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| **Welcome to this week’s edition of Practice News** |

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| Welcome all to this week's practice news. Included in this week’s edition, there is a Level 3 Amber Heat Health Alert for Warwickshire with a useful link for patients, on how to stay cool and well hydrated.With patient demand continuing, can all practices ensure that they have added all NHS 111 providers to their organisation list for sharing appointments with, to ensure that 111 providers can support patient demand.A reminder that the new referral process for reporting Coroners cases has now gone live, so please ensure that the attached information is cascaded to all those in the practice.For patients, please find attached details on a useful CBT course for those suffering with mental health problems where the menopause is a significant contributor.For practices, find attached details for Integrated Care Record, GP drop in sessions to aid information on the process and a reminder to access the CW Training Hub for useful updates and the importance of ensuring staff wellbeing.We also ask that practices support the ICB in completing the attached surveys on teledermatology services and Palliative and End of Life Care to ensure that the ICB can shape outcomes and priorities based on your feedback.Finally, please look after yourselves and your staff and I hope that you all have some time off, to enjoy a well-deserved break.Have a good Summer!Dr Sukhi DhesiSukhi.Dhesi@croftmc.nhs.uk |

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| **Dr Sukhdeep Dhesi**Partner Member - Provider of Primary Medical Services |

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| If you'd like to have Practice News and other relevant ICB updates sent to you directly, please email cwicb.communications@nhs.net |

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| Latest information for practices**Level 3 Amber Heat Health Alert for Warwickshire****There is a 90 % probability of Heat-Health Alert criteria being met between 1200 on Tuesday 09 Aug and 1800 on Saturday 13 Aug in parts of England.****Please follow the link for more information:**[https://www.metoffice.gov.uk/public/weather/heat-health/?tab=heatHealth&season=normal#?tab=heatHealth](https://cwccg.net/5ECH-MA17-3W4C1S-GW105-1/c.aspx)

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| West Midlands/WM | Level 3 (Amber) | 90% risk | Temperatures building day on day this week, with criteria being met from Tuesday until at least Saturday. |

     For tips to staying cool and healthy in hot weather please visit: [https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/health-wellbeing/tips-for-keeping-older-people-cool](https://cwccg.net/5ECH-MA17-3W4C1S-GW106-1/c.aspx)     **Electronic patient record outage affecting Coventry and Warwickshire Partnership NHS Trust**The third-party software supplier that provides Coventry and Warwickshire Partnership NHS Trust (CWPT) electronic patient record system, Carenotes, continues to face a significant technical issue. CWPT is working closely with NHS Digital and the software supplier to restore services and to ensure that services are only reconnected when able to do so. While this process is standard practice for an incident such as this, it may take some time. CWPT is working hard with the supplier and NHS England to understand the likely timescales and will keep partners updated as soon as more is known.The priority for CWPT has been to mitigate the impact of this outage and would like to assure its partners that its tried and tested business continuity plans are withstanding the situation. All CWPT services are open and running as usual and are reporting minimal service disruption. Colleagues across the system can continue to access patient information up to 4 August, via the Integrated Care Record (ICR).There is currently no evidence to suggest that patient data has been compromised in relation to the incident, and in the meantime the respective IT teams have put robust defences in place to protect the NHS networks.CWPT is monitoring the situation closely and will provide further updates as required.   **Adastra issues: practice organisation lists for 111 providers**With the current issues affecting Adastra, it may take about 2 weeks before systems are back online. Practices will receive manual contact for appointments trying to be booked by the usual 111 providers, and other 111 providers will take some of the call load.  This strengthens the need for the good practice recommendations to be followed for practices, to make sure they have added ALL NHS 111 providers to their organisation list for sharing appointments with.   The list can be found here [GP Connect: Appointment Management - NHS Digital](https://cwccg.net/5ECH-MA17-3W4C1S-GW107-1/c.aspx) (scroll to the heading ‘sharing appointments with all NHS 111 organisations’, to see the national list of ODS codes for 111 providers).  Further updates will be shared when made available.     **New referral process for reporting Coroners cases**The new Coroners system has gone live from Tuesday 9th August, making the referral process more efficient for both Doctors and the Coroners team providing a better service to bereaved families.  Please find below the link to the portal to be used with immediate effect to report a case to the Coroner. When you create a case you will be asked for a referrer code, please note yours will always be **GP01**. [https://coronerscoventryportal.icasework.com/form?Type=CorornersReferral&Login=False](https://cwccg.net/5ECH-MA17-3W4C1S-GW108-1/c.aspx)  Please note that emailed referrals will no longer be processed and will be returned for input on to the new system.   If you have any questions please email coroner@coventry.gov.uk or telephone 02476 975509 to speak to a member of our team.          **Mental Health and Menopause**CWPT have shared information for GPs in Coventry and Warwickshire, to make them aware of a CBT course available for women suffering anxiety and/or low mood where the menopause is a significant contributing factor.  The course is run by IAPT Healthy Mind Service, for more information please see [attached](https://www.coventryrugbygpgateway.nhs.uk/download/16501/)  More courses and information about how to self-refer into the service can be found at the dedicated website for Coventry, Warwickshire and Solihull: [www.healthymindservice.com](https://cwccg.net/5ECH-MA17-3W4C1S-GW10A-1/c.aspx)      **Health and Wellbeing Update**Please see [attached](https://cwccg.net/5ECH-MA17-3W4C1S-GW10B-1/c.aspx) for a breakdown of the locally delivered ‘With Staff in Mind’ service commissioned nationally and delivered by CWPT, to support all primary care workforce post Covid and during these times of high levels of demand.  The information shows that there have been 6 referrals from general practice. For more information please follow the link for the Training Hub Health and Wellbeing page, which contains a summary of all the national and local support offers : [Health & Wellbeing: Support for all roles - Coventry & Warwickshire Training Hub (cwtraininghub.co.uk)](https://cwccg.net/5ECH-MA17-3W4C1S-GW10C-1/c.aspx)     |

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| Training, events & surveys**EMIS: ICR: GP Drop-in sessions**An Integrated Care Record (ICR) is a way of bringing together the various electronic records of a patients care. It takes information directly from existing systems used by health and social care organisations and presents it in a structured, easy-to-read format for GP’s, health and care professionals.The ICR will provide health and care professionals with a more joined-up view of people’s care and treatment across all care settings. The benefits to your Practices include:* Not having to repeat your details every time you have a different episode of care
* Better and potentially faster treatment due to health and care professionals having access to better information
* Reduction in potential medication errors through clinicians having access to your medication history (past and present)
* More effective treatment should you need care for COVID-19 due to fast access to information about any pre-existing conditions and your medications

We will be having informal Drop-in sessions every Wednesday 12:30-13:30 from the 10th July to the 28th September.The link to join is : [Click here to join the meeting](https://cwccg.net/5ECH-MA17-3W4C1S-GW0PW-1/c.aspx)Or [https://teams.microsoft.com/l/meetup-join/19%3ameeting\_ZmI2NDBhZTctMTUyYy00NDA5LTg2MWItNGJlMDgxZmM3ZDFi%40thread.v2/0?context=%7b%22Tid%22%3a%2221162ae0-3c09-4f25-90e2-fe933255a400%22%2c%22Oid%22%3a%22b70a8d66-da7d-4874-ab50-c74f4c1f2bfa%22%7d](https://cwccg.net/5ECH-MA17-3W4C1S-GW0PW-1/c.aspx)              **ICB scoping out teledermatology services**Coventry and Warwickshire Integrated Care Board would like to understand where there is primary care clinical expertise and determine if teledermatology (use of a dermatoscope) is in use across Coventry and Warwickshire and what support is needed to implement or increase the use.A survey, available [**here**](https://cwccg.net/5ECH-MA17-3W4C1S-GW16M-1/c.aspx), will help us to baseline and plan the introduction of further teledermatology services in Coventry and Warwickshire.PCN DES requirement is to adopt and embed, where available and appropriate, the use of teledermatology to support skin cancer referrals (teledermatology is not mandatory for all referrals).Please take five minutes to complete the survey to help us understand the current offering to patients and how we can best shape the support Coventry and Warwickshire Integrated Care Board can offer.The survey will close on **Wednesday 7th September 2022**.              **Health Care Professionals Survey**As an Integrated Care System we are committed to developing a Coventry and Warwickshire system wide Palliative and End of Life Care (PEoLC) strategy which is proposed to be a 5 year strategy.The strategy will be an all age (Children, Individuals at the point of transition and Adults) system wide PEoLC Strategy.  There is a commitment locally to drive forward improvement in EOL care and to help realise the vision of ensuring there is safe, high quality and personalised care available for our patients, their carers and families. In developing this strategy, we wish to ensure we have your input to help shape the outcomes and priorities.  You are the Health professionals who are involved closely involved in working with patients in PEoLC.  We have therefore put together a simple survey to try and gain your views and insight on PEoLC currently to give you the opportunity to influence strategy focus and outputs. Please complete the survey as best you can and ensure no Patient information details are provided within the survey. Here is the [survey link](https://cwccg.net/5ECH-MA17-3W4C1S-GW16N-1/c.aspx)Thank you in advance for your time and we look forward to receiving your responses. The survey will run until **Friday 16th September 2022**. After this date the responses will be collated and incorporated into the draft strategy which will be share for comments in October 2022.  For any queries regarding this survey please contact Kate Butler, Project Manager for End of Life Care Programme via kate.butler@nhs.net**Docobo training**For information and training on using the Docobo remote monitoring service, GP's are invited to attend the monthly drop in training sessions on the third Wednesday of every month between 12:30 and 13:30. Please email **ContactDocobo@swft.nhs.uk**to be added to the invite.For more information for your Practice on Docobo in Care homes, please follow the link below [Docobo in care homes for GPs](https://cwccg.net/5ECH-MA17-3W4C1S-GXE2I-1/c.aspx%22%20%5Co%20%22https%3A//cwccg.net/5ECH-MA17-3W4C1S-GXE2I-1/c.aspx)             Newsletters**Wellbeing Wednesday – 10th August**CW Training Hub have shared their weekly Wellbeing Wednesday article.  Please follow the link to access this week’s publication of upcoming events, tips, activities and more to help support you to look after your mental health and wellbeing!             [Wellbeing Wednesday: 10th August 2022 - Coventry & Warwickshire Training Hub (cwtraininghub.co.uk)](https://cwccg.net/5ECH-MA17-3W4C1S-GW16O-1/c.aspx)                 Vacancies**Salaried GP Partner- The Atherstone Surgery**Please see job advertisement [attached](https://cwccg.net/5ECH-MA17-3W4C1S-GW16P-1/c.aspx). **Advanced Nurse Practitioner- The Atherstone Surgery**Please see job advertisement [attached](https://cwccg.net/5ECH-MA17-3W4C1S-GW16Q-1/c.aspx).**Salaried GP – Engleton House Surgery**Please see [attached](https://cwccg.net/5ECH-MA17-3W4C1S-GW16R-1/c.aspx) vacancy for Salaried GP to join a large university practice in Coventry.**Salaried GP –Broomfield Park Medical Centre**Please see job advertisement [attached.](https://cwccg.net/5ECH-MA17-3W4C1S-GW18P-1/c.aspx) |

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