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Primary Care Connect

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

Issue 19 | 6 October 2021

Dear colleagues,

I remember seeing [graphs in this fabulous document from the Kings Fund](#) about patterns of behaviour during and after a pandemic.

It shows that over time, community anger and frustration increases and external understanding, will and commitment begin to decrease. Similarly, the need for us to be innovative is a constant for us to achieve, but with a background of an increase in pressure to 'return to business as usual' and the appetite for risk decreasing, it makes it harder to be innovative.

The situation we find ourselves in is well described but that doesn't help us experiencing it.

We also know that the most successful examples of recovery put a conscious focus on



be an increasingly familiar concept to the NHS, for recovery it needs to go beyond joining up services and consider how greater community resilience can be built.

We are creating the conditions so that we can work with our communities and at all interfaces of our care pathways - because we are 'in it together'. For example our Healthier Communities engagement events held in September with residents in Andover and Basingstoke helped us engage with local communities to get ideas on what would support healthier lifestyles.

Below is a link to an [excellent feature from Newsnight](#) (26 minutes in), which explains clearly why we are working differently.

In the bulletin there are some [social media assets](#) you can use to demonstrate the phenomenal amount of work taking place in all of our practices. It will take time to turn this tide of negativity towards primary care, however features and figures like the ones I have mentioned all help to change our narrative. Please share as widely as you can.

Thank you for all you are doing in this difficult time of huge pressure. Your humanity and the fact that you have limits are understood.

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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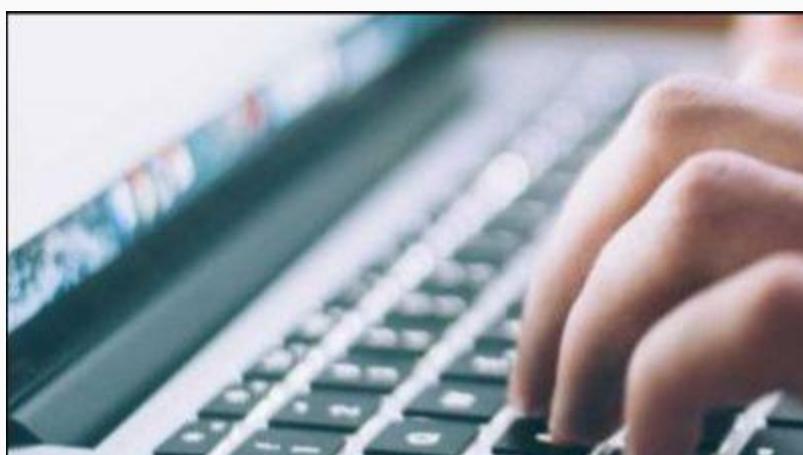
For information

[BBC Newsnight feature - why GP practices are working differently \(26 minutes\)](#)

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Update to the NHS e-Referral Service



This letter provides an update on the NHS e-Referral Service (e-RS) which now provides a streamlined two-way communication and referral channel between primary and secondary care using digital Advice and Guidance (A&G). This will help local organisations support elective care recovery.

Advice and guidance requests can now be converted to referrals.

Changes have been introduced which now allow referrers to authorise the conversion of A&G requests to referrals by the provider, where appropriate. This removes the administrative burden on primary care teams.

Updates to eRS referrer worklists for GP practices

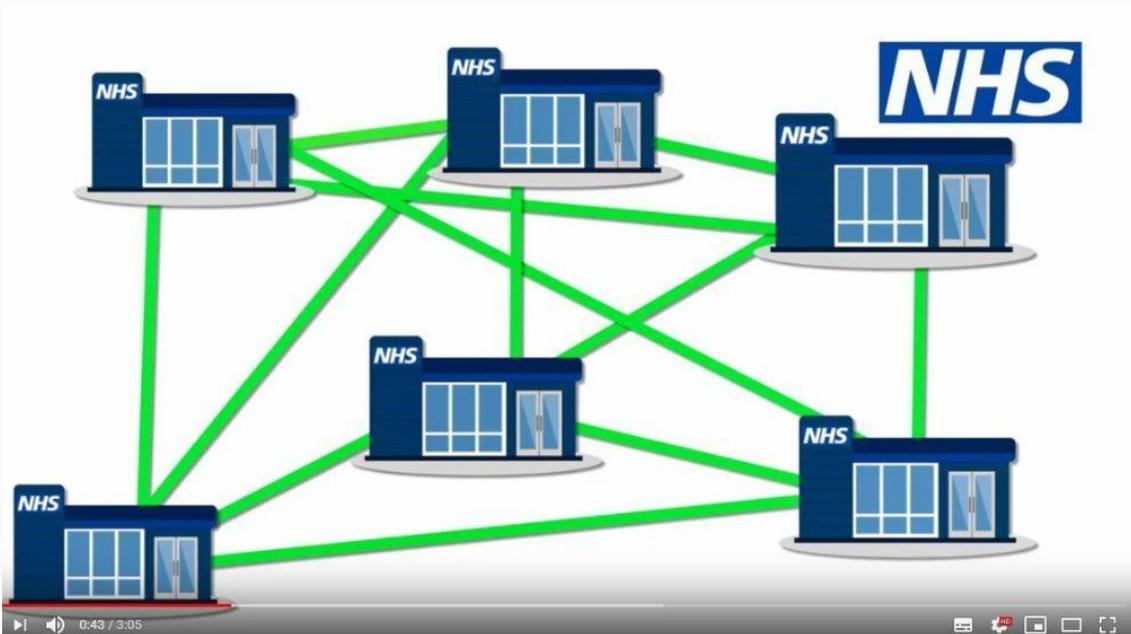
Please note eRS are planning an update to the referrer worklist on 5 November 2021 (subject to final testing). The updates can be viewed in this [presentation](#).

The [e-RS website](#) has been updated to include information on the changes along with a [YouTube video](#) to help support users further.

If you have any questions on these changes please contact the Arden and GEM CSU Clinical Systems Training Team: agcsu.gpsystemstraining@nhs.net

Alternatively you can contact the NHS Digital eRS training team direct:
ereferralstraining@nhs.net

Network Contract Directed Enhanced Service (DES)



The updated Primary Care Network DES contract from October has been published and reconfirms the gradual and phased introduction of new PCN service requirements over the next 18 months.

[These documents](#) provide a number of frequently asked questions (FAQs), and additional information to PCNs and commissioners. They will be updated periodically throughout the year and does not take precedence over the Network Contract DES Specification.

Support for staff with Long COVID



Long COVID includes both ongoing symptomatic COVID-19 (five to 12 weeks after onset) and post-COVID-19 syndrome (continuing 12 weeks or more after onset).

Staff who may need help with their recovery can access support via the following:

- online rehab services at [Your COVID Recovery](#)
- our comprehensive [health and wellbeing offer](#)
- system-wide staff [mental health and wellbeing hubs](#)
- referral to one of the 89 post-COVID assessment clinics by their GP
- occupational health teams can provide onward referral to other support services where available

Managers and board-level wellbeing guardians are asked to please signpost colleagues to information in their [wellbeing conversations](#) and help them to access appropriate support.

Support needed to vaccinate 12-15 year olds



The vaccination programme team is seeking support to deliver vaccines in schools for healthy 12-15 year olds.

This is an intense programme to be delivered in a short timeframe, alongside adult boosters, and we would really value additional support from staff who are already trained vaccinators (registered or unregistered) and ideally have some experience of working with children.

We are not asking you to release staff from their normal duties and impact on your own service delivery. However, part time, retired and your own bank staff may be willing and able to help out.

Staff can be deployed under signed Memorandum of Understanding staff sharing arrangements, and the programme will reimburse the practice for additional pay costs. To enter a school, staff must have the enhanced Disclosure and Barring Service (DBS) check, adult and child barring list check, and have completed Safeguarding Children - Level 2 and Resuscitation Paediatric - Level 2.

Registered healthcare professionals conducting clinical assessment and consent should be competent in having more challenging risk/benefit conversations and dealing with more complex consent situations, and also be competent in the use of the Gillick principle.

Anyone interested in supporting this can contact Kenya Pereira or Jessica Ferguson.

Social media assets promoting practice appointments given



Each month NHS Digital release a number of statistics related to GP practice appointment data.

The communications and engagement team have created these interactive social media assets highlighting a range of data for across Hampshire and the Isle of Wight. The figures relate to July 2021, and August's data will be included in next week's bulletin.

These assets have been shared on the Hampshire, Southampton and Isle of Wight CCG social media feeds, and are available for you to download and use too:

- Total number of appointments given by GPs
- Same-day appointments
- Total number of appointments given
- Breakdown of types of appointment
- Number of did not attend appointments

In the next days and weeks we will continue to develop supportive local media and social media coverage – if you have any suggestions please do get in touch by emailing hsiccg.communications@nhs.net

Virtual education programme for GPs on Post-COVID syndrome



Free monthly virtual education programme for GPs on Post-COVID syndrome have been launched by the RCGP in association with Project Echo.

The sessions will be held monthly, on the first Thursday of the month from 7pm to 8.30pm.

The sessions are for GPs only, aiming to provide a safe space to learn and discuss issues faced in our daily practice. The first sessions include:

4 November - Post COVID Syndrome in children. Professor Terrence Stephenson and Dr Liz Whittaker, two leading experts in this field will join the sessions to share the most up to date evidence and help understanding of to best care for these children.

2 December - The updated NICE/SIGN/RCGP guidelines which will be formally published in November, ensuring GPs are up to date with all of the current evidence available to guide care.

[You can register for the free event.](#)

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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