care home residents in England have equality in access to video consultations and remote care, NHSX is providing free tablet devices to care homes. The tablet will allow staff to access NHSmail, other tools and systems. The practice may wish to make care homes they have regular contact with aware of this offer. Care homes must apply for a tablet before 23 October 2020. [Find out more about the scheme here](#).

Watch out for latest on-line fraud scams

CCG auditors TIAA have alerted us to some recent fraud scams which are circulating including [Covid related fraud](#), a [business directory scam](#) and compromised [Facebook accounts and Paypal scam](#).

Infection prevention and control

Coronavirus tests requested for staff or members of their household

Please note that our colleagues in the hospital sector are only able to provide Coronavirus tests to those who fit the current testing criteria. Only primary care staff or members of their households who are symptomatic for Coronavirus will be tested. The recognised symptoms for Coronavirus are:

- a high temperature;
- a new, continuous cough (coughing a lot for over an hour; or three or more coughing episodes in 24 hours)
- a loss or change to sense of smell or taste.

Tests must take place within five days of exhibiting symptoms.

At the moment healthcare staff and their households cannot be tested for any other reason. This includes requests for precautionary (i.e. asymptomatic) testing, or when only other cold and flu symptoms such as runny nose or a sore throat are present. This applies to all household members, including children.

Quality

Reporting serious incidents

The Quality Team would like to remind Primary Care colleagues of the importance of reporting serious incidents particularly when there is a known risk in relation to services. For any advice about the reporting of serious incidents, incidents or a general discussions please contact the Patient Safety team on kmccg.patientsafetyteam@nhs.net

Workforce

The Power of Us - Black History Month event for the Kent and Medway system

Maidstone and Tunbridge Wells NHS Trust's Cultural and Ethnic Minorities Network in partnership with the Kent and Medway System BAME strategy board is hosting an [online event](#) on Saturday, 10 October 10am to 2pm, as part of Black History Month.

The National Association of Link Workers annual conference - 8-9 October

A virtual awards ceremony and conference is set to mark the UK Annual Social Prescribing Link Worker Day. Find out how social prescribers can [take part here](#)

Best Practice Live's virtual CPD event - 13-15 October

Best Practice Live's full conference programme is now launched, with 80 sessions. There are around 12 hours of CPD available and the full conference programme is available at: <https://www.bestpracticeshow.co.uk/the-best-practice-live-2020-programme>

To register for FREE as a healthcare professional please visit:

<https://closerstill.circdata-solutions.co.uk/RFG/publish/BP20V/?source=kandmccg>

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](#)

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