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Primary Care Connect

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

Issue 26 | 24 November 2021

Dear colleagues,

I wanted to remind you of a virtual webinar to help support cardiovascular and hypertension outcomes in our area.

The webinar is being hosted to help Primary Care Networks (PCNs) with the cardiovascular Directed Enhanced Service (DES) and 2021/22 Hypertension Quality and Outcomes Framework (QOF).



The event is being hosted by the South East Cardiovascular (CVD) Prevention Team and supported by the British Heart Foundation and Kent, Surrey and Sussex Academic Health Science Network.

This is ideal for your new CVD lead - which can be any member of the multidisciplinary team and not someone who is clinical.

The aim for the outcomes of the event are:

- Agree on actions for the South East CVD Prevention team to support you
- Introduce and connect PCNs and identified CVD leads with the network of people already working across our Integrated Care Systems and region
- Establish network links allowing collaborations and set priorities going forward

The event takes place on Tuesday November 30, from 9.30am to 1pm. [You can register online](#) and a Teams link to join the meeting will be shared with all those who have registered closer to the time.

In total 125 people can join, however the event will be recorded and a link shared afterwards to ensure we can all still benefit from the information shared.

I look forward to seeing you join me in what I hope will be an informative and supportive session to help us all improve CVD outcomes for our patients.

Dr Rory Honney
CVD Prevention Lead – Hampshire and Isle of Wight

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Results of GP practice internal communications survey



Earlier this year, we asked practice managers for their views on how we communicate with practices across Hampshire and Isle of Wight.

One of the actions to come from this engagement exercise was to review all existing internal communications methods carried out by our CCGs for GP practices.

Therefore we followed this up with a short survey in September.

The summary findings are:

- Currently none of the channels we have reflect what users want from internal

communications

- Centralised intranet supported by a mix of other methods (e.g. weekly email and meetings)
- Information needs to be easy to find/search so you can get to the right information quickly
- Need for wider updates, but also geographic-specific areas for place-based needs

You can now view the [overall results of the survey](#) and also see a [breakdown per geographical area](#).

The next steps are to use this information to produce an options paper of how best we can communicate with GP practices.

As such a task and finish group to co-design and implement any changes will shortly be created.

If you are interested in being a part of this working group to help shape internal communications support to GP practices then please email hsiccg.gportal@nhs.net

Watch and listen to BBC regional coverage of work being carried out in GP practices



This week BBC South Today and BBC Radio Solent are running a feature highlighting continued efforts of GPs across Hampshire and Isle of Wight.

This forms part of a wider series of broadcasts on how the health and care system is working together to tackle challenges and help ensure patients continue to receive safe, high quality care in the right place, in a timely way wherever possible.

The features outlined below focus on what is being done by GP practices to help keep COVID-19 patients safe at home where appropriate, the importance of getting both the COVID-19 and flu vaccination this winter among other calls to action, and how to access GP practice services.

You can:

- [Watch an interview with Dr Zaid Hirmiz, Clinical Director for South East Hampshire and GP from Horndean Surgery on BBC South Today](#)
- [Listen to Dr Zaid Hirmiz and Helen Atkinson, Director of Public Health at Portsmouth City Council on BBC Radio Solent - Wednesday November 24 - listen in from 1hr 8 mins \(available on playback for 29 days\)](#)
- [Listen to Dr Matt Nisbet, Clinical Lead for Hampshire, Southampton and Isle of Wight CCG and GP from Crown Heights Medical Centre on BBC Radio Solent - Thursday November 17 - listen in from 1hr 7mins \(available on playback for 23](#)

days)

Communications colleagues have developed these features as a partnership between Hampshire, Southampton and Isle of Wight and Portsmouth Clinical Commissioning Groups (CCGs), Portsmouth Hospitals University NHS Trust, South Central Ambulance Services NHS Trust and Portsmouth City Council.

Please do look out for wider coverage across the Hampshire and Isle of Wight system in the next days and weeks.

Reminder to ensure searches are being carried out



Practices are being reminded to ensure they are routinely carrying out specific searches to ensure the safe care of patients.

These searches are also carried out by Care Quality Commission (CQC) when they carry out practice visits.

We are aware some practices may not be carrying out all searches listed on the CQC website, and so this is a reminder to ensure you are aware of these searches and undertake a review of these to identify gaps and undertake the actions required to improve patient safety.

In many cases these searches will need to be repeated regularly to identify new patients meeting the criteria.

Please do not hesitate to contact your Quality Team for further support.

Healthwatch carrying out survey on GP practice experiences

healthwatch
Hampshire



Share your experiences
of using GP (General
Practice) services in the
last six months



Healthwatch is seeking the views of people's experiences of accessing GP services to help the NHS understand what is working well and what could be better, to jointly find a solution.

This follows on from the Healthwatch survey run for GP staff to understand how their roles have changed during the pandemic, what practices do well, and what challenges they face.

Healthwatch have produced a [short communications information sheet](#) and [social media assets](#) should practices also wish to [promote the patient survey](#).

Social media assets to help promote alternative roles in GP practices



Did you know that GP practices offer more than GP appointments?

SOCIAL PRESCRIBERS...

Can get you in touch with local activities and services to help improve your health and wellbeing.

Your practice can advise you on who best can support your healthcare needs

#HereToHelp



An initial set of social media assets to promote the alternative roles available in GP practices has been created.

The communications and engagement team have worked with practice managers on the Isle of Wight to co-design this first set of 12 roles to help inform the public of the different specialisms available.

These assets were shared with Patient Participation Groups (PPGs) across Portsmouth, Hampshire, Southampton and the Isle of Wight for feedback and comment which further helped us to develop these assets.

There are two sets available:

- The first is a pack of 12 roles which are generic and ready to use on social media
- The second is a PowerPoint document, which enables you to edit the assets to personalise/localise them

We would encourage you to use the PowerPoint slides to personalise the assets to your practice/PCN so that it helps further build connections with the community.

How to use the editable version:

- All the text can be edited except the hashtag and logo
- To edit the picture they need to crop the picture they want to use so that it is properly **square** first, or it will be distorted. Then right click on the current image and choose 'Change Picture' to upload it
- To save as individual graphics for social media, they just need to go to Save As, and change the file type to PNG (not JPEG as the text is a bit blurry on a JPEG).

If you have any feedback or comments on the assets then please email them to hsiccg.gportal@nhs.net

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



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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