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| **Welcome from CCG Chair** |

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| **Welcome to this week’s edition of Practice News**Hello Everyone,With another busy week in Primary Care with thousands more vaccines given, health promotions delivered and across the patch exceeding 120% activity in terms of GP consultations than “pre-covid” I think we will benefit from the Bank Holiday weekend- (apologies to those working the weekend). As another week passes we could take stock and reflect on “the best diagnosis” of the week, “the best new haircut” of the week and “the longest consultation” of the week. The joys of primary care!Please do look at the attachments again about the two week wait referrals for Gynae and Head and Neck at UHCW – be assured we are aware and trying to mitigate the problems and working closely with providers for a sustainable solution. If you want more information please read the articles attached and don't forget to return your completed [GP Comms survey.](https://cwccg.net/5ECH-CZS4-3W4C1S-9BSVL-1/c.aspx)Happy weekend,Sarah**Dr Sarah Raistrick**CCG ChairNHS Coventry and Warwickshire Clinical Commissioning Group |

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| If you'd like to have Practice News and other relevant CCG updates sent to you directly, please email communications@coventryrugbyccg.nhs.uk. |

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| Latest information for practices**Mental Health support services available to Warwickshire residents****On behalf of Roma Holland for Warwickshire North and Rugby area & GP IT Lead, & Nikkie Temperley-Smith, Heads of Commissioning for Coventry Rugby area, NHS Coventry & Warwickshire CCG****For the attention of Coventry, Rugby, Warwickshire North General Practice Colleagues**                             On behalf of Adult Mental Health Services, People Strategy and Commissioning, Warwickshire County Council                             Please [see attached](https://cwccg.net/5ECH-CZS4-3W4C1S-9BTE5-1/c.aspx)  summary of mental health support services available to Warwickshire residents.    **Coventry Mental Health support services****For the attention of Coventry, Rugby, General Practice Colleagues**Please find attached below Mental Health resources in Coventry:* [Coventry Mental Health Service Information](https://cwccg.net/5ECH-CZS4-3W4C1S-9CYIW-1/c.aspx)
* [Togetherall](https://cwccg.net/5ECH-CZS4-3W4C1S-9CY92-1/c.aspx) are providing access to their mental health platform for residents aged 16+ in Coventry and Rugby. User registration to the platform will last for 6 months.
* [Dear Life](https://cwccg.net/5ECH-CZS4-3W4C1S-9CY93-1/c.aspx) is a Coventry & Warwickshire micro-site providing mental health resources
* You can find further mental health information [here.](https://cwccg.net/5ECH-CZS4-3W4C1S-9CY94-1/c.aspx)

**Standardised GP Appointment Categories - Guidance and Webinars****For the attention of Coventry, Rugby, Warwickshire North General Practice Colleagues****On behalf of NHS Digital**                                                          Guidance for practices on standard national general practice appointment categories [has been published](https://cwccg.net/5ECH-CZS4-3W4C1S-9BTE6-1/c.aspx) (March 2021).  To support the mapping of local appointment slots to these new categories NHS Digital are hosting several webinars to supplement this guidance and the categorisation. Please click [here](https://cwccg.net/5ECH-CZS4-3W4C1S-9BTE7-1/c.aspx) to register.                                                          **Current dates are as follows:**

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| **Day of the week** | **Date** | **Time of Day** |
| Tue | 11-May | 8-9am |
| Thurs  | 27-May | 4-5pm |
| Wed | 09-Jun | 11:30-12:30pm |
| Tue | 15-Jun | 5-6pm |

There ar* EMIS WEB users: [GP Appointments Data (GPAD) - HowbeckHow2](https://cwccg.net/5ECH-CZS4-3W4C1S-9BTE8-1/c.aspx)
* TPP SystmOne users: [GPAD Mapping - EMIS & TPP Demo](https://cwccg.net/5ECH-CZS4-3W4C1S-9BTE9-1/c.aspx)

e also some short demos that cover how best to carry out the national**National Standards of Cleanliness (NSoC) Policies****For the attention of Coventry, Rugby, Warwickshire North & South Warwickshire General Practice Colleagues**     Please see attached four new policies FOR INFORMATION only with the National Standards of Cleanliness (NSoC) Documents.:* [B0271\_National standards of healthcare cleanliness 2020 Pest control](https://cwccg.net/5ECH-CZS4-3W4C1S-9BTEA-1/c.aspx)
* [B0271\_National standards of healthcare cleanliness 2021 health and safety](https://cwccg.net/5ECH-CZS4-3W4C1S-9BTEB-1/c.aspx)
* [B0271\_National standards of healthcare cleanliness 2021 Appendicies\_April 2021](https://cwccg.net/5ECH-CZS4-3W4C1S-9BTEC-1/c.aspx)
* [B0271\_National Standards of Healthcare Cleanliness 2021](https://cwccg.net/5ECH-CZS4-3W4C1S-9BTED-1/c.aspx)

                                       **Two Week Wait Referrals for Gynae and Head and Neck at UHCW****For the attention of Coventry, Rugby, Warwickshire North & South Warwickshire General Practice Colleagues**                 [Attached](https://cwccg.net/5ECH-CZS4-3W4C1S-9BTM2-1/c.aspx) is a recent communication regarding Two Week Wait Referrals for Gynae and Head and Neck at UHCW.                  **Arthroplasties Wound Advice from Surgeons**                 A guide for patients on post-operative wound care after joint surgery can be found [**here.**](https://cwccg.net/5ECH-CZS4-3W4C1S-9C4HJ-1/c.aspx)                      **Insulin Safety Week**                 Insulin Safety Week aims to raise awareness of insulin safety among healthcare staff and runs from the **17th - 23rd May 2021.**              Cambridge Diabetes Education Programme (CDEP) offers award-winning online insulin safety training.            Visit the [website](https://cwccg.net/5ECH-CZS4-3W4C1S-9C4LF-1/c.aspx) to find out more information. **Warwickshire North Diabetes Foot Clinic**Further to the diabetes foot clinic presentation to members (18/03/2021) we are pleased to confirm that the new service will be able to receive referrals from primary care/community services from today (Friday April 30th), for the clinic the following Tuesday May 4th, 2021. Please [find the attached](https://cwccg.net/5ECH-CZS4-3W4C1S-9BSVM-1/c.aspx) as described below:* A help guide for Practices to support them uploading the form and making changes to the form at site level.
* EMIS converted form - Please read the below information in red.
* Blank referral form so that you can see the final version.

This information will also be made available to GP practices via the Primary Care Pathways platform to support your referral decision making.Please also find attached: * [Diabetes Foot Discharge Criteria (from GEH MDFT to Community, Out of Hospital and Primary Care) APRIL 2021](https://cwccg.net/5ECH-CZS4-3W4C1S-9C9YF-1/c.aspx)
* [Diabetes Foot Referral Criteria to GEH MDFT from Primary Care, Out of Hospital and Community APRIL 2021](https://cwccg.net/5ECH-CZS4-3W4C1S-9C9YG-1/c.aspx)
* [Diabetes Foot Referral North Warwickshire Integrated Pathway APRIL 2021](https://cwccg.net/5ECH-CZS4-3W4C1S-9C9YH-1/c.aspx)

As previously mentioned, it has been a challenge to implement this much needed service for WN patients. It’s success is down to the tenacity, persistence and collaboration of a core group of clinical and commissioning individuals across acute, community, primary care and CCG organisations.Thanks to this collaborative approach we are now in the fortunate position of providing an MDFT diabetes clinic to the population of North Warwickshire, which will deliver improved care and outcomes for patients with diabetes foot conditions.**Guidance for Practices**The EMIS referral form cannot be opened outside of EMIS, please SAVE UNOPENED DOCUMENT on your desktop or in downloads then import the form using EMIS TEMPLATE MANAGER (guidance provided) and then you can view the form within your clinical system.If you have any queries please contact Gerard Dillon on the contact details below:Email -  gerard.dillon@nhs.netMobile – 07825 364392                         Training, events & surveys                 **Reminder - Rainbow Badges Scheme Evaluation Questionnaire**This questionnaire has been designed to capture feedback following the roll out of the initiative in November 2020 across all practices within Coventry, Rugby and Warwickshire North. The information will be used to improve organisation and management, improve planning, assist decision-making, assist policy-making, indicate where action is needed, improve monitoring, indicate where technical assistance and training are needed etc.                           Please click the [following link](https://cwccg.net/5ECH-CZS4-3W4C1S-9BTM3-1/c.aspx) to provide the **top 3 resulting changes (positive or negative) from practices receiving the badges**. Thank you.                                                       Newsletters                             None to reportVacanciesNone to report |

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**Removing a patient from the GP Practice list**

Practices have the right to ask for a patient to be removed from their list. In cases other than violence and abuse, the decision to remove a patient should only be made after careful consideration.

The removal of a patient from a GP practice list should be a rare event. Reasons include:

* disagreement between the practice and patient, and an irretrievable breakdown of the relationship
* the patient has died
* the patient has moved outside the practice area
* patients have a right to change their practice.

**Procedure for removal**

The following processes are followed under the relevant category, when removal of a patient is considered:

Immediate Removal

Processed by PCSE within 24 hours of receipt of notification from the GP practice via email. The incident must have been reported to the Police for the immediate removal to be processed. The form can be requested by contacting pcse.immediateremovals@nhs.net or download from the PCSE website [here](https://pcse.england.nhs.uk/services/patient-registrations/support/).

8 Day Removal

An 8-day removal can be processed without police intervention and will require a GP signed request for removal. The form can be requested by contacting pcse.immediateremovals@nhs.net or download from the PCSE website [here](https://pcse.england.nhs.uk/services/patient-registrations/support/).

30 Day Removal

A GP Practice can deduct the patient via GP Links as a 30-day removal request. PCSE will receive the request via the link and will write to the patient and place the patient on 30-day removal notice. Your practice will receive a notification of this removal via the clinical system along with a message confirming that the patient will be automatically deducted within 30 days. The deduction will be generated to the practice automatically after 30 days, unless the patient registers elsewhere in the meantime.

Further information on patient registrations/removals can be found [here](https://pcse.england.nhs.uk/services/patient-registrations).

**Warning a Patient:**

Where there has been a breakdown in the patient–doctor relationship, removal can be considered in accordance with the GMS contract, but only if during the previous 12 months the patient has been provided with a written warning that he or she is at risk of removal.

* Warn the patient their behaviour is unacceptable which could end the GP/Patient relationship and Keep a record of any discussions and follow up the warning in writing.
* Notify your local Primary Care Organisation (PCO) and NHS England Area Team in writing of your decision and the reasons, in line with your NHS contract.

**Removal without warning can only occur if:**

* The patient has moved outside the doctor’s practice area.
* The doctor has reasonable grounds to believe that issuing a warning would be harmful to the patient’s mental or physical health, or put practice staff at risk.
* It is, in the opinion of the contractor, not otherwise reasonable or practical for a warning to be given (GMS contract).

If a warning is given, the practice is required to produce a written record of the date on which it was issued, including the reason(s) for the warning as explained to the patient, or the reason why no warning was given.

**Removing family members**

* If the behaviour of one patient has led to their removal, this does not mean the removal of other family or household members should automatically follow.
* A clear discussion with other family members should take place, whilst protecting the patient’s confidentiality.

For more information and guidance on Patient Removals please contact the Primary Care Team at PrimaryCare@coventryrugbyccg.nhs.uk