



Important information for GP practices across Kent and Medway
Tuesday 27 October 2020

Weekly primary care sitrep

Thank you for your continued completion of the weekly sitrep. A summary of last week's responses can be found [here](#).

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 29 October.

Clinical advice and support

Cancer master classes and cancer awareness modules

There are still some places available on the next two cancer master classes exploring skin cancer and prostate cancer. These classes are one hour in duration, delivered virtually and specifically designed for healthcare professionals working in primary care across Kent and Medway. The cancer awareness modules will also run throughout November and December. If you would like to book either a master class or an awareness module please go to <https://invictahealth.co.uk/provide/invicta-health-learning/macmillan-cancer-support/> If you have any questions please contact kateregana@nhs.net

Kooth: online mental health and wellbeing support for children and young people

In these strange and challenging times providing mental health and wellbeing support to our children and young people is more important than ever. As you may be aware Kooth is commissioned in Kent and Medway and funded via CCG, KCC and Headstart Kent plus Medway local authority so you can signpost young people to [their website](#) to access free safe online mental health and wellbeing support.

To summarise:

- Kooth provides support to and for young people in Kent aged 10-16 (17th Birthday) and in Medway area aged 11-25 (26th birthday).
- Kooth is a free, secure online professional counselling and emotional wellbeing support service for young people.
- Kooth operates out of hours service weekdays from 12 -10 pm and the weekend from 6pm to 10 pm 365 days a year.
- Kooth also offers other support, such as discussion boards and magazines with peer to peer and community elements. All of which are safe and secure and pre-moderated.

This video explains more: <https://vimeo.com/318713056/3b5ea08a52>. In the future there will be webinars. We are also creating awareness among young people in Kent and Medway. In the meantime if you require more information about Kooth and to answer any questions please do email Lesley.taylor32@nhs.net.

Video group clinics

Video group clinics (VGCs) are a new remote consultation model that enables clinicians to build community and connections with, and between, patients; especially those living with long-term conditions. They are also very time efficient.

If you would like to understand more about VGCs to help you decide if this is something you would like to adopt, there is a free webinar provided

by [Redmoor Health](#) on Tuesday 3 Nov 2020 from 12:30 pm – 1.30 pm.

The webinar will cover what VGCs are and why they are an important person-centred remote care model that builds clinical teams' and patients' resilience. Maggi Bradley, one of the clinicians leading development of VGC practice, will share her experiences.

Book places here: <https://t.co/ZniU8WA8v4>

Kent SEND newsletter

Kent County Council and the NHS produce a regular newsletter for parents of children with special educational needs or disabilities (SEND). The most recent issue looks at how services have adapted to the challenges of not being able to meet in person and have continued to engage with families. If you have an interest in how we are communicating with parents on this subject you can read (and subscribe to future issues) [here](#).

Update on stroke

The Kent and Medway Stroke Network have produced [a new update](#) to keep people informed. Covid-19 meant that while frontline stroke services continued to treat stroke patients as usual, non-clinical members of the central Stroke Programme team were re-deployed from their jobs to support the pandemic response. The team members have now returned to their usual roles and wanted to provide an update on key elements of our work.

Finance

Practice payments

The Kent and Medway CCG Finance Team has confirmed that any missed payments will be received into practice back accounts on Wednesday 28 October 2020. Please direct any queries to kmccg.mccg.gpreimbursements@nhs.net

CCG GP Membership

New GP membership events launched

Kent and Medway CCG is launching a new approach to GP membership engagement meetings. The nominated clinical representative from each practice has been invited to join six meetings-a-year to hear key updates and, as members of our commissioning organisation, influence how the new world of primary care networks (PCNs) and integrated care partnerships (ICPs) develops as part of a Kent and Medway integrated care system (ICS).

Holding regular membership meetings will establish a vital communication channel between member practices and the CCG governing body to inform and discuss the CCG's strategic direction of travel and priorities. Feedback on discussion from membership meetings will also be shared via these updates.

Further details have been sent to the nominated practice representatives.

Flu

Electronic notifications for flu vaccinations from community pharmacies

From 27 October 2020 more GP practices will start to receive [electronic notifications](#) when a patient registered with them receives a flu vaccination in a community pharmacy that uses PharmOutcomes or Sonar.

Notifications arrive as a workflow task which will significantly reduce the number of paper and email notifications you need to manually process, helping to improve quality and timeliness of data. GP practices using EMIS Web will have this new functionality switched on over the coming weeks. TPP SystemOne GP practices already receive these notifications but will see an increase in volume as more pharmacies begin to send notifications in this way.

If you do not receive these notifications yet, your system supplier will inform you of your switch-on date and provide further information and guidance. You should also continue to check for notifications received via NHSmail or post.

Claiming reimbursement

[Guidance on claiming reimbursement](#) for reasonable additional costs for flu delivery has also been published.

Primary care frequently asked questions

NHS England has published primary care [frequently asked questions](#) for the national flu programme. It covers a variety of areas including eligible cohorts, payments and supply.

IT

EMIS failover test

We have been informed by EMIS that on Thursday 29 October they will be conducting their annual EMIS Web failover test, which will run between 6pm and 10pm.

EMIS Web is a hosted system, which is usually hosted across both their data centres. In the unlikely event of a problem with either data centre, the hosting of EMIS Web is meant to seamlessly switch to their alternate data centre. This process is called failover. As part of their contract with NHS Digital, they have to demonstrate that the failover process works and does not cause any loss of saved data.

During the hours of the switchover test, you may experience two short outages of 5 to 10 minutes. If you are logged in to EMIS Web and an outage occurs, EMIS Web will close down and any data that has not been saved will be lost. You will be unable to log in to EMIS Web during the two outage

periods. EMIS therefore recommend that you do not use EMIS Web whilst the failover is taking place.

Training

Partner Development Programme

This programme is run by Qualitas, one of the delivery partners who work with the Time for Care team within NHS England. It is for new and prospective partners in GP practices looking to accelerate their professional development and help their practice thrive and succeed.

Accredited by the Institute of Leadership Management, the programme allows you to accumulate 60 CPD points and is structured around three key pillars – Leadership, Strategy and Operations.

Starting in January 2021, this is a 12-month programme spread over six full day face-to-face sessions and eight peer-group sessions spread across the year. These are likely to be delivered virtually initially but with the intention of using face-to-face to enable improved collaboration.

For those new to partnership, NHS England offers full funding for training. This development programme is open to anyone with an interest in complementing your clinical skills by developing the business leadership skills required to lead a successful organisation. For full details and to register your interest please visit the [Qualitas website](#).

Local Area updates

East Kent

Practice name change in Folkestone

Folkestone Surgery (previously Central Surgery) has now moved to Folkestone Health Centre. The move went smoothly but they are finding patients are mistaking them for the Folkestone Health Centre. They have therefore made the decision to change their practice name to **Harbour Medical 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](#).

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