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# Primary Care Connect

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

Issue 28 | 8 December 2021

Dear colleagues,

Today marks one year since the COVID-19 vaccination programme began, not only in the UK, but in the world.

In Hampshire and the Isle of Wight, we have now given more than 3.26m COVID-19 vaccinations - with most of these given by primary care.

I have recorded a short video to say thank you to everyone for either directly or indirectly supporting this huge achievement.



And of course we know the vaccination programme is ramping up again. We are still in need of people to support and if you are interested then please email [hsiccg.vaccinations.operations@nhs.net](mailto:hsiccg.vaccinations.operations@nhs.net)

so much in primary care and that is something we should be proud of.

Thank you for your continued hard work and support.

**Dr Matt Nisbet**

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

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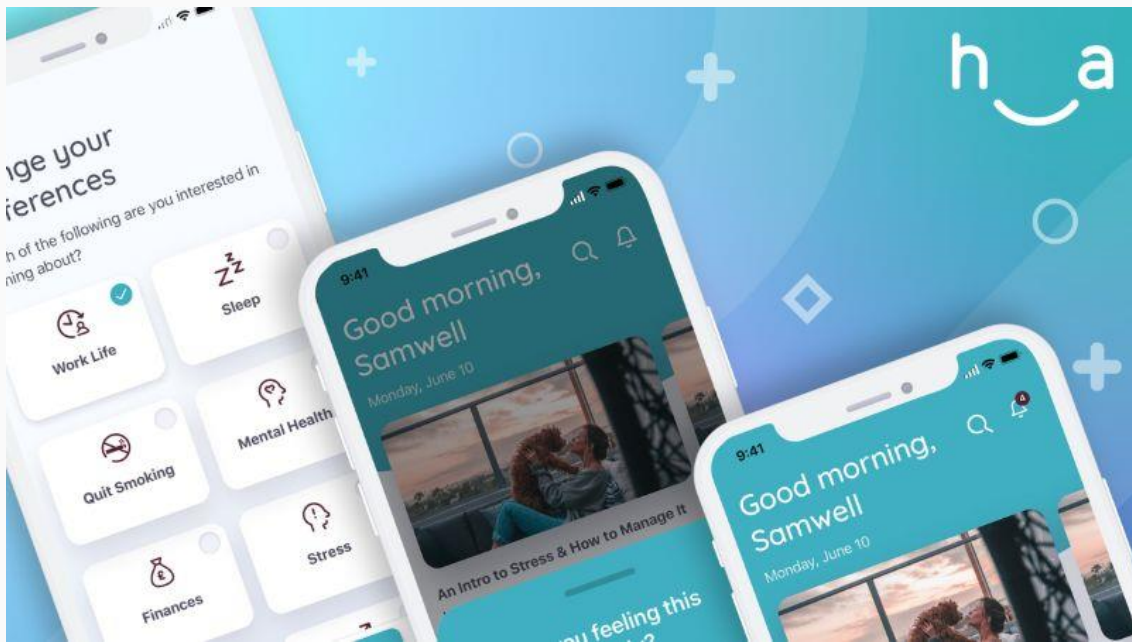
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**New programme aims to boost health and wellbeing of General Practice staff**



All NHS staff working in GP practices across Hampshire and Isle of Wight now have access to a new Employee Assistance Programme (EAP) aimed at supporting their health and wellbeing.

The EAP, delivered by wellbeing provider Health Assured, is a confidential service for employees to help deal with personal and professional problems that could be affecting their health and wellbeing.

Available to all General Practice staff including the locum workforce, the EAP will provide both reactive support when someone needs it, as well as proactive and preventative support, covering a wide range of issues including personal, financial and legal matters.

The EAP will also offer:

- Access to 'My Healthy Advantage' health and wellbeing app (download via Google Play or the App Store)
- Counselling sessions
- Legal information on issues such as debt, property or neighbour disputes
- Bereavement support
- Medical advice from qualified nurses
- Online CBT
- Wellbeing workshops on topics such as stress management; nutrition; mental

health; coping with change; trauma; menopause and sleep

Staff can access the EAP by calling the confidential 24 hour helpline: 0800 028 0199 or visiting [healthassuredeap.com](http://healthassuredeap.com).

General Practice colleagues must use the following details to access the support:

Username: 72109

Password: 72109

Further [health and wellbeing resources](#) are also available online and this [question and answer document](#) may also help.

## Healthwatch staff survey interim results - there is still time to have your say



A Healthwatch survey asking for GP practice staff feedback has been extended and is now open until December 31.

The survey is an important element of a project which is looking at access to GP practice services across the south region.

An important element of this work is ensuring feedback from GP practice staff is also taken on board to understand:

- How their role has changed during the COVID-19 pandemic
- What practices do well
- What challenges practices face

Healthwatch is looking to boost the number of people who have taken part as

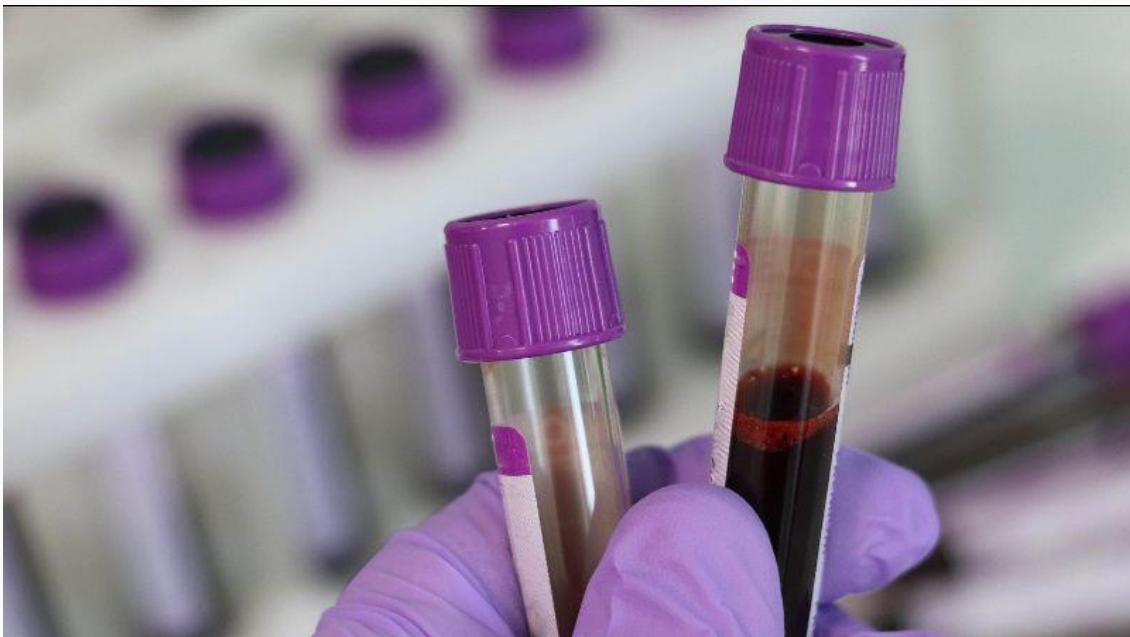
currently uptake is low. The local breakdown is:

- Isle of Wight - 44 responses
- Hampshire - 26 responses
- Portsmouth - 2 responses
- Southampton - 0 responses

All feedback is anonymous, so Healthwatch can safely share learning with people, commissioners and primary care providers.

Please [share your experiences via the 10-minute survey](#).

## **Non-HPV specimens being placed in 'HPV samples only' bags**



Practices are being reminded to ensure specimens are being put into the right bags.

The Blood Sciences laboratory at Queen Alexandra Hospital (QA) has received a number of non-HPV specimens from patients which have been incorrectly placed in 'HPV samples only' bags.

These bags are not routinely checked at QA so are then sent to Berkshire and Surrey Pathology Service (BSPS) where all HPV samples should go to be tested.

As BSPS are unable to return the samples, it then means these patients have to be resampled and leads to a delay in results being issued.

Please could all practice staff across Hampshire and the Isle of Wight be reminded that green bags should only contain HPV specimens and anything else placed in there will be rejected for testing. If the sample is non-repeatable such as biopsies and accidentally placed in the wrong bag, BSPS will endeavour to return it, but is not always able to.

## Christmas and New Year Bank Holiday assets available



With three Bank Holidays coming up (Monday, December 27, Tuesday, December 28 and Monday, January 3), the Communications and Engagement Team have designed A4 posters and social media posts you may wish to use to signpost to other services.

The following are available for you to download and use:

- Three A4 posters which can be edited

- Two A4 posters which can be printed and filled out
- Three social media graphics to promote alternative services on bank holidays
- Three social media graphics to remind people about repeat prescriptions

Here is some wording which may be useful:

**Phone message 1**

Hello, unfortunately we are closed today as it is a Bank Holiday. To find more information about services available to you, visit our practice website **{insert details}** or our Facebook page **{insert details}**. Alternatively you can visit 111.nhs.uk or call 111. Thank you.

**Phone message 2**

Hello, unfortunately we are closed today as it is a Bank Holiday. These pharmacies are open **today {insert details}**. The **{Walk-in centre/Urgent Treatment Centre/Minor Injuries Unit is open from xx to xx}**. Alternatively you can visit 111.nhs.uk or call 111. Thank you.

**Practice website message**

Dear patient,

The practice will be closed on Monday December 27, Tuesday December 28 and Monday January 3. If you need help there are a number of options available to you:

Pharmacies

Here are the pharmacies open in our area and their contact details **{insert details}**. They can help with minor illnesses, headaches, stomach upsets and bites and stings.

Walk-in centre/Urgent Treatment Centre/Minor Injuries Unit

You can go to **{insert name and opening hours}** for help. They can help with sprains, cuts and broken bones.

NHS 111

Visit 111.nhs.uk or call 111 if you're feeling unwell, you need advice or you're not sure what to do.

Emergency department

If you are experiencing heavy blood loss, choking, have signs of a stroke, finding it hard to breath or think you're having a heart attack, then call 999.

The practice will be open again from Tuesday at **{insert time}**.

Thank you.

From the team.

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## Apply for mental health and wellbeing qualification

**Boost your health & wellbeing knowledge**

**Apply now for Level 7 Strategic Approaches to Mental Health & Wellbeing Accreditation**



The Hampshire and IOW Integrated Care System has 50 places available for staff to access the Level 7 Strategic Approaches to Mental Health and Wellbeing qualification.

The Level 7 qualification has been designed to enable leaders to evidence their understanding of the impact of mental health and wellbeing on organisational performance.

Leaders will critically assess the complexities of managing wellbeing and approaches for the creation of healthy work systems.

[This leaflet gives more information](#) about the qualification and to apply email [HIOW\\_HWB@southernhealth.nhs.uk](mailto:HIOW_HWB@southernhealth.nhs.uk)

The deadline for applications is 5 January, 2022.

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**E-learning available to understand**



## neurological conditions



An online video course to help understand how to support people affected by neurological conditions is available for practices.

It features a qualified instructor with eight months of access to the videos, a printable student manual, an optional weekly video refresher email, a three-year certificate and five hours certified Continuing Professional Development credits.

A series of filmed modules which provide an overview of eight of the more common neurological conditions, together with insight from some people who actually live with the conditions themselves are available.

The course is available to:

- Doctors
- Nurses
- Care workers
- Social care
- Occupational Health Professionals
- Physiotherapists

The course costs £9.95 + VAT or you can [enquire about group rates online](#).

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## 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](mailto:hsiccg.gportal@nhs.net)

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Primary Care Connect Portal

Wessex LMC

NHS England bulletin



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