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Primary Care Connect

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

Issue 23 | 3 November 2021

Dear colleagues,

The COVID-19 pandemic has had a huge impact on the NHS and particularly general practice.

I would like to personally thank all of our practice managers for all you have done since the start of the pandemic and all that you continue to do, every day. General practice has transformed and responded to all the challenges that have been thrown at them but none of this could have been achieved without your hard work, commitment and leadership. We need and are incredibly grateful for your help to protect your patients and communities.



We are currently experiencing high levels of COVID-19 infections in our communities, but due to the COVID-19 vaccination programme, many of our patients have been protected

The vaccination programme is being contacted by a significant number of people who are immunosuppressed, pregnant or in one of the at-risk groups who have contacted their practice asking about the vaccine. However in some cases practices are sending people away with no information or patients are being asked to ring 119.

All too often 119 is not able to help as the bookable slots for vaccination are not available locally or certain groups cannot be vaccinated at the Mass Vaccination Centres where most of the slots are available on the National Booking Service (NBS).

So how can you help your patients? The main thing is to know where you can signpost patients for their vaccine, if your practice will not be delivering it.

This [signposting list](#) will help you to guide patients to the right place in order to get the vaccine.

Immunosuppressed patients

These patients will be identified via their local hospital or via a practice list available on the COVID-19 dashboard. Your practice should have accessed this list, downloaded it and invited those eligible.

Pregnant women

Pregnant women and their unborn child are at high risk of poor outcomes if they contract COVID-19. We are working with the maternity units across Hampshire and Isle of Wight to ensure all pregnant women are aware of the risks and the benefits of the vaccination and are offered it.

Boosters

We know that all people in care homes are at high risk of COVID-19. This includes the elderly and younger people with learning disabilities and therefore all are being offered a booster dose. All care homes for the elderly should have been visited and those eligible offered a booster vaccination. The people with learning disabilities were not included in the initial cohorts for vaccination, so their booster doses may be due at a later date. Please ensure that all the care homes where you have registered patients have been visited and that all those who are eligible have been offered both the booster jab and flu vaccination.

Many thanks for your help.

Dr Nigel Watson

Clinical lead COVID-19 vaccination programme – Hampshire and Isle of Wight

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**Get ready for patients to have access to their
medical data online**



From December, patients with online accounts will be able to view all new entries in their GP health record.

The change supports NHS Long Term Plan commitments to provide patients with digital access to their health records.

Since April this year, patients have been able to request access to their records via their GP practice. The NHS X innovation will start to enable patients to access this without contacting their practice

Patients of practices using SystemOne are due to start being able to access records from December, while patients of practices using EMIS will be able to access records from January 2022.

NHS X is holding a series of webinars to give you more details of the change and provide any relevant training. The digital team will be attending these webinars and will be able to provide you with a summary of what was discussed at each one.

[Here is information from the first webinar held on Monday.](#)

[The link to register for future webinars is also available.](#)

Online consultation procurement decision needed by Primary Care Network Clinical Directors



Primary Care Network Clinical Directors are being reminded to collate responses on what procurement model they would like to adapt for online consultations.

The [remote consultations page on the GP portal](#) includes the following documents for you to read, along with a link to view a webinar:

- Online consultation procurement presentation slides
- Online consultation pre-webinar slide pack
- Frequently asked questions document

You can also take a look at the following documents online:

- [Digital First Online Consultation and Video Consultation \(DFOCVC\) Framework](#)
- [Provider demonstrations](#)

Thank you to those who have already responded - the deadline for responses is

12 November.

If you have any questions or comments, or if you are unable to view the recording, then please contact hsiccg.hiowocvcprocurement@nhs.net

Pension and flexible retirement seminars



NHS England and Improvement is working with pension management service Isio to deliver a series of pension seminars this month and December on flexible retirement and pensions tax.

These opportunities are available to staff who are nurses, including general practice nurses, Allied Health Professionals (AHPs), senior doctors, consultants and executives aged 50 and over.

There are two seminars available:

Flexible retirement (100 slots available) for qualified nurses, AHPs and GP nurses aged 50 and over

Pensions tax (50 slots available) for senior doctors, GPs, and executives aged 50 and over

Slots will be offered on a first come, first served basis.

Booking your place

Please register on one of the following links on whichever sessions suits you:

Flexible Retirement

8 November, 3pm to 4.30pm

16 November, 11am to 12.30pm

23 November, 9am to 10.30am

30 November, 11am to 12.30pm

6 December, 11am to 12.30pm

13 December, 11am to 12.30pm

Pensions tax

9 November, 11am to 12.30pm

16 November, 3pm to 4.30pm

23 November, 1pm to 2.30pm

30 November, 3pm to 4.30pm

6 December, 3pm to 4.30pm

13 December, 3pm to 4.30pm

EMIS and SystemOne user group meetings available



The Arden & GEM Clinical Systems Training Team would like to invite practices to attend its first user group meetings.

These meetings will be held on a quarterly basis and practice managers or their representatives are welcome attend - separate groups will be run to accommodate both SystemOne and EMIS web users.

If you have any particular areas or functionality of the clinical systems that you would like to put forward as a suggestion to be demonstrated during the session or agenda items to be discussed please send your suggestions to [Lisa Whattam](#), clinical systems training manager.

EMIS web user group, Wednesday 17 November 10am to 11.30am

SystemOne user group, Thursday 18 November 10am to 11.30am

Handling challenging conversations in the workplace training



This is a reminder that dates are still available for a three-hour Zoom workshop delivered by Warren and Aitchison, to support frontline clerical, administration and reception staff in the development of their skills and approach.

This interactive workshop is designed to build 'muscle memory' in dealing effectively with situations where emotions are triggered.

Online winter wellness health and wellbeing pack shared with practices



This is a message from Hilary Todd, programme director of the Hampshire and Isle of Wight Health and Wellbeing Programme Team.

Dear colleague,

Thank you for your continued hard work under difficult circumstances. We know the last 18 months have been tough for many people and the challenges continue, especially for those working in primary care services.

The Hampshire and Isle of Wight Health and Wellbeing team will be working with all practices over the coming months, to identify ways to improve access to enhanced occupational health and wellbeing resources and services.

We are sending this Winter Wellness Health and Wellbeing pack to your GP practice for the benefit of everyone who works there. This is intended to signpost your workforce to a variety of existing health and wellbeing resources and offers which can be accessed now by [visiting the HIOW People Portal](#). This is an online resource directing people to free health and wellbeing advice, tips and local services. These links cover a wide range of topics, from eating well to mental health support.

Other initiatives are already being planned, including enabling access to an Employee Assist Programme for everyone working in the general practice workforce in Hampshire and Isle of Wight.

This will give everybody the opportunity to access professional support via a 24/7 confidential helpline, by phone, face-to-face or online. It is designed to help reduce stress, anxiety and depression and to safeguard against uncertainty. We will share

further information as it becomes available.

In due course we will be circulating the link to an online survey which we hope will help us to help you and your colleagues in the areas where there is the greatest need.

Thank you again for everything you do to support your patients.

With best wishes.

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.gportal@nhs.net

Primary Care Connect Portal

Wessex LMC

NHS England bulletin



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