



Important information for GP practices across Kent and Medway
Thursday 15 October 2020

Clinical advice and support

Keeping patients informed - action required

The NHS in Kent and Medway faces its most challenging winter this year and the need to send out urgent messages to patients has never been greater.

The pandemic has reinforced the importance of having the right mechanisms in place to direct key patient groups to the latest government and local information. NHS Kent and Medway CCG has introduced a new system to help reduce the burden and cost to practices by supporting the CCG to send targeted text messages to patients on important issues.

All practices are invited to participate in the CCG-funded Patient Engagement Hub Initiative, supported by iPLATO. This will enable the CCG to send communications directly to patients without having to put any additional workload on practices, and will not cost practices anything.

We would like to be able to send out:

- Covid-19 advice and any critical information as we continue through this pandemic
- information about service changes and availability or information about vaccinations to patients registered at your practice.

A clear benefit is that messages can be managed and delivered without the need for practices to be given any additional work and the SMS credits will be centrally funded and not taken from practice SMS credits.

This approach will enable patients across Kent and Medway to have consistency of message delivered within a set time range. Messages can be targeted to support specific patient cohort groups by Integrated Care Partnerships/Primary Care Networks and will support the ability to be responsive to local challenges when they arise with central support.

We will also be able to centrally monitor outcomes, including understanding patient responsiveness to messaging through looking at click rates to relevant guidance/information.

All messages will be reported back into the practice clinical system and reports on delivery status can be shared directly with the practice.

The CCG will not have access to the patient data for this purpose and the practice will be notified prior to any messages being sent. The CCG's data protection team have reviewed and approved this approach. For more details or queries email: tarlochan.boparai2@nhs.net

PRACTICE ACTION REQUIRED: We ask you to join the NHS Kent and Medway CCG Urgent Engagement Hub. To review details of the programme and sign-up please follow this link: <https://consent.mygp.com/kent-medway-ccg-urgent-engagement-hub/>

To avoid any delays in setting up the hub please sign up as soon as possible.

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Cancer screening services

Cancer Research UK have developed an [information sheet](#) aimed at health professionals working in GP practices so they can support people to access cancer screening services during the Covid-19 pandemic.

If practices/Primary Care Networks choose to proactively contact non-responders for the breast or bowel screening programmes Public Health England South East have asked that you contact them to inform them of your plans. If you wish to include their contact details in the communication please use the generic email phst@nhs.net

Cancer prehabilitation and screening services

Following the previous successful webinars, we are delighted to share with you an opportunity to join the next Best Practice Webinar on cancer prehabilitation and screening on Tuesday 20 October from 7 pm to 8.30 pm. Please log in at 6.50pm for start at 7.00pm.

There will be an opportunity for discussion with an expert guest panel, around key issues and areas of focus, such as:

1. What is cancer prehabilitation and what is the evidence base?
2. What does our award-winning Kent and Medway Cancer Prehab team offer and how to access it?
3. Can cancer prehabilitation improve outcomes for all suspected cancer referrals?
4. How does prehabilitation impact on cancer and other surgical or palliative outcomes?

These webinars offer a chance to share expertise to help resolve issues and share learning in relation to the current challenges presented by Covid-19 and includes case and situational based discussions. All attendees can ask the expert panel questions and raise discussion points.

To see more detailed information on the event and to register for a place please use this link:

<https://www.eventbrite.co.uk/e/best-practice-forum-cancer-prevention-and-prehabilitation-tickets-124911015209>

ZOOM details will be sent on confirmation of booking a place and will be found towards the bottom of the confirmation email you receive. For any other queries please contact Rakesh Korla: r.korla@nhs.net

Clinical Frailty Scale app now available

The Clinical Frailty Scale (CFS) is an evidence-based tool [recommended for identifying frailty](#). At a recent Medway and Swale Frailty Forum, this tool was chosen to standardise frailty assessment across the health and social care organisations. This will make sure that when it comes to frailty identification, organisations are all using the same tool, thus making professional communication regarding frailty more accurate and meaningful. NHS Elect has developed an app for both [Apple](#) and [Android](#) smart phone devices, free to download and use. The app is available to download and use in your clinical practice to identify frailty confidently.

Dr Sanjay Suman, Consultant Geriatrician at Medway NHS Foundation Trust, suggests you use the CFS app to assess individuals at risk of frailty opportunistically or when you come across any elderly person with the following presentation (remember the mnemonic “FRAIL”): **F**alls, **R**educed mobility, **A**cute confusion, **I**ncontinence (new onset), **L**ots of medications (Polypharmacy).

Information about shielded patients

The NHS Primary Care Bulletin that was sent out on [13 October](#) had some important information about how the government will only reintroduce formal shielding advice for adults in the very worst affected local areas and for a limited period of time. There was also a request for practices to complete a review of the remaining patients under the age of 18 on the Shielded Patients List. You can subscribe to the NHS Primary Care Bulletin [here](#).

Flu

Accessing additional flu vaccines

As you aware, details on how to order additional flu vaccines have been published by DHSC. The full [guidance](#) is online. Some of the key points for the process are:

1. Order only additional vaccines from the central supply when you have used all stock you have already ordered.
2. Only order for approved cohorts. Currently, 50-64 year olds who do not fall within another at-risk eligible cohort must only be invited later in the season.
3. The CCG is not aware of any surplus stock in Kent and Medway but you may wish to approach your PCN to determine if there is stock that can be moved around to meet scheduling needs.
4. Contact one of the four named manufacturers to place an order.
These additional vaccines are not to be used to manage temporary shortages for a particular cohort, e.g. to tide you over until you receive a further delivery of local stock from suppliers. The central stock is for when you have allocated all of your locally procured stock.
5. Sign the two self-certification declarations: 1) to manufacturers before they can access stock, and 2) to NHS Business Services Authority (acting on behalf of NHSEI) at the end of the season as part of the post-payment verification process.

Covid-19 response laptops

As part of the Covid-19 response, a large number of laptops were deployed to general practice. The laptops were provided to support remote working for GPs and other practice staff. Currently, these laptops should not be used when connected to the corporate GP network (via cable or wifi). If you need to use the Covid-19 response laptops inside your practice premises please connect them to the guest wifi and use the VPN to access clinical systems. In some localities laptops were available before the Covid-19 response (e.g. the EKHUFT laptops) - these laptops should operate as before. The CCG is investigating how Covid-19 response laptops may operate in the future.

For any type of laptop in use, practices should connect the devices regularly to the network (at least every two weeks) so security and software updates are installed. This will ensure laptops will work when required. If laptops are not connected regularly, the network will block access for cyber security reasons or require security updates to be installed before they can be used.

Information governance

Data Protection Impact Assessments webinar

The second Data Protection Officer webinars will take place on Wednesday 21 October from 10 am to 11 am. This month's subject will be Data Protection Impact Assessments (DPIAs). There will also be updates on how to keep your practices safe from data breaches. For those of you who are unable to attend we will be sharing the slides after the session. Please contact kmccg.northkentgpdaprotection@nhs.net to book a place on the webinar.

Information Sharing Gateway

The Information Sharing Gateway (ISG) is already in place for healthcare providers in east Kent, and was used to roll out the updated Medical Interoperability Gateway (MIG) agreement in January 2020. We now plan to roll the ISG system out across north and west Kent, and Medway to ensure consistency across the patch.

The ISG is an electronic solution designed to improve and modernise the administration and risk assessment of information sharing. The ISG delivers a standardised approach to data sharing agreements, supporting electronic data sharing across regions that ensures organisations can work collaboratively and efficiently.

This solution will provide assurance that the information being shared, managed and processed will be done in such a way that is in line with existing data protection legislation. It centralises and shares key agreements in a way that is accessible and transparent, allowing projects to move forward quickly as soon as these data sharing agreements are in place.

Key benefits of using the ISG include:

- minimising the risk of non-compliance with legislation, resulting in enforcement action by the ICO or other regulators
- reducing gaps in assurance due to the ability to obtain automatic, online guarantee as to the status of other providers you are working with
- improving public trust by ensuring that legally required safeguards are in place and complied with
- allowing an electronic capture of data sharing agreements which in turn brings all the benefits of an electronic system, and
- reducing reputational risk caused by the inappropriate or insecure sharing of personal data.

Information sharing frameworks

In east Kent, the CCG has (in partnership with information governance colleagues from NEL CSU) developed an overarching data sharing framework and a purpose-specific information sharing schedule. This agreement was set up to support record sharing within Urgent Treatment Centres, with a separate schedule set up for this purpose.

The key objective of the framework is to put across an agreed commitment statement based on the principles within the agreement. In line with the data protection legislation, this information sharing framework outlines the legal basis and proportionate security and governance controls for health and social care providers to process, store and share information to support direct provision of care for the health and wellbeing of the population.

Falling under this are different Purpose Specific Schedules for separate governance arrangements, which confirm roles, responsibilities and accountabilities of involved health and care partners. Each schedule will require this information to be set out within a Data Protection Impact Assessment, with agreement by all parties. The framework and purpose specific schedules will be subject to regular review and maintenance by ALL stakeholders to the agreements.

The CCG Information Governance team including the GP Data Protection Officer team will be running a series of webinars for GP practices to give further background information on the system and advise of the minimal actions that organisations will need to take as part of on-boarding and expansion of the system across Kent & Medway. Please contact kmccg.northkentgpdataprotection@nhs.net to book a place at the following times:

North and west Kent, and Medway GP practices new to the ISG

12 November from 1 pm to 3 pm

16 November from 2.30 pm to 4 pm

19 November from 2.30 pm to 4 pm.

East Kent practices already on the ISG

12 November from 3.30 pm to 4.30 pm

19 November 1 pm to 2 pm.

Administration

GP Resilience Programme

A separate email was sent at the end of last week about the [GP Resilience Programme](#). The [available guidance](#) is dated for a previous year but remains the same for this year's programme. Just a reminder that if you wish to be considered for the programme please complete the [self-referral application form](#) and send back to the CCG primary care team by close of play on Friday 30 October 2020. We will set up a panel in early November to review the applications received against the criteria that is set out in the guidance. We aim to confirm the outcomes by no later than the end of November.

NHS information for general practice

In response to demands for better communication of key information for general practice the NHS website now has a [new webpage](#) that brings together a summary of some of the key resources for general practice.

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](#).

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](#)

Produced by the communications team, NHS Kent and Medway Clinical Commissioning Group