



Important information for GP practices across Kent and Medway
Thursday 29 October 2020

Clinical advice and support

Quality and Outcomes Framework

The CCG has reflected on the QOF income protection document and has now had the opportunity to have detailed conversations with the LMC regarding a revision to the document. Whilst no changes can be made to the NHS England guidance, there has been some changes made to the requirement of a baseline assessment. The ask now is for practices to submit a plan on how they intend to address the areas of focus in the NHS England guidance. The [attached document](#) is a synopsis of the guidance and includes a template for submitting your practice plan. Please send completed plans to wendy.malkinson@nhs.net

We would like to take this opportunity to thank those practices who have provided feedback and we hope that this revised QOF income protection proposal has addressed the concerns that were raised.

Addressing patient concerns about coronavirus in hospital

As many of you will have experienced in your interactions with your patients, a number of patients across Kent and Medway are worried about attending appointments in clinical settings due to the ongoing presence of coronavirus in our communities.

While we empathise with public worry over coronavirus, there is an ongoing issue that patients are potentially placing their health at risk by refusing treatment in clinical settings, particularly hospital appointments and elective and diagnostic procedures.

To ensure that we manage these concerns appropriately and encourage patients to continue on their care journeys, we have prepared the following key points you may wish to relay to your patients should they feel anxious about attending hospital:

- Their health may be at risk if they do not get the treatment that they need to manage their condition.
- Hospitals across Kent and Medway have a range of processes in place to minimise the possibility of coronavirus being transmitted to patients. These include:
 1. Mandatory masks for visitors and regular hand gel stations around the building
 2. Controls on the number of people allowed to visit and accompany patients
 3. Restrictions in the use of waiting areas to allow social distancing

4. Some hospitals are also testing temperatures before allowing people onto their site.
- Patients who are attending hospital for a surgical procedure will have a Coronavirus test beforehand and will go through the hospitals 'Green Zone'. This is an area that has been set up for patients who have been pre-screened to be free of coronavirus, to reduce the possibility of the virus being passed on.
 - Patients who get a coronavirus test before a procedure will either get a coronavirus test sent to them by post, or the team at the hospital responsible for their care will arrange one for them on site. The postal tests are part of a new government testing pathway for elective patients; this is being gradually rolled out across Kent and Medway on a specialty-by-specialty basis and is likely to become the norm in due course.

Visitors

A final issue relating to hospital attendance and coronavirus is the recent increase, reported in hospitals across the patch, of patients deliberately circumventing rules limiting visitors.

This often takes the form of patients leaving ward areas – and even leaving buildings and sites – to see visitors en masse in areas where rules on visitors cannot be easily enforced. While the wish to see more family and visitors is understandable, this behaviour is putting patients and NHS staff at risk of contracting coronavirus.

.....

Best practice forum webinar

The next in the series of these popular webinars is an opportunity to discuss:

"Covid pandemic phase 2 - what have we learnt and how will we respond better?"

Tuesday 3 Nov 2020 7pm - 8.45pm

Supported by guest panel members:

Dr Sunil Lobo - Acute Medicine Consultant Ambulatory Care Lead EKHUFT

Dr Andrew Thorns - Palliative Care Consultant Pilgrims Hospices

Dr Kim Gardner GP - K&M CCG Frailty Lead

Dr Upaasna Garbharran - HCOOP Consultant and QEQM Medical Director

Dr Gaurav Gupta GP - Kent LMC Chair

Shelley Sage - Consultant Nurse Frailty EKHUFT

Facilitated by Dr Rakesh Koria - Macmillan K&M CCG Cancer and Education Lead and GP Associate Advisor.

To see more detailed information on the event and to register for a place please click on this [link](#). Zoom details will be sent on confirmation of booking a place and can be found towards the bottom of the confirmation. For any other queries please contact Rakesh Koria on r.koria@nhs.net

Webinar - Primary and community care with digital innovation

The National Institute for Health Research Applied Research Collaboration Kent, Surrey and Sussex ([NIHR ARC KSS](#)) have organised a webinar on:

**Primary and Community Care with Digital Innovation
on Tuesday 3 November 2020: 12.30pm - 2.30pm**

Recognising the current challenges due to the pandemic, NIHR ARC

KSS Professor Harm Van Marwijk (primary and community care theme lead) and Dr Samantha Fraser (implementation lead) will introduce the core priorities of the theme.

Speakers will present on 'Health Equity by the Sea'? - a clinician's perspective. Other speakers will present on harnessing digital technology, diabetes, perinatal health and social prescribing.

For more details and to book your space, please register on [Eventbrite](#). Please register early as places are limited. A full programme and link for the webinar will be emailed to you.

Virtual dementia learning and sharing event

This event will take place on Thursday 12 November 2020 from 1pm to 4pm. The event is aimed at primary care clinical staff. Topics will include challenges of diagnosis during Covid-19 and rapid response support to care homes. More details [here](#).

If you would be interested in attending, please email: linda.caldwell@nhs.net

Social prescribing

Involve Kent are holding a virtual social prescribing conference on 16 November. Speakers include Dr Faye Hinsley (Clinical Lead for Autism and Learning Disability) on improving support for children and young people with neurodevelopmental and mental health needs; the new primary care navigation service.

The event will also include Involve's annual general meeting - more details

[here](#). Please email office@involvekent.org.uk if you wish to attend and you will be sent details of how to log on.

IT

Have you joined the iPlato texting hub?

More than 70 practices have now joined the iPlato engagement hub which is an important mechanism for sending urgent bulk text messages to patients.

By joining the hub, practices will enable the CCG to send communications directly to patients without having to put any additional workload on practices, and it will not cost practices anything.

All practices are invited to participate in the CCG-funded Patient Engagement Hub Initiative, supported by iPlato. More details are available in [last week's bulletin](#). The CCG's data protection team have reviewed and approved this approach and a DPIA is available.

Please join the NHS Kent and Medway CCG Urgent Engagement Hub with this link: <https://consent.mygp.com/kent-medway-ccg-urgent-engagement-hub/>

Offer of support - digital solutions

The NHS regional digital team has approached Kent and Medway with a short term offer of some paid IT support in reviewing your website and how to improve it. The support offered shares learning and best practice from

across the country and could help practices and PCNs to develop their online services.

If you would be interested in taking up this offer of fully-funded support as described in the [attached prospectus](#) please email ruth.wells@nhs.net by 6 November.

Flu

Flu letters

The CCG is aware that a number of letters have been sent by NHS England to patients advising them to have a flu vaccine because they are at risk of flu. Some of these letters have gone to people who are not eligible for the vaccine and they have been calling GP practices. We recognise that this is placing an unacceptable additional workload on your already very busy teams. We do not yet know the extent of this problem but the issue has been escalated to NHS England. NHSEI regional team have clarified that it was a coding error and also recognise the additional stress this will have caused practices and as a first step wanted to issue an immediate apology through the Update. We will share any further information we receive.

.....

.....