|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | | Graphical user interface, text  Description automatically generated with medium confidence |  |  | | --- | | **Welcome from CCG Chair** |  |  | | --- | | **Welcome to this week’s edition of Practice News**  Hello, welcome to another issue of our weekly update.  This week’s round up includes a number of technical changes and updates – please make sure to familiarise yourself with them when you can and/or make sure your practice team are aware. Also worth having a look are the Rainbow Badge Scheme Index of services for options to signpost LGBT+ patients to. As we get older and more distant from the “youth of today”  the Slang Dictionary, a useful resource produced by The Children's Society aims to support professionals in better understanding of youth, especially in the context of safeguarding.    I was really privileged to talk with a group of young people aged 14-24 at Positive Youth Foundation last night. We discussed vaccine hesitancy, cultural diversity, COVID and access to GP surgeries. Their perspective was really refreshing and hopefully a few were, after honest and frank discussions, now going to book in for their vaccines. As always thanks to Suman and her engagement team for all the work that continues around vaccine promotion. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | |  | | --- | | A person smiling for the camera  Description automatically generated with low confidence | | | |  | | --- | | **Dr Sarah Raistrick**  CCG Chair  NHS Coventry and Warwickshire Clinical Commissioning Group | | |

|  |
| --- |
|  |

|  |
| --- |
| If you'd like to have Practice News and other relevant CCG updates sent to you directly, please email [communications@coventryrugbyccg.nhs.uk](mailto:communications@coventryrugbyccg.nhs.uk). |

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | |  | | --- | |  |  |  | | --- | | Latest information for practices  **Social Care Worker Flu Communications**  Please find the link to Social Care Worker Flu Communications for your information and use.  Flu immunisation for social care staff - GOV.UK (www.gov.uk)    **CCG Care Homes Vaccinations and visitors**  Please see [attached](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E4Q-1/c.aspx) an update on mandatory vaccinations for employees visiting care homes.    **Removal of Home Oxygen Order Form (HOOF) email facility**  Please see [attached](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E4R-1/c.aspx) communications regarding Removal of Home Oxygen Order Form (HOOF) Email Facility from Friday 1 October 2021.    **DXS - SNOMED Functionality** From early May 2021, SNOMED CT has been available in DXS Point-of-Care. Our SNOMED CT capability has been implemented to help our users be proactive in their approach and ensure best practice and adherence to NHS requirements. We aim to enable SNOMED CT for your CCG on the 20th of September.    To assist you in this transition, we will be providing the option to choose your desired coding system. As a user, you will be able to select your preference in using Read or SNOMED CT via a prompt or within our product settings.    **Service status of POD**  **On behalf of Lisa Scullion, NHS POD Service Manager**  Update on the service status of POD as I am aware that practices have been receiving increased negative feedback from patients recently. We are still struggling to cope with the demand due to staff shortages with sickness.    The call queue has a message that all patients hear advising them of the alternative methods of getting through to us i.e. the text message & online form requests for call backs. After this message if the call queue is busy it will tell them this and the call will end. As I have heard reports that ‘POD are cutting us off’ I believe this to be the reason. However to enable all patients to hear the message about alternative methods to contact POD this will remain. If the patient does get into the queue the wait time may be longer than normal but the message would be to continue to hold and it will be answered. I did limit the number of calls that could enter the queue to keep the call queue length down but have now reverted back to the usual limit so not as many patients hear the busy message.    Text and online call backs will be completed within a maximum of 48 working hours so therefore can you please inform your patients of this. We are currently telephoning many patients back only to be told they have already managed to get through on the phone so therefore causing double the workload.    Over the Bank Holiday weekend POD has also relocated all staff to the Coventry office following the CCG decommission of the use of Heron House in Nuneaton, unfortunately because of this some of the workforce has been diminished. Recruitment is ongoing but due to unfortunate delays we are still not up to full capacity with some staff still in training. I am hopeful that in the next couple of weeks we will be back to full capacity and the service will greatly improve.  I know many of you are supporting patients by processing prescription requests so many thanks for your support with this. If you do have a patient that is really struggling to get through and you want to contact us so that we can urgently call a patient then please use the e-mail address [cwccg.pod@nhs.net](mailto:cwccg.pod@nhs.net) giving us the appropriate details and we will telephone them as soon as we can.  Apologies for the inconvenience caused.    **Supply issue with Metformin 500mg/5ml oral solution**  Please see [this](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E4S-1/c.aspx) important medicine supply notification that will have an impact on primary care with a call for action.    **Update on the NHS e-Referral Service** Please see [attached](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E4T-1/c.aspx) update for your information.  **Signposting for LGBT patients**  Following a recent complaint to the CCG regarding a healthcare professional within Primary Care, allegedly not supporting an LGBT patient, we want to ensure you feel confident in knowing where to access onward services to refer and signpost for LGBT patients. As a reminder please see [attached](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E5Z-1/c.aspx) the Rainbow Badge Scheme Index of services for options to signpost patients to.  For any further queries on specific LGBT community signposting, please email the CCG EDI Network - [cwccg.ally@nhs.net](mailto:cwccg.ally@nhs.net)  **Covid Vaccine Deployment Suggested Wording** Please see below suggested wording for practice websites following recent announcement of Covid vaccine Deployment.  *The government has announced that all children aged 12 to 15 in England will be offered one dose of the Pfizer-BioNTech Covid-19 vaccine. Invitations for the vaccine are expected to begin next week (20-26 September). The vaccination programme for this age group will be delivered through schools, not via GP practices. Parents and guardians of those eligible will be contacted when it’s their turn to get the vaccine.*  *Covid-19 booster jabs are expected to be offered to eligible groups in the coming weeks.   The booster jab should be given at least six months after your second dose of the vaccine. The NHS will contact you when it is your turn to get the booster vaccine, so please don’t contact the NHS. If you are invited, it is vital you attend so that you have the best possible protection against Covid-19.*  **Slang Dictionary** Please find [attached](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E60-1/c.aspx) a Slang Dictionary, a useful resource produced by The Children's Society.  This slang dictionary seeks to support parents, carers and professionals to better understand the language young people may be using and support them to safeguard young people.  Please do share with your colleagues.  **Spirometry by the community COPD team For the attention of Coventry General Practice Colleagues Only**  The community COPD team is currently offering the spirometry service for primary care to help with the backlog. Referral is through e referrals, it’s mainly for diagnostic spirometry. The referral criteria is attached and more information are available on [GP gateway.](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E4U-1/c.aspx)  **Cervical Screening IT changes For the attention of Coventry General Practice Colleagues Only**  **Reminder regarding changes to the NHS Cervical Screening Management System**  The NHS will be implementing a new National Cervical Screening Management System on 30thOctober 2021. This will include all Primary Care and Extended Access practices across Coventry and Warwickshire.  This system will replace the current call/recall IT system for cervical screening, which sits on the National Health Application and Infrastructure Services (NHAIS) platform (sometimes called the Exeter system) and is accessed by the Open Exeter system.  Practices were previously contacted regarding the changes on 12th July 2021.  IT teams and Registration Authorities are in the process of making changes to prepare for the switch over.  This includes:   * IT updates (Identity Agent and Credential Management Software); * Updates to smartcard workgroups.  Access to the new system will be via NHS smartcard only replacing the Open Exeter username and password.  All staff will therefore require a smartcard containing the necessary workgroup profile.   Practices have all been contacted by the local IT / Registration Authority to make the necessary changes in preparedness for the change.  Further information about the change is available here:  [New NHS Cervical Screening Management System starting 2021 - NHS Digital](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E4V-1/c.aspx)  **FOR SWFT users please see below:**  In preparation for the new Cervical Screening Management System, we are in the process of updating the Identity Agent. We will then install the new Credential Management System.  The update and the application install will be processed remotely over the coming weeks and should be completed by 30th September.  The Cervical Screening system itself is due to go live on the 30th October  For access to the Cervical Screening Management System - smartcards permissions need to be updated and users need to have their email address recorded within Care Identity Service  Our colleagues in the Smartcard Team have created the positions and work groups for the Cervical Screening.  If you have not already done so, please could you email the Smartcard Team - [smartcard.administration@swft.nhs.uk](mailto:smartcard.administration@swft.nhs.uk) with the list of names and smartcard numbers of the staff members who need to access the Cervical Screening Management System.  You can check and update email address details by following the steps below:  1. Log on to [https://portal.national.ncrs.nhs.uk/portal/dt](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E4W-1/c.aspx)  2. Click launch Care Identity Service (Replaces UIM, Calendra and CMS).  3. Under the quick links menu click on my profile.  4. Under the contact details section click modify contact details.  5. Enter your email address followed by update contact.  [Attached](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E61-1/c.aspx) is a guide to register for self-service smartcard unlocking. We strongly recommend that all staff using smartcards to sign up for this service.  Please check the [NHS Digital website](https://cwccg.net/5ECH-FEQC-3W4C1S-B9EAG-1/c.aspx) for training updates/changes for the Credential Management Systems and to the Cervical Screening processes.  **QOF Update**  There are currently issues of QOF data being extracted from EMIS. National Issue, the CCG is awaiting updates and further guidance on when there will bear solution to system issues. The impact on QOF payments will be resolved with the EMIS system update. IIF is extracted by CQRS and as you are aware there are currently ongoing issues with the extraction, CCG awaits an update around the resolution.  **Consultant Connect – paediatrics update**  Please see [attached](https://cwccg.net/5ECH-FEQC-3W4C1S-B9EAH-1/c.aspx) update.  **State of Readiness Update**  From 1st October 2021all practice Members need to be aware that all Enhanced Services including extended hours, shall be fully restored and payments will be based on activity. At present the CCG are working collaboratively with the WN Federation regarding the ear syringing service.  **Improving lives for over 65s**  Please see [attached](https://cwccg.net/5ECH-FEQC-3W4C1S-B9EAI-1/c.aspx) a letter from Chief Executives of Coventry City Council, Coventry and Warwickshire CCG, University Hospitals Coventry and Warwickshire NHS Trust and Coventry and Warwickshire Partnership NHS Trust regarding plans and ambitions for improving health outcomes for adults over 65 in the area.    Training, events & surveys  **ICS survey**  We are working to develop our Integrated Care System (ICS) strategy on how digital technology and better use of our data can help join up care and improve health and wellbeing in Coventry and Warwickshire.  ***To help shape this strategy and inform our plans, we would like to request your input in the form of a survey***. By completing the survey, you can provide your own unique perspectives on what you’ve seen that’s working well, key priorities, and barriers to overcome. Your responses will assist in the development of a strategy that not only works for the Integrated Care System as a whole, but also for your specific area, and all of our patients and citizens.  The survey may be found [here](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E4Y-1/c.aspx).  In addition to the survey, we are hosting virtual forums to provide you with the opportunity to voice your opinions and ask questions about the role of digital technology and data in improving care. There are two sessions scheduled for October - the first will take place in the **afternoon of Tuesday the 5th of October** and the second will take place in the **morning of Thursday the 21st of October**, with times to be confirmed. If you would like to register your interest, please feel free to email us at [pmo@cwstp.uk](mailto:pmo@cwstp.uk). We hope to see you there!  Thank you for taking the time to complete our survey, we look forward to your feedback. Please do forward this survey to any of your interested colleagues.  **Training Opportunity - Key Health Needs and Complexities of Asylum Seekers 12/10/2021**  A training opportunity re Asylum Seeker Health is being offered by South Warwickshire NHS Foundation Trust, the title of the session is: Key Health Needs and Complexities of Asylum Seekers.    **Date:  12th October 2021**  **Time:  12:00noon - 14:00hours**  The link to Microsoft Teams to access the session is below.  [Click here to join the meeting](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E4Z-1/c.aspx)  **Free online training for NHS Healthcare Professionals - Physical Activity for the Management and Prevention of Long Term Conditions**  A national network of expert Physical Activity Clinical Champions is delivering FREE tailored, peer to peer 75 minute training session to groups of NHS healthcare professionals (HCPs).  [Click here](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E50-1/c.aspx) for more details.  **Community group referrals survey**  Please see attached a 10 minute survey regarding community group referrals. The survey is part of a wider set of PhD studies investigating the development of a community prescribing toolkit. The toolkit aims to support community group referrals, by optimising the matching process to increase the likelihood of the right fit occurring. For more information please refer to [the attached](https://cwccg.net/5ECH-FEQC-3W4C1S-B9EAJ-1/c.aspx)leaflet.  **Wellness in the woods course**  Please see [attached](https://cwccg.net/5ECH-FEQC-3W4C1S-B9EAK-1/c.aspx) a flyer for a new mental wellbeing course – Wellness in the woods. The is aimed at people with severe mental ill health. The first course is being held at Dafferns Wood, New Arley in North Warwickshire, it runs for 8 weeks and will be starting on Wednesday 29th September. All the details are in the attached flyer for sharing with patients. A testimonial is available [here.](https://cwccg.net/5ECH-FEQC-3W4C1S-B9E51-1/c.aspx) | | |