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Primary Care Connect

THE WEEKLY PRIMARY CARE UPDATE FOR
HAMPSHIRE AND THE ISLE OF WIGHT

Issue 8 | 14 July 2021

Dear colleagues,

You may have seen that this year's GP Patient Survey report has been published. It is the first time the results have been collated and analysed under our new Hampshire, Southampton and Isle of Wight CCG organisation. There is, of course, data for Portsmouth CCG too.

You can access the results here - <https://gp-patient.co.uk/surveysandreports>

As ever, there is a lot of information in there – you can break the data down by individual practice and compare with others to learn from each other.



We had a 44% response rate which suggests that our patients are engaged and want to

work through the challenges of access and continuity with us. I want to say a special thank you to our reception teams who have had to navigate the changing guidance whilst kindly supporting patients to access the care they need. This [beautiful video says it all](#).

I think when we view these figures, it's really important to remember the context in which people were being asked to take part. The survey is carried out between January and March. If we cast our minds back to six months ago, we had just embarked on delivering the COVID-19 vaccination programme and were in the midst of wave 2 of the pandemic.

Primary care is adapting in the same way that everything in our lives has had to adapt in the pandemic. Some of these changes we'll keep and others will go. We must listen and learn whilst doing our best to manage a rapidly growing demand on our services whilst also looking out for each other.

We are already working together to share our experiences of good patient care, of initiatives to help people keep healthier and home and continue to support people with a broad range of services coordinated by primary care.

Thank you for all your hard work and dedication you bring to the job each day.

Dr Nicola Decker

Clinical Leader

Hampshire Southampton and Isle of Wight CCG, working with Portsmouth as we become an Integrated Care System

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Enhanced service specification - phase 3 COVID-19 vaccination



The plans for [phase 3 of the COVID-19 vaccination programme](#) have been released this week.

The levels of COVID are increasingly significantly locally and the success of the vaccination programme can be seen in the low level of hospital admissions top hospital and deaths. We know this is a direct result of the high levels of vaccination delivered locally.

To protect ourselves, our families and friends and communities it is important that we offer a booster vaccine to all those in at risk groups.

This will take place between September and December 2021 and will replace the current

enhanced service.

The aim is to ensure that the most vulnerable are protected against flu and COVID.

Practices will continue to deliver their annual flu vaccinations and wherever possible these will be combined with the COVID vaccination.

It is expected that the supply of COVID vaccine will be based on the need of the provider and for this it will remain a PCN level delivery model supported by individual practices.

There will be an IoS fee of £12.58 for vaccines delivered in the Local Vaccination Service with an additional £10 per person delivered to residents and staff in care homes, the housebound and the homeless.

Practices will need to sign up via their local primary care teams by **5pm on July 28**.

**Supporting the allergy department manage
COVID-19 vaccine advice and guidance**



You may be aware that the allergy referrals service for COVID-19 vaccinations is working through a backlog of queries.

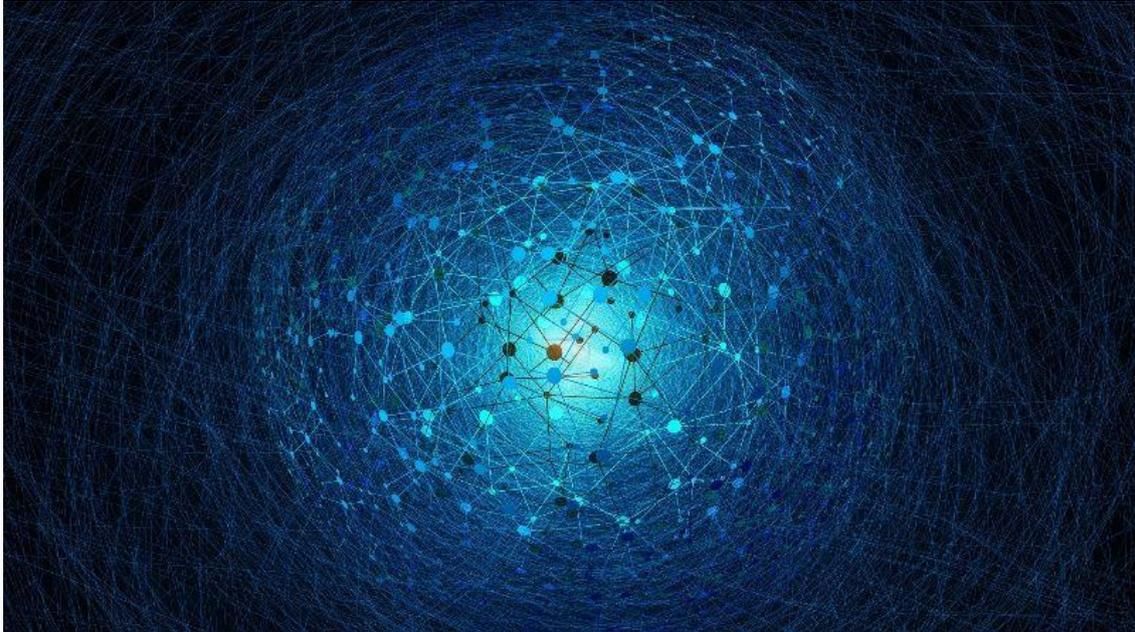
This delay is understandably causing frustration to colleagues in practices alongside those working in the department. This is acknowledged by the department, who apologise for the backlog.

In order to help the service work through the backlog as quickly as possible, please can practices:

- Refer to the JCVI guidelines as laid out in the green book in the first instance
- If a referral needs to be made to the department, then please use the appropriate form in Ardens
- Please encourage patients to allow their data to be shared as this speeds up the process for the department and also means practices do not need to add additional information
- Please be patient with the department as they work through the backlog

Thank you.

NHS data opt-out



The below wording can be used by practices on their websites to provide patients with more information about the national data opt-out scheme:

Information about your health and care helps the NHS to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

The NHS cannot analyse all information on its own, so NHS Digital safely and securely share some with researchers, analysts and organisations who are experts in making sense of complex information.

NHS Digital will collect:

- Data about diagnoses, symptoms, observations, test results, medications, allergies, immunisations, referrals, recalls and appointments, including information about physical, mental and sexual health
- Data on sex, ethnicity, and sexual orientation
- Data about staff who have treated patients

NHS Digital does NOT collect:

- Name and address (except for postcode, protected in a unique coded form)
- Written notes (free text), such as the details of conversations with doctors and nurses
- Images, letters and documents
- Coded data that is not needed due to its age - for example medication, referral and appointment data that is over 10 years old
- Coded data that GPs are not permitted to share by law - for example certain codes about IVF treatment, and certain information about gender re-assignment

Any other data that could directly identify patients (such as NHS number, date of birth, full postcode) is replaced with unique codes which are produced by de-identification software before the data is shared with NHS Digital.

The process is called pseudonymisation and means that patients will not be identified directly in the data. NHS Digital will be able to use the software to convert the unique codes back that could directly identify patients in certain circumstances, and where there is a valid reason.

If you don't want your identifiable patient data to be shared for purposes except for your own care, you can register an-opt out with your GP practice by **1 September 2021** which can be found in the links below. [You can download the opt-out form by clicking here.](#)

Patients without internet access can call 0300 303 5678.

The decision to opt-out is down to each individual patient and we like to confirm that your opt-out choices will not affect the care you receive from your surgery.

Websites for further information:

[Your NHS data matters](#)

[Collecting GP data - advice for the public](#)

[General Practice Data for Planning and Research: NHS Digital Transparency Notice](#)

[General Practice Data for Planning and Research \(GDPR\)](#)

[Your data matters - British Sign Language](#)

[You can also link to an NHS Digital video.](#)

Survey - improving communications to support practice staff



The Hampshire, Southampton and Isle of Wight Clinical Commissioning Group's Communications and Engagement team wants to hear from you!

We want to ensure communications resources are coming to you in a timely way and we cover the key topics you are faced with.

We want to know what help is valued by you, what additional support is needed and what communications channels you have, so that we can support in the best way possible.

Some of you may have already [seen this survey](#) - if you have then no need to fill it in twice - but if not, we would appreciate if practices could take a few minutes to fill it in and return to hsiccg.gportal@nhs.net by **Friday 23 July**.

The insight is invaluable in helping us to ensure we are supporting you to address the communications challenges you face.

Download and use infection prevention control artwork



While COVID-19 restrictions are being lifted in most public places, infection prevention and control measures need to continue being followed in healthcare settings to help reduce the risk of COVID-19.

To help practices share this message with their patients and communities, a number of updated assets are available for you to download and use:

[A4 poster design x 3](#)

[Twitter post design 1](#)

[Twitter post design 2](#)

[Facebook post design 1](#)

[Facebook post design 2](#)

You may wish to use the following wording to use alongside your social media post:

As a GP practice, we care for some of the most vulnerable people in our communities. To keep us all safe when you visit us, please continue to:

Suggested website wording

As a GP practice, we care for some of the most vulnerable people in our communities. To help keep us all safe when you visit us, please continue to:

- Wear a mask or face covering (unless you are exempt)
- Wash your hands or use hand gel provided at the practice
- Keep a safe distance from others

We want to thank everyone for your continued support as we all work together to provide the best possible care and still keep you, and our staff, as safe as possible.

Thank you.

GP IT services - reminder of support

**Hampshire, Southampton,
Isle of Wight and Portsmouth**

NHS
Hampshire, Southampton and
Isle of Wight
Clinical Commissioning Group
Portsmouth
Clinical Commissioning Group

**Welcome to your new partner for
GP IT services**

Hc   **Arden&GEM**
Health and social care systems support

**Accountable
Adaptable
Visible**

You will be aware that our new GP IT services contract with HC and Arden & GEM CSU partnership began this month.

A [dedicated website](#) which provides more information on the services they provide, access

to the service desk and FAQs is available.

Care co-ordinator share and learn session



The Supported Self-Management Team hold monthly share and learn sessions for all care co-ordinators, with all sessions recorded and placed on the SSM futures platform.

The next share and learn session will be held on **Wednesday 21 July, from 1.30pm to 3pm.**

The session aims to bring together new care coordinators to connect with and support each other to share and learn about developing practice in SSM and personalised care.

If you would like to join the session, please could you confirm by emailing england.supportedselfmanagement@nhs.net and you will be sent joining instructions.

How to submit a story for the bulletin - we want your news!



Welcome to our new-look bulletin - we hope you are finding it useful!

If you have any content you would like to see included in Primary Care Connect then we would love to hear from you.

When you submit a story please provide the following:

- **A short headline**
- **A few paragraphs to say what the story is**
- **Clearly include any links or documents that accompany the piece**
- **A suitable image or a suggestion of the type of image to go with the piece**

Deadline for content is **midday Tuesday**. Items submitted after this will be considered as to whether it needs to be included in the following day's bulletin, or if it can be held for an extra week.

Please send content to hsiccg.gpportal@nhs.net

Primary Care Connect Portal

Wessex LMC

NHS England bulletin



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Our mailing address is:

hsiccg_gpportal@nhs.net

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