



**Important information for GP practices across Kent and Medway**  
**Tuesday 6 October 2020**

## **Weekly primary care sitrep**

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. The summary of last week's responses can be found [here](#).

We appreciate practices providing information in relation to the flu programme in last week's survey, this has been passed on to the relevant CCG group who will contact practices in need of support in the near future.

In order to help better gauge the levels of pressure the practice may be under, a new overall status rating system has been put into place to replace the existing one, which takes into account demand for appointments and staffing levels. Please review the descriptions in the table before responding to the question this week.

Please can you make sure that one person from each practice completes the weekly sitrep here: <https://www.surveymonkey.co.uk/r/62MD2B7> by 11am on Thursday 8 October.

## Clinical advice and support

### Translation

As part of the interpreting and translation service provided by the CCG, certain Patient Identifiable Data (PID) free documents can be translated for GP practices in order to support your non-English speaking patients. If you need any documents translating, please could you contact [Eastkent.primarycare@nhs.net](mailto:Eastkent.primarycare@nhs.net) in the first instance to discuss your requirements.

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### New primary care resources for long-term condition support

UCLPartners have designed a series of resources to help primary care teams to continue to effectively manage patients with long-term conditions in a world where a lot of care is delivered virtually. [Resources are now available](#) for cardiovascular disease, type 2 diabetes, asthma and Chronic Obstructive Pulmonary Disorder.

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### Dementia wellbeing in the Covid-19 pandemic

[This NHS guide](#) to dementia wellbeing in the Covid-19 pandemic is a companion to the [Dementia Well Pathway](#) and compiles guidance and resources to support professionals, people with dementia and carers. It can be used in conjunction with the National Collaborating Centre for Mental Health's publication: [The Dementia Care Pathway](#).

## **The Calculating Quality Reporting Service (CQRS) supplier change update**

As advised earlier in the summer, NHSX is overseeing a programme to ensure the CQRS system remains in place to support efficient GP payments.

The contract with the current supplier will end on 31 October 2020. NHSX is working with NHS Commissioning Support Units to bring the running, maintenance and development of the CQRS system in-house from 1 November 2020 onwards.

A structured transition between suppliers is in place to ensure the continued provision of the system without interruption for end users.

How users access and use the CQRS system is not changing and no action is required from practices or commissioners.

### New look CQRS webpages

While the system itself will look and feel the same a new CQRS welcome page will launch 12 October. The new CQRS welcome page will have:

- Direct links to the CQRS system
- Links to online training modules
- User guides, manuals and service information
- CQRS news and development updates

The new URL is <http://welcome.cqrs.nhs.uk/> and will be live from 12 October. This link can be bookmarked for future use. All existing CQRS pages and content will automatically redirect to the new URL.

### Please note the following changes to the service desk

Service desk support will remain in place and continue to support user queries and issues as before. However, the service desk number is changing. From 2 November the new number will be 0330 124 4039. Note the service desk email will not change and remains [support@cqrs.co.uk](mailto:support@cqrs.co.uk)

## Infection prevention and control

### Face coverings

As promised in a previous update, a [poster](#) to display on practice doors has been produced advising patients to wear face masks when attending. This text can also be added to your websites.

## Flu

### National flu campaign

NHS England's national flu publicity campaign has now started. The first phase, up until 19 October, will focus on parents of 2-3 year olds, pregnant women and people with long-term health conditions. Posters should be arriving at practices soon and are also available to download – [age 2-3 poster](#), [pregnant women poster](#) and [long-term conditions](#). An easy read [booklet](#) for people with a learning disability is also available.

The CCG will be supporting this campaign and is currently publicising the fact that vaccines for people aged 50-64 will be ready from November at the earliest.

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## Flu updates for practice websites

Please can you use the following wording on your websites about flu vaccinations:

The flu vaccination is the best protection for you and those around you which is why it is offered for free for those most [at risk](#).

Vaccinations started in September and continue over the winter months, with appointments available throughout the season (so there is still plenty of time to book). Priority is given to those who are most at risk of flu. GP practices and pharmacies receive phased deliveries of the vaccine and flu clinics are scheduled to coincide with these deliveries.

By staggering appointments over the winter months, we can help protect as many people as possible from flu.

**Please note that if you are aged between 50 and 64 and are not in a clinical at risk group**, the earliest you will be offered a flu vaccination is November. This is to ensure that those who are most at risk are vaccinated first. Thank you in advance for your patience, understanding and cooperation. If you are aged 50 to 64 and are in a clinical at risk group which is eligible for the flu vaccination, for example you have a health condition which puts you at risk from the flu, you will be invited earlier. Please contact your GP practice for more information or visit your local community pharmacy.

**If you are a household member or a carer of a shielded patient**, you are eligible for the flu vaccination. Please contact your GP practice for more information or visit your local community pharmacy.

**For parents/carers of two and three year olds**, you should receive an invitation for your child to have the vaccination at their GP practice before the winter. If you haven't heard by early November, contact the practice directly to make an appointment.

**For primary school-aged children and those in Year 7 at secondary school**, a vaccination session will be held at school during the autumn term. Your local healthcare team will contact you via the school.

## Workforce

### Pre-registration student placement capacity

Over this last year we have seen unprecedented times that have affected you all in many ways. We recognise that this has required you to innovate and work hard to get things done and meet the needs of your local population. We are now reflecting and beginning to understand the learning from the innovation and consequences of Covid-19 whilst also uncertain about what is ahead.

There has been an impact on the non-medical pre-registration student placements. Student placements were suspended in March and only a small number of students were able to continue via the HEE Student Employment Contract. This has led to changes to curricula as missed placement blocks are needed. Supernumerary placements have now recommenced, and there is an increase in demand for placements which will continue for the next 18 months. Locally the university and HEE have asked for capacity adjustments so that we could effectively plan placements for 2020-2021.

Whilst clinical services understandably take priority, we have seen a sharp decrease in available placement capacity. This has been for varying reasons; from lack of space due to social distancing requirements, staff shortages, changes to service provision. We urgently need to rebuild capacity across Kent and Medway PCNs so that we can ensure the demand for placements can be met, and we continue to expose students to primary

care. This offers an experience in primary care, without which, they are less likely consider future employment opportunities within the sector.

We are asking all PCNs to support student placements. There are various ways you can support practice learning, from offering substantive placements, to providing an alternative experience to a student placed in a practice within your PCN. We can support you to link in with other services across your locality such as care homes, independent or voluntary service providers. Not only does this provide a meaningful experience for the students, but it helps to manage the time they spend within individual practices. Innovative changes to service provision e.g. virtual consultations, will enable students to engage in practice in a new and sustainable way, helping them to understand these new ways of working.

Please do let us know if your team are interested in practice learning, and we can put you in touch with your Community Education Facilitation (CEF) Lead, Senior Lecturer in Practice Learning at Canterbury Christ Church University or the Link Lecturer at University of Greenwich to learn more about how we implement this in your areas.

We know that many of you have continued to accept students and thank you for you continued support during the challenging months you have faced.

For further details please contact your local Primary Care Workforce Lead through the Training Hub:

East Kent: [Eastkent.traininghub@nhs.net](mailto:Eastkent.traininghub@nhs.net)

North Kent: [Northkent.traininghub@nhs.net](mailto:Northkent.traininghub@nhs.net)

West Kent: [wkccg.wkenttraininghub@nhs.net](mailto:wkccg.wkenttraininghub@nhs.net)

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**Kent and Medway AHP Faculty student placement  
promotion week 12-16 October**

Next week the Kent and Medway Allied Health Professional (AHP) Faculty is holding a student placement promotion week. This week will consist of a series of live webinars to promote and offer helpful tools for clinicians and students. More details are available on the [attached sheet](#). This event is the first set up by the Faculty, which sits under the AHP Council to improve AHP workforce.

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## One career, endless opportunities: choose GP

Applications for Round 1 2021 GP speciality training open on the 2 November – 1 December 2020. Please 'like' and follow the #Choose GP [Facebook page](#) to keep up to date with news and views. Please forward this information to any doctors who may be thinking about career options. The [GP National Recruitment Office](#) (GPNRO) website is the place to go for more information or Health Education England have a number of GPs and trainees who are able to help with local or general enquiries. Email Daryl [gprecruitment@hee.nhs.uk](mailto:gprecruitment@hee.nhs.uk) to be put in touch.

## Local Area updates

### Medway & Swale

#### Consultant Connect Update

From 28 September, mental health support will be available for older adults as well as working age adults. Please note the Mental Health Medication Advice line to the national platform has been stood down as KMPT have agreed to offer this advice as part of their working age adult line and older adults line. In the next couple of weeks Consultant Connect will be sending



out a survey monkey, as we have been live for a year now. We would really appreciate your time to complete as it will help us shape the Advice and Guidance Service moving forward.

### **Medway Community Healthcare (MCH) form for rehabilitation referrals**

Please note the correct [form](#) to use for community rehabilitation referrals.

MCH offer community rehabilitation in the form of falls, neuro physio, community physio and the day centre. **They no longer provide a vestibular rehabilitation service, so these referrals should not be sent to them.**

## **West Kent**

### **Temporary relocation of Surgical Assessment Unit (SAU) at Tunbridge Wells Hospital**

SAU will be temporarily relocating to beds 1-10 in Ward 11, Level 1, Purple zone at Tunbridge Wells Hospital on Tuesday 29 September 2020, pending an exciting move to a new build adjacent to A&E in December.

They will continue to embrace the same day emergency care ethos in their temporary home accepting GP and ED referrals with no changes to our current admission criteria.

All telephone contact numbers will remain the same: Reception x35389 Nurse in charge x34090.

For any concerns or queries please contact Directorate Matron Sally Batley ([sally.batley1@nhs.net](mailto:sally.batley1@nhs.net) or mobile via switchboard) or our Surgical Coordinator on 01892 638944.

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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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Read the CCG's latest [Prescribing Newsletter](#) and [Which Script](#), along with [supply shortage alerts](#).

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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