



17<sup>th</sup> October 2022

Dear Colleague

Welcome to this week's edition of the LMC Express.

The local updates for this week include:

- Important Information: NHS Mail
- September Flu Payment Data
- Kent & Medway ICB Communication Resource Page
- Covid booster for patients with a history of anaphylaxis
- Patient online access to GP records
- East Kent Maternity Services
- General Practice Alert System (GPAS) role out for practices in Kent & Medway - drop in virtual question and answer session - 16th November 2022
- Message from the BMA: Inflation Survey
- EPC Webinar
- Premises Surgery
- A message from Kent and Medway's Staff Mental Health and Wellbeing Service

### Important Information: NHS Mail

NHS Mail are going to be proactively contacting users next week who do not have security questions set up. The NHS Mail no-reply mailbox will send two separate user comms to NHSmail users who:

1. do not have security questions and answers set up
2. whose security questions and answers are weak and need to be updated

NHS Mail have advised that this is a basic requirement to protect NHSmail accounts and is mandatory. If they are not remediated by **Thursday 10 November**, the users accounts will be marked as disabled.

NHSmail users will be advised to contact their Local Administrator if any additional support is needed. NHS Mail have advised that they are not going to send any separate comms out to users around this other than the email to affected users.

We have been asked to highlight this given the recent phishing attacks and the implications if affected users do not engage.

### September Flu Payment Data

NHSE has alerted practices regarding an issue impacting both adult and childhood seasonal flu extracts for September, which could result in inaccurate flu payment data. Further work is underway to fully investigate the issues and how they can be resolved.

As a result, NHSE are advising that practices do not declare their September flu achievement data and that commissioners do not yet approve those that have been declared. This is to avoid the need for manual reconciliation work once the issues have been resolved. Further information should be available later in the week.

NHSE recommend that practices discuss any issues that this causes to practice cash flow with their local commissioner as they may be able to provide assistance. If practices in need of such assistance have difficulty, please do let us know via [info@kentlmc.org](mailto:info@kentlmc.org)

This will, of course, be concerning for many practices. The GPC are pressing NHSE hard for a timely and effective resolution to this issue, and we will keep practices informed as we receive more information.

## Kent & Medway ICB Communication Resource Page

Over the last few months, the ICB's communications team have created various materials (graphics, web content, videos etc) to help practices communicate with their patients.

Kent & Medway ICB have sent these out with the GP Update as they have been created. They have now collated these materials on a handy webpage, which you can visit for the latest messaging, graphics and video to share on your website and social media if you would like to.

Please bookmark this page in your internet favourites for easy reference [General practice communication and engagement resources :: NHS Kent and Medway \(icb.nhs.uk\)](#).

They will continue to add to these resources as they create new content. If there is something specific you would like them to consider, please email [kmicb.comms@nhs.net](mailto:kmicb.comms@nhs.net)

## Covid booster for patients with a history of anaphylaxis

To refer patients with a history of anaphylaxis for a covid booster, practices can follow the following pathway:

- For patients previously referred into allergy pathway, the patient can be referred to KCH for Nuvaxovid vaccination
- For patients requesting Nuvaxovid based on previous AZ administration/allergy status where the patient has true allergy to mRNA vaccines, the patient should be referred to an allergy specialist to advise on the most appropriate vaccine. If Nuvaxovid is recommended the practice can refer the patient to KCH to receive Nuvaxovid

The KCH referral form is [HERE](#).

## Patient online access to GP records

Prospective Online Record Access for patients to view their GP record automatically switches on 1<sup>st</sup> November. Kent LMC are supportive of patient access to their own medical records. This is a positive step for patients, and we see the value of this if properly implemented. We are currently a long way from being assured that the implementation will have appropriate safeguarding in place. Currently the responsibility for implementing and managing any issues is falling solely on GP practices. Therefore, we are making representations to the ICB and support the BMA's position of raising these issues with NHSE.

A statement is expected from the BMA early this week, following discussions with NHSE. However, until there is any communication, practices need to ensure they understand the implications and have put a process in place.

If practices have privacy or information governance questions concerning patient online access, the Kent & Medway DPO can be contacted at [Kmccg.northkentgpdataprotection@nhs.net](mailto:Kmccg.northkentgpdataprotection@nhs.net)

## East Kent Maternity Services

The report of the Independent Investigation into East Kent Maternity Services is expected to be published this week, on **Wednesday, 19 October**.

Dr Bill Kirkup has led the independent investigation, which has looked at the care provided by East Kent Hospitals' maternity and neonatal services between 2009 and 2020.  
nuvaxo

The Trust will have an enquiry line in place from **Saturday, 15 October** to support people who have used the maternity and neonatal services, are using them now, or may do in the future and

wish to speak to someone. Anyone who has questions or concerns about the investigation's report can be directed to this line.

The enquiry line number is: **01233 616162**

An email address is also available: [ekhufft.maternityinvestigationenquiries@nhs.net](mailto:ekhufft.maternityinvestigationenquiries@nhs.net)

A full list of the different ways people using the service can contact the Trust if they have questions about their care is available on the [Trust's website](#).

Anyone who would like to talk to someone who is independent of the East Kent maternity service can contact the [Maternity Voices Partnership](#) via email at [EastKentMVP@gmail.com](mailto:EastKentMVP@gmail.com). The Trust has also directly written to women under the care of its maternity services with this information.

### **General Practice Alert System (GPAS) role out for practices in Kent & Medway - drop in virtual question and answer session - 16th November 2022**

Thank you to those who submitted their GPAS data last week. Please continue to return data each week, as this is crucial in enabling the LMC to demonstrate to system partners the pressure that general practice is under, and how the system can respond to pressure in general practice. We hope to be providing weekly reports as part of our comms in the near future.

Currently only 78% of practices have engaged and are able to submit their data. We are keen to ensure that every practice is represented, so if you have not yet responded to our request and are not currently submitting data please could you forward details of your nominated contact as soon as possible to [info@kentlmc.org](mailto:info@kentlmc.org).

GPAS submissions are anonymous. If a practice declares their status as black, then we would ask they contact the LMC at [info@kentlmc.org](mailto:info@kentlmc.org) so that support can be offered.

We appreciate there may be questions that practices have about completing and submitting the weekly template or about how the data is used so please join us [via microsoft teams](#) for a questions and answer webinar session on Wednesday 16<sup>th</sup> November at 12.30pm. This will be an opportunity to ask any questions about GPAS and can include advice on getting started. We will also share reports we have produced, based on submission so far.

### **Message from the BMA: Inflation Survey**

We know GP practices across England are feeling the impact of inflation and high energy costs, and we want to hear about your practice's experiences. [Please complete the BMA survey](#) so that we can collect the evidence we need to advocate on your behalf.

The survey asks for a range of information relating to practice costs including energy, staffing and other expenses. While we would encourage you to complete the whole survey, if you do not yet have all the information asked for, please still complete the parts you can.

We need to hear from as many practices as possible to enable us to make a strong case to NHSE/I, DHSC and the Government to seek solutions. **The survey closes on 20th October.**

### **EPC Webinar - 3 November**

The LMC are hosting a webinar with Rosemary Jones, Chartered Surveyor, on Thursday 3rd November at 1pm. This webinar is to go through changes expected around the energy performance of your buildings. If you are an owner/occupier there will significant implications and if you are a tenant there are checks to made on your lease.

More details from Rosemary can be found [here](#) and if you would like to join us please [register here](#).

### **Premises Surgery Session - 9th November 2022**

We have arranged a **FREE Premises surgery** with Rosemary Jones from Invicta Chartered Surveyors and Edwina Farrell from Weightmans on Wednesday 9th November 2022 from 9.30am.

*Rosemary Jones is a Director of Invicta Chartered Surveyors, based in Kent and is a Chartered Surveyor with more than 30 years' experience. Her work is almost exclusively within the NHS and predominantly for GP Practices. Her day-to-day work includes;*

- *Premises developments and improvement;*
- *Current Market Rent Reviews;*
- *Monitoring Surveyor;*
- *Lease Rent Reviews;*
- *Lease Renewals;*
- *Valuations for partnership agreements;*
- *Service charges.*
- *She is an Independent Expert and Arbitrator on the RICS Specialist Healthcare Panels for Dispute Resolution and an Advisor to the NHS Litigation Authority.*

*Edwina Farrell is a nationally renowned Chambers and Partners and Legal 500 Ranked GP advisor and head of primary care at Weightmans LLP. She specialises in GP premises and partnership matters but works with a national team specialising in a complete service offering for general practitioners. Edwina has worked with Kent practices and across the country to help GPs in freehold and leasehold transactions, developments and property disputes. In addition, she works with practices in connection with commercial arrangements such as partnership deeds, mergers, contracts advice primary care network matters and some practice disputes. She regularly speaks at GP themed conferences and is a frequent contributor to medical practitioner publications.*

We only have 2 spaces left now so please do let us know ASAP if you would like to book a 30 minute appointment for you and/or your GPs by e-mailing [info@kentlmc.org](mailto:info@kentlmc.org) stating if you would like the appointment to be virtual or in person at our office in Harrietsham

### **A message from Kent and Medway's Staff Mental Health and Wellbeing Service**

The new NHS service talking wellness, which offers mental health and wellbeing support for NHS and Social Care staff in Kent and Medway, and is available for primary care services too. At the time the pandemic started to grip the country central government recognised that NHS and social care staff were having a particularly tough time, and as a consequence it funded 40 national resilience hubs, so staff could receive help and support should they need it.

[Kent and Medway's staff mental health and wellbeing service](#), talking wellness, is your hub site. Our team of professionals provide a free, safe and confidential space for staff, and our service aims to reduce trauma and promote mental wellbeing. Staff can self-refer into the service using the QR code within this email or by searching for talking wellness NHS.

Both routes take a person through to Limbic, our automated chatbot, where they will be asked a series of online questions. Complete them, submit the form, and one of the talking wellness professionals will be in touch to advise and support.

If you'd just like to find out more about the service, and what it offers, please email the talking wellness team at [kmpt.info.mentalwellbeing@nhs.net](mailto:kmpt.info.mentalwellbeing@nhs.net) and someone will be in touch with you. Alternatively, as part of our outreach approach, over the next few months we will be bringing our talking wellness Project Wingman big blue bus to various hospital sites across the county. [HERE is a copy of our bus tour dates and locations](#); if we are at a place near you please come and visit if you have the chance, not only will we provide refreshments but also you will have the opportunity to meet with members of the team too. We'd be pleased to welcome you on board.

Kind regards  
Kent Local Medical Committee