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# Primary Care Connect

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

Issue 37 | 16 February 2022

Dear colleagues,

Access to GP services and records through patient online services has an important part to play in providing a modern, convenient and responsive primary care service to patients, their families and carers.

It is convenient and effective for patients and the practice, and helps to foster a person-centred approach to care.

However, providing access online is not without risk. Failure to recognise that a patient is vulnerable to coercion to share access to their record unwillingly, or if they are unable to keep their access or record secure, could put them at risk of abuse.



Coercion to share or misuse access to online services is most likely to happen if the patient is a child, an adult in an abusive relationship, or an elderly or otherwise vulnerable adult.

The RCGP advises that practice staff must be aware of the potential for coercion and be vigilant in detecting it.

A number of useful guides are available to view within the [RCGP Patient Online Toolkit Patient Online](#).

Our recommendations for managing request for proxy access when there is a concern about possible coercion are as follows:

- Use the guidance provided in the RCGP Patient Online Toolkit - RCGP [Proxy access 2018](#) and [Coercion v2](#)
- Each request for access needs to be assessed on an individual basis with the person whose records the request relates to
- If there is a language barrier, this would need to be done with the individual and a professional interpreter and with the provision of a [proxy access consent form](#) that includes questions about coercion, in a language that is appropriate for the patient
- If the request has been made by a partner on behalf of the patient, there should be an exploration for the reasons for this with both parties
- If there are any concerns, suspicions, or coercion is proven, the RCGP guidance states that access can be denied
- In all record keeping, do make use of the 'confidential' and 'hide from online view' functions for third party or sensitive information

Best wishes

**Dr Helen Prince, safeguarding adults lead for Hampshire, Southampton and Isle of Wight Clinical Commissioning Group**

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**Survey to help translation and interpretation  
services in primary care**



NHS England and Improvement is sharing a national survey to help understand current arrangements for translation and interpretation (TI) services in primary care.

Responses will help the team with the following vision and objectives:

Vision:

- TI services can be accessed by patients and staff in a consistent and timely manner across all pathways of the NHS

Objectives:

- To build a community of TI leads across NHSEI/CCG/ICS/trusts for colleagues to share and learn from each other
- To develop an understanding on current commissioning arrangements and build a picture of what's happening where (i.e. contract arrangements and service offer/gaps)
- To develop an understanding of the current market conditions (capabilities/capacity/standards) and how best to engage TI services for the NHS
- To enable collaboration across systems/colleagues who might be able to work together (e.g. primary care commissioners and neighbouring trusts/ICS)
- To refresh our understanding of TI needs of NHS patients, learning from patient experience of the pandemic and other insights on health inequalities

This information is being collated on behalf of the TI services in NHSE/I's national Primary Care Network - if you would like to be a member of this group email [england.gpcommissioning@nhs.net](mailto:england.gpcommissioning@nhs.net)

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## Support for tackling health inequalities



The second in a series of webinars to help tackle health inequalities is due to take place.

It will provide PCNs and GPs with tools and techniques for using clinical data and information about how people use health and care services to design interventions to tackle inequalities and improve health outcomes.

The webinar, will demonstrate how inequalities lead and GPs can take a population health management approach, using data to design and co-produce meaningful interventions with their communities and networks and then evaluate these interventions.

The event is part of the package of practical support from the Hampshire and Isle of Wight Population (PHM) programme, including coaching, mentoring, e-learning and masterclasses.

It will help PCNs deliver the requirements of the NHS England and Improvement Network Contract DES programme and meet the challenges of tackling health inequalities within primary care.

The webinar takes place on Wednesday 2 March from 2pm to 3.30pm. To book a place or find out more about the support available please [get in touch with the PHM team](#).

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## Medicines supply notifications



The Department for Health and Social Care (DHSC) has shared the below medicines supply notifications (MSN).

- Acetazolamide (Diamox SR) 250mg modified-release capsules
- Mesalazine (Asacol) 400mg and 800mg MR gastro-resistant tablets
- Dulaglutide (Trulicity) 3mg per 0.5ml and 4.5mg per 0.5ml solution for injection pre-filled pens

There have also been changes to the resupply dates for Advanz epoprostenol 0.5mg and 1.5mg powder and solvent (pH10.5) for solution for infusion vials.

The resupply date originally given was 0.5mg to the end of February 2022 and 1.5mg limited until the end of February 2022.

An update for the resupply date is yet to be confirmed.

DHSC and NHS England and Improvement have now launched an online Medicines Supply Tool, which provides up-to-date information about medicine supply issues.

To access the tool you will be required to register with the SPS website.

NHS England and Improvement have also put in place a Serious Shortage Protocols (SSPs) for atorvastatin (Lipitor) 10mg and 20mg chewable tablets.

The SSPs will enable community pharmacists in England and Wales to supply patients with either atorvastatin 10mg tablets or atorvastatin 20mg tablets.

This is now available to view on the NHS Business Service Authority (BSA)'s dedicated SSP webpage, along with supporting guidance.

The SSPs came into effect on Tuesday 15 February 2022.

The SSP for Lipitor 10mg tablets is currently due to expire on Friday 25 February 2022.

The SSP for Lipitor 20mg tablets is currently due to expire on Friday 11 March 2022. Should this change, the SSPs will be updated accordingly and published online.

## New masterclass – prevention of violence and aggression

### Prevention of Violence & Aggression Masterclass for HIOW Health & Social Care Professionals



2 March 10am -11.30am  
Via Zoom

**To book** onto a virtual masterclass email:  
O.D@porthosp.nhs.uk

A new masterclass on this issue is being offered to help support NHS colleagues in Hampshire and Isle of Wight.



It follows a significant rise in incidents of abuse towards NHS workers in recent years.

The online Prevention of Violence and Aggression Masterclass is being delivered by:

- Nicole Cornelius, chief people officer, Portsmouth Hospitals University NHS Trust (PHU)
- Paul Travers, security management specialist, Fraud and Security Management Service
- Leon Herbert, head of diversity and inclusion, Hampshire and Isle of Wight Integrated Care System

The session will cover the key initiatives and learning from PHU, the broader challenges, impact, support pathways, restorative justice, and victim support.

It takes place on 2 March from 10am to 11.30am, to book a space please email [O.D@porthosp.nhs.uk](mailto:O.D@porthosp.nhs.uk)

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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**

Hampshire and Isle of Wight People Portal

Wessex LMC

NHS England bulletin



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