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# Primary Care Connect

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

Issue 29 | 16 December 2021

Dear colleagues,

NHS England and Improvement have shared details of a new COVID-19 treatment which will be available to some of our patients at highest risk in the community from Thursday December 16 (today).

A policy has been agreed across England, Scotland, Wales and Northern Ireland to provide neutralising monoclonal antibodies (nMABs) or antiviral treatments for the highest risk non-hospitalised patients with COVID-19.

## **What you need to know**

Patients are being identified centrally by NHS Digital and being shared with local COVID-19 Medicine Delivery Units (CMDU).

Most of the highest risk patients will [receive a letter](#), an [Easy Read letter](#) or [email](#) or



PCR positive for COVID-19.

They will also automatically receive a priority PCR test to keep at home. Any 'new entrants' to cohorts (e.g. new diagnoses of multiple sclerosis) will be made aware of the policy via specialists and be able to request a PCR test.

In the event of a positive PCR test, a local CMDU will contact the majority of patients directly to discuss the treatment and confirm eligibility. The CMDU will arrange treatment.

**What you may need to do**

Eligible patients are being told that if they do not hear from the NHS within 24 hours of a positive PCR test result to phone their GP practice (in hours) or NHS 111 (out of hours) for an urgent referral to a CMDU. Practices will not need to prescribe treatment – only refer.

If an eligible patient does not receive instructions from the CMDU on how to access treatment, practices will need to refer the patient to a local CMDU using the electronic Referral Service (e-RS).

Our modelling suggests that around 20-30 patients per day will be dealt with by the CMDU across the whole of Hampshire and the Isle of Wight. Most of these will be identified centrally so any additional work for GPs has been kept to an absolute minimum.

**To refer a patient into the service please email [hsiccg.hiow-cmdu@nhs.net](mailto:hsiccg.hiow-cmdu@nhs.net)**

You can read the [Deployment of COVID-19 treatments for highest risk non-hospitalised patients](#) and the [Interim Clinical Commissioning Policy: Neutralising monoclonal antibodies or antivirals for non-hospitalised patients with COVID-19](#) letters online.

This FAQ document provides you with a summary of information contained in both.

We will be in touch with any updates as this programme progresses.

Many thanks.

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

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### **For information**

Suspension of the 15-minute wait after COVID-19 vaccination

CQC to postpone inspections until New Year

## **Practices to have ability to manage online consultations functions**



You will be aware that NHS England and Improvement have said some non-urgent primary care functions can be stopped to help support practices manage workloads, while ramping up the COVID-19 booster vaccination programme.

From **Friday December 17**, all practices will have the ability to temporarily change your online consultations function (e-Consult) if you wish to do so.

The change will enable you to alter the times e-Consult is available and/or put in place temporary closures of the service.

[Support materials on how to use this feature are available.](#)

Before you make changes to e-Consult, please inform patients so they are aware of the change.

A [change to services communications toolkit](#) is available for practices to use, it includes:

- Website message
- Phone message
- Text message templates
- [Social media assets](#) and suggested wording

To help manage admin tasks you may wish to [view the following guide and support material](#) to enable more functions on the NHS App.

**Please let your local primary care team know of any changes you decide to make.**

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**Increasing out-going call capacity for  
practices**



You can get access to additional outgoing call capacity via Microsoft Teams under the Winter Access Fund telephony scheme.

Practices that requested the functionality last month are due to be enabled by the middle of next week. A central request has been made for all remaining practices and these should be enabled by Christmas Eve.

Staff will receive an email notification when their account has been enabled with this feature.

[Support materials are also available](#) to help practices.

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**GP IT support services during Christmas and  
New Year period**



There are revised hours for GP IT support across the Christmas and New Year period.

GP IT support services will be closed on Christmas Day, Boxing Day and New Year's Day.

**For general practices operating as COVID-19 vaccination sites:** usual support will be available on Monday December 27, Tuesday December 28 and Monday January 1.

**For general practices not operating as COVID-19 vaccination sites:** critical Priority 1 services will be available on Monday December 27, Tuesday December 28 and Monday January 3.

All other days operational hours will not be affected.

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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.gpportal@nhs.net](mailto:hsiccg.gpportal@nhs.net)

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**Primary Care Connect Portal**

**Wessex LMC**

## NHS England bulletin



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