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| |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | Graphical user interface, text  Description automatically generated with medium confidence | | |  |  | | --- | | **Welcome to this week’s edition of Practice News** |  |  | | --- | | Please take the time to read the weekly newsletter containing important news, links and latest updates to support Primary Care Services in Coventry and Warwickshire. |  |  | | --- | | If you'd like to have Practice News and other relevant ICB updates sent to you directly, please email [cwicb.communications@nhs.net](mailto:cwicb.communications@nhs.net) |  |  |  |  |  | | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  | | --- | | Latest information for practices  **New Online Learning Opportunity: Young Black Men Crisis Tools Guides** Building on the success of the core Crisis Tools launched in August 2021, HEE has worked with Healthy Teen Minds in partnership with 42nd Street, working with young people with lived experience, to launch an extension of Crisis Tools – [Guides Supporting Young Black Men](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXB-1/c.aspx).    The 4 Crisis Tools Guides Supporting Young Black Men are:     1. [Barriers to access](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXC-1/c.aspx) 2. [What we need crisis services and practitioners to know](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXD-1/c.aspx) 3. [Understanding our perspective](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXE-1/c.aspx) 4. [Top tips from young Black men](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXF-1/c.aspx)     When engaging with young people to develop the core Crisis Tools, we identified that staff need greater awareness of how best to support young Black men accessing mental health services. These Crisis Tools provide guidance on how to best support young Black men and will help you to listen to and understand their perspectives.    Each of the 4 guides take approximately 15 minutes to complete, focuses on sharing young people’s experiences of barriers and discrimination and what can be most helpful in offering support during a mental health crisis.    Please can you share these online guides far and wide with your networks? We have attached a toolkit to help you share this across your communication channels.    A webinar led by Health Teen Minds will launch these new Crisis Tools on Thursday 8 September, 13:00-14:00. To register, visit the [young Black men Crisis Tools event page](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXG-1/c.aspx).  We want to thank all our partners and young advisors for working with us to develop this learning opportunity, so we can ensure young Black men like Obi, Stuart, Akram, and Asif get the right support when they need it.    Further Crisis Tools being developed with Healthy Teen Minds, include guides for professionals supporting young people in a mental health crisis who identify as Lesbian, Gay, Bisexual, Transgender, Queer, or Questioning and other relating identities (LGBTQ+). We expect to launch these guides in Spring 2023.    Thank you in advance for your support.  **Feeding and Eating Disorder Hub** Please see [communication](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXH-1/c.aspx) attached.  **CAMHS Update** Please see [attached](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXI-1/c.aspx) the leaflet we have created which details service available in Coventry. Please do share this out within your networks / on websites etc. This will be updated every 6 months.  Also, we have hosted schools webinars in July 2022 (we aim to do these annually) which were recorded. Here is the link to the video: [https://www.youtube.com/playlist?list=PLhpduM3svftDppw0qaIg59-gVVCX\_k8W4](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXJ-1/c.aspx) again, please do share this within your networks and put onto websites for people to access.  **Diabetes Prevention Programme**  Please find [attached](https://cwicb.net/5ECH-MYJ8-3W4C1S-HEI5N-1/c.aspx) an update on the Diabetes Prevention Programme.  **Ghost Patients** There are a number of reasons why the NHS tries to contact patients. Communications include various screening and recall programmes. In cases where a patient is not known at the current address mail is returned undelivered via the Dead Letter office of the Royal Mail.  In this circumstance the patient may be removed from their GP practice’s list under the NHS FP69 regulation, sometimes known as “list cleansing” of “ghost patients”.  The FP69 flag will be removed if the Practice:  •           Submits a ‘GP links’ amendment for a change of address or GP. In this case the FP69 flag is electronically removed.  •           Advises PCSE of patients who have confirmed residency at the registered address. In this case the FP69 flag is manually removed.  •           Returns the list of patients having had FP69 flags set within the advised timescale, which PCSE sent to the practice for comment.  Practices should note that FP69 flags will not be cancelled on the Exeter system by a practice removing the FP69 flag from a patient’s record under high security or by not accepting the FP69 via the GP links. This action will only ensure the FP69 is not shown on the Practice system and flagged patients will still be deducted from the Exeter system, after six months.  The patient will be removed from the practice’s list after six months, unless an address update is received in the meantime, or the practice confirms that it has treated the patient at the original address since the FP69 action was set.  Some practices believe that as long as they don’t accept an FP69 flag, the patient will remain on their list and they will continue to receive payment for that patient. This is not the case. When the six months have elapsed, the patient is removed from the database. If the patient is not on the database, no payment will be made to the practice, even if they have not processed the FP69.  The medical record must be retained until actual removal at the end of the six-month period, as the practice remains responsible for the patient’s medical care during that time. When six months has elapsed PCSE will transmit a removal action to the practice via GP Links and ask for the medical record to be returned.  Details about FP69 and data quality checks can be found on the PCSE website.  If you wish to request the removal of a patient from your list, you should do this via PCSE. For more details go to:  [https://pcse.england.nhs.uk/help/patient-registrations/patient-removals/?keyword=What+should+I+do+if+there+is+an+FP69+flag+on+our+system%3f](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXK-1/c.aspx)  As part of the services PCSE provide, they regularly write directly to patients (for example through their screening administration, new patient registration, and practice merger and closure programmes).  In line with current procedures, if a letter is returned to PCSE as the patient has moved to a new house, they are required to raise an FP69 flag on the NHAIS system. This will update the GP practice’s clinical system. The practice should then check the address directly with the patient and confirm or update the address on their clinical system.  If PCSE doesn’t receive confirmation from the practice (via the link) that the patient is either still at the address or at a new address within 6 months of the FP69 flag being raised, the patient will then be removed from the GP’s patient list.  Should the letter be returned to PCSE as ‘moved abroad’ or ‘deceased’ the appropriate action would be taken to deduct the patient from NHAIS as O/R (other reason).  If you need to contact PCSE about Patient Removals, the quickest and most efficient way is to use their dedicated [**Patient Removals form**](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXL-1/c.aspx). Please select Registrations as the category of your enquiry and Patient Removals as the type of enquiry.  To request the immediate or 8-day removal of a patient, please use their dedicated, secure [**Patient Removals Form**](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXL-1/c.aspx);   * Under Category select – Patient Registrations * Under Type select – Patient Removals * Select 'No' if this is a new request to remove a patient   If you are unable to submit an online form for any reason, please download and complete the [**Removal Request Paper Form**](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXM-1/c.aspx) and email this to [pcse.patientremovals@nhs.net](mailto:pcse.patientremovals@nhs.net).  Immediate removal requests can also be made by phone by calling the PCSE Customer Support Centre on 0333 014 2884.  Click on the tile to access all support and guidance related to patient registrations.    More information around Ghost Patients is provided at: [https://www.bma.org.uk/advice-and-support/gp-practices/managing-your-practice-list/practice-list-validation-by-pcse](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXN-1/c.aspx) |  |  | | --- | | 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://cwicb.net/5ECH-MYJ8-3W4C1S-HDNHJ-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://cwicb.net/5ECH-MYJ8-3W4C1S-HDNHJ-1/c.aspx)  **Come and join us at the Together with Autism Conferences in Coventry and Nuneaton - September and November 2022**  Act for Autism are hosting two Together with Autism Conferences to take place in Nuneaton and Coventry. These will include keynote speakers, workshops, tabletop stalls, and networking opportunities.  The conference is free for parents/carers, professionals, and anyone with an interest in autism.  A previous conference took place in April 2022 and received positive feedback, with a video showing some of the day now available online: [Together with Autism Conference - Warwick 2022 - YouTube](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXO-1/c.aspx).  **Conference Dates**   * September 10th - Whitley Academy in Coventry * November 19th - Nuneaton Campus of NWSLC (North Warwickshire and South Leicestershire College)   Please see the flyer [attached](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXP-1/c.aspx)  for how to register for tickets.    **ECO fest- Saturday 3rd September – Pump Room Gardens, Leamington Spa** Please see [attached](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXQ-1/c.aspx) information about the [health event](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXR-1/c.aspx) Leamington PCN are hosting at this weekend’s Ecofest.  Newsletters  **GP IT Newsletters with updates** Please see [attached](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXS-1/c.aspx) for Coventry & Rugby areas  Please see [attached](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXT-1/c.aspx) for Warwickshire North area.  **Quality Matters Newsletter** Please find [attached](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDOCI-1/c.aspx) the latest issue of the Quality Matters Newsletter.  **Training Hub wellbeing article** The Wellbeing Wednesday article has just been published, the link to it is just below.    [Wellbeing Wednesday: 31st August 2022 - Coventry & Warwickshire Training Hub (cwtraininghub.co.uk)](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXU-1/c.aspx)      Vacancies  **Salaried GP Vacancy** Please see [attached](https://cwicb.net/5ECH-MYJ8-3W4C1S-HDNXV-1/c.aspx) job description. | | | |