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| PRACTICE NEWS25/06/2021**Welcome from CCG Chair** |

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| **Welcome to this week’s edition of Practice News**                 This week the newsletter has some information for you about familial hypercholesterolaemia as well as more details about Consultant Connect. The Training Hub is hosting an event for nurses, that is well worth a look. We have been working with the local communities and with public health teams to target testing and vaccine pop-up clinics to areas of need and using radio, webinars and public meetings to reach seldom heard groups to both promote and myth-bust regarding the vaccine and promote registration at GP surgeries and wise use of primary care. Mai (Dr Elftise) has again done a great job in speaking in these forums (please see [link](https://cwccg.net/5ECH-DYQT-3W4C1S-A481X-1/c.aspx) to the podcast Mai recorded this week) alongside the Governing Body GPs and a big thanks to her and others who are helping deliver the message to people about Covid, vaccinations, health promotion and wise stewardship of the NHS. See the attached [link](https://cwccg.net/5ECH-DYQT-3W4C1S-A47NU-1/c.aspx) for pop up clinics you may want to promote and be aware of.I wanted to send you an update regarding recent appointments to executive team positions for Coventry and Warwickshire CCG. I’m really pleased to announce the following positions have been filled:**Chief Nursing and Quality** – Jo Galloway**Chief Planning and Performance Officer** – Alison Cartwright**Chief Population Health Officer**– Anna HargraveAdrian Stokes will also be continuing as the Interim Chief Finance Officer until March 22. I’m sure you will join me in congratulating everyone and I’ll keep you up to date as to further senior appointments as we continue through the process. Enjoy the weekend!        If you have any COVID-19 related queries, please send them through to: warnoccg.covid19primarycarecommunications@nhs.net. |

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| **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**Cancelled Members Council Meeting**Please find [attached](https://cwccg.net/5ECH-DYQT-3W4C1S-A4844-1/c.aspx) letter from Dr Sarah Raistrick regarding cancelling Members Council Meeting.  **West Midlands Familial Hypercholesterolemia Service****For the attention of Coventry, Rugby & Warwickshire North General Practice Colleagues**On behalf of Elaine George, Lead Advanced Clinical Practitioner and Clinical Manager (RGN), West Midlands Familial Hypercholesterolaemia Service       **GP Direct access to genetic testing for FH**Familial Hypercholesterolaemia (FH) is a common genetic condition that causes a high cholesterol concentration in the blood, leading to an increased risk of premature coronary heart disease and possibly early death. Untreated, people aged 20-39 with FH have a 100-fold increased risk of death from heart disease compared to those of a similar age without FH. Early identification of FH is important because if treatment is started early enough, life expectancy is similar to that of the general population. FH affects 1:250 people and currently only 7% of people with FH have been identified. The NHS Long Term Plan aims to improve that to at least 25% in the next three years through the NHS genomics programme.       The West Midlands Familial Hypercholesterolaemia Service (WMFHS) is a nurse-led, assessment and genetic testing service commissioned by all West Midlands CCG’s. Clinics are held in primary care venues across the CCGs and there is an allocated FH Specialist Nurse for Coventry and Warwickshire. Patients can be referred to the service opportunistically or following a systematic search of GP records. Bespoke searches have been created for GP clinical systems to identify patients who are eligible for referral. Referrals should also include patients with clinically diagnosed FH (based on the Simon Broome criteria) who have not had FH genetically confirmed as this enables the cascade testing of family members. Cascade testing is the process of systematically offering DNA testing to the relatives of affected individuals because someone with FH has a 50:50 chance of passing the condition on to their children. The benefits of cascade testing are early identification and early initiation of treatment to reduce the risk of premature coronary heart disease. The business case pathway agreed by all CCGs within the West Midlands is that patients with suspected FH are referred to the West Midlands Familial Hypercholesterolaemia Service (WMFHS), assessed and genetically tested and referred to secondary care colleagues if indicated. The service undertakes cascade family screening for both adults and children. Referrals should me made via eRS using the [attached](https://cwccg.net/5ECH-DYQT-3W4C1S-A47F3-1/c.aspx) referral forms in word version and EMIS compatible (please note the link expires in 7 days).     For more information, please contact Elaine George, Clinical Manager on 0121 371 8179 or via Westmidlands.fhnurses@nhs.net    **Out of Hours CoverFor the attention of Warwickshire North General Practice Colleagues**This is a reminder that the cover for PLT sessions is provided by the Out of Hours Team (Practice Plus Group). The telephone number you should divert your phones to for PLT is 0300 130 3040 or 0118 990 2140 depending on whether you can divert your systems to the 0300 number or not. The OOH team will cover from 12:30-18:30 and if you are reopening before 6.30pm please could you let them know and take your phone off divert.      **UHCW Cardio Pilot** Since Tuesday 15th June 2021, primary care clinicians in your area have had access to a new Cardiology Telephone and Photo-Messaging Advice & Guidance pilot, via Consultant Connect. All calls and photo-message requests are answered by cardiologists at University Hospitals Coventry and Rugby NHS Foundation Trust (UHCW). We are running this Cardiology pilot at UHCW to try and find the most responsive way for clinicians to receive Advice & Guidance.  For more information on the Cardiology Pilot, please see [attached.](https://cwccg.net/5ECH-DYQT-3W4C1S-A47F4-1/c.aspx)              **Prescribing Dashboard for March 2021**  Please find attached the [Prescribing Dashboard](https://cwccg.net/5ECH-DYQT-3W4C1S-A47F5-1/c.aspx) and [Performance](https://cwccg.net/5ECH-DYQT-3W4C1S-A47F6-1/c.aspx)[Monitoring Indicators](https://cwccg.net/5ECH-DYQT-3W4C1S-A47F6-1/c.aspx) for the Coventry and Rugby GP Practices.  **Reduce referrals & admissions with Consultant Connect!****For attention of Coventry, Rugby and Warwickshire North colleagues** The past 18 months have been a time of immense pressure on the whole healthcare system, including primary care. Now, as we are trying to deal with the backlog of appointments while still supporting COVID-19 patients and vaccination, we would like to remind you of the Consultant Connect service created to support your practice’s effectiveness by helping with the process of advising patients in appointments as well as reducing referral numbers.Did you know that with Consultant Connect, 66% of calls, that connect to a health professional, avoid hospital visits in Elective Care whilst 30-40% of calls avoid hospital visits in Urgent Care?We are all aware of the pressure facing primary and secondary care in the system and using consultant connect will help you avoid the need to refer patients into secondary care.**How does it work?**Once set up, the service is immediate. During or after a consultation with a patient, you can speak to a consultant speeding up the previous process of written Advice & Guidance (A&G). Telephone A&G from Consultant Connect solves the difficulty of speaking to the right person when timely advice is really needed – especially if a patient’s needs are complex. GPs can access a wider range of medics and community healthcare providers such as:* Consultants
* Paramedics
* Nurses
* Pharmacists
* Nurse Prescribers
* Mental Health Clinicians, and
* Social Workers

  Consultant Connect is currently used in over 80 NHS areas covering over 29 million patients. It is easy to set-up and use with benefits from day one. No hardware or training is required. There is an expert team available to handle set-up, communication and on-going engagement with clinicians, specialists and other stakeholders.   **Access Cardiology Advice & Guidance via Consultant Connect**We are pleased to announce the launch of a **local** pilot service provided by University Hospitals Coventry and Warwickshire NHS Trust (UHCW) offering Cardiology Advice & Guidance directly by their Consultant team.                                                    This is now your primary route to request A&G and should replace written Advice & Guidance (A&G) via eRS when possible, eRS will still be checked and responded to. Find [attached](https://cwccg.net/5ECH-DYQT-3W4C1S-A489E-1/c.aspx) more information about the service which operates Monday – Friday: 9am – 5pm. **It is important to record your outcome**There are a number of practices that are not reporting the outcome of their calls for each specialty.  It is imperative that all GPs leave an outcome from their calls so that we can determine how the call was treated and whether this call resulted with an admission referral or whether this case was avoided.  The easiest way for you to leave a call outcome is by using the free Consultant Connect App. You will receive prompts on the app to leave the outcome at the end of the call.  Alternatively, you can do this at the end of a call when using your practice's Dial-In Number by selecting from the automated menu.**Reporting – how do we know we are doing well?**According to the total calls received into Consultant connect (from 1st January 2021) we have avoided 69% of referrals and have had 70% of referrals avoided from the messages received, this is an amazing achievement which has resulted in avoided admissions.**Existing Specialties with Consultant Connect in Coventry and Rugby**The following provides a list of specialties available within Coventry and Rugby and/or whether they are covered by the National Consultant Network.

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| **Specialties** | **NCN Only** | **NCN Back-up** | **Opening Hours** | **Days****Available** |   |
|   |
| Cardiology |   | **X** | 8am - 10pm | Mon-Sun |   |
| Diabetes & Endocrinology | **X** |   | 9am-8pm | Mon-Fri |   |
| 9am-5pm | Sat & Sun |   |
| Elderly Care | **X** |   | 8am - 10pm | Mon-Sun |   |
| GP Liaison Line |   |   | 9am-5pm | Mon-Fri |   |
| Gastroenterology | **X** |   | 8am - 10pm | Mon-Sun |   |
| Gynaecology | **X** |   | 9am-8pm | Mon-Fri |   |
| 9am-5pm | Sat & Sun |   |
| Haematology | **X** |   | 9am-8pm | Mon-Fri |   |
| 9am-5pm | Sat & Sun |   |
| Ophthalmology (Phone and Photo A&G) |   |   | 24hrs | Mon-Sun |   |
| Paediatrics | **X** |   | 8am - 10pm | Mon-Sun |   |
| Respiratory Medicine | **X** |   | 8am - 10pm | Mon-Sun |   |
| Rheumatology | **X** |   | 9am - 8pm | Mon-Fri |   |
| 9am - 5pm | Sat & Sun |   |
| Telederm (Photo A&G ONLY) |   |   | 9am - 5pm | Mon-Fri |   |
| Urology | **X** |   | 9am - 8pm | Mon-Fri |   |
| 9am-5pm | Sat & Sun |   |

   Please see [attached](https://cwccg.net/5ECH-DYQT-3W4C1S-A48AI-1/c.aspx) statistics and available specialties in the Warwickshire North area.**Peer support for parents of young people who self harm**  Warwickshire County Council, in partnership with Kaleidoscope Plus Group, have recently launched a new peer support service aimed at parents of young people who self-harm or have thoughts of suicide. As part of the service, parents will be signposted to other services, who can support both the young person and/or families. Self-harm in young people is a large and increasing problem in the UK, with an estimated 10-15% of young people self-harming at some point during adolescence. Between April 2019 and March 2020, 125 under 24s attended Coventry and Warwickshire A&E with a self- harm flag; in the same period, 853 under 24s were admitted to Coventry and Warwickshire hospitals because of self-harm.  The groups will be held twice monthly, and sessions will be offered both during the day and evening. The objectives of the service will be as follows:    • offer support to parents of young people who self-harm, living in Warwickshire • bring together those people who have shared experiences of looking after a young person who self-harms, and to support each other in an informal setting • provide a safe space where individual(s) feel understanding and are supported and will treat personal experiences with equal importance • support parents to understand their child and learn how to support their child       Referrals to the service can by both by a professional or parents / carers self-referring, as follows:    Professionals: [Referral link](https://cwccg.net/5ECH-DYQT-3W4C1S-A47F7-1/c.aspx)Parent/Carers: [Referral lin](https://cwccg.net/5ECH-DYQT-3W4C1S-A47F7-1/c.aspx)k or Email: SPPARK@Kaleidoscopeplus.org.uk /Phone:07970040016.     Please find [attached](https://cwccg.net/5ECH-DYQT-3W4C1S-A47F8-1/c.aspx) the flyer with more information about this service.        **Consultant Connect – using the GP liaison line****For the attention of Coventry and Rugby General Practice Colleagues**Did you know you can contact the GP Liaison Nurse, through Consultant Connect? The GP Liaison Service offers a single point of contact for emergency referrals. Please see [attached](https://cwccg.net/5ECH-DYQT-3W4C1S-A47F9-1/c.aspx) for more information.      Training, events & surveys**GP Complaints Training 2021For the attention of Rugby, Coventry and Warwickshire North General Practice Colleagues****NHS England**would like to invite you to attend a **Free**3-hour GP Complaints Handling workshop.       The workshops have been developed to support you and your practice team in preventing and managing complaints and improving the service provided to patients.  It will encompass a presentation, reflective exercises, and facilitated group discussions.  The workshops will cover:   - What triggers complaints and how to prevent them- How your practice and NHS England fit into the overall complaints process- How to manage and respond to a complaint effectively   The workshop will be facilitated by Lee Bennett, Strategic Complaints Lead at NHS England and Dr Claire Macaulay, independent medico-legal consultant. The facilitators bring expert experience of supporting primary care teams to manage and respond to complaints with valuable insight into why complaints are raised and how they can be effectively handled. By the end of the workshop delegates will have an understanding of professional complaints handling and be able to select the appropriate management techniques and implement the relevant strategies.   The free workshop schedule is listed below:      23 September 2021 – Pendulum Hotel, Sackville St, Manchester, M1 3BB24 September 2021 – Hotel Novotel Liverpool Centre, 40 Hanover St, Liverpool L1 4LN      21 October 2021 – Holiday Inn Portsmouth, Pembroke Rd, Portsmouth PO1 2TA    22 October 2021 – Novotel Southampton, 1 W Quay Rd, Southampton SO15 1RA    4 November 2021 – Holiday Inn Birmingham City Centre, Smallbrook Queensway, Birmingham B5 4EW     5 November 2021 – Jury's Inn Nottingham Hotel, Station St, Nottingham NG2 3BJ           Each date will have two sessions available; a morning session starting at 9:30am, and an afternoon session starting at 1:30pm. Please note that we are unable to provide teas and coffees at any of the sessions.        Additional sessions are planned to take place elsewhere in the country in early 2022 (North East, Yorkshire, East of England & South West). We hope to advertise these later in the year. Please note that places are limited and are offered on a first come, first served basis. Due to the limited number of places available for each workshop, we request that no more than two members of staff from the same practice attends. These must be the Practice Manager (or equivalent) and/or the Senior Practice Partner. We will be able to let you know later if more places become available.        Whilst it is hard for us to predict the future safety guidelines surrounding the COVID19 pandemic, we have taken steps to ensure that all venues are complying with the current pandemic safety guidance, and will provide you with any relevant details specific to your venue closer to the date. In the event these sessions can no longer take place, we will contact you as soon as possible.         To book a place, please contact england.complaints-training@nhs.net with the following information:           * Details of the session you wish to attend (including whether you’d prefer to attend in the morning or afternoon)
* Your name
* Your practice name
* Your practice role
* Your GMC number (where registered)
* A contact telephone number

Details of how we will protect your data is available online in our privacy notice available [here](https://cwccg.net/5ECH-DYQT-3W4C1S-A46I1-1/c.aspx).           **Some positive feedback from previous sessions:***“As the complaints manager in my Practice I found it all completely useful and relevant. There was so much that I took away to put into place in my own complaints policy.”**“Both trainers managed to create a positive and meaningful session from content that can be dry and, at times, incendiary. There were several practical tips that I will be implementing.”**“I found the training to be of extreme value. I know have a much better understanding of the complaints procedure and how I would handle a complaint. I thought the delivery was excellent and the trainers had an excellent of the subject and were excellent at their delivery of the content.”***GPN Care event**      Coventry and Warwickshire Training Hub and NAPC (National Association of Primary Care) are hosting a **GPN CARE Event** on **Thursday 15th July 2021** from **12:30 – 13:30pm.**Agenda is [here](https://cwccg.net/5ECH-DYQT-3W4C1S-A46I2-1/c.aspx), further details and the link to [register for the webinar](https://cwccg.net/5ECH-DYQT-3W4C1S-A46I3-1/c.aspx) can be found [here](https://cwccg.net/5ECH-DYQT-3W4C1S-A46I4-1/c.aspx)       Newsletters       **Medicines Matter newsletter June 2021**Please see [attached](https://cwccg.net/5ECH-DYQT-3W4C1S-A47N8-1/c.aspx) the latest issue of the Medicines Matter newsletter.VacanciesNone to report |

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