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| Latest information for practices **PCN payments on PCSE Online**From October 2022 PCSE Online will begin processing Primary Care Network (PCN) payments. The system will go live from 3 October 2022 and payments will be made from 20 October 2022. Please see [PCN payments on PCSE Online (pcsengland.co.uk)](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT24-1/c.aspx) for further details.**Autumn Booster Vaccinations**As we work to roll out winter vaccinations across the system, NHS England have developed toolkits to support health and care worker vaccination, primary care and general booster vaccination. Plus for people with [learning disabilities and autism](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT2A-1/c.aspx). Please click on the link below to access the Primary care toolkit with template messaging for text message and email along with an FAQ document.[Seasonal vaccinations for people with a weakened immune system - Communications toolkit](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT23-1/c.aspx)**No Caller ID lifted from University Hospital Coventry and Warwickshire NHS Trust’s telephone calls to patients from 20 September**Following feedback that patients can be reluctant to answer calls which show as ‘no caller ID’, people are now be able to see **02476 964000** when calls are made from any of UHCW services.  Patients have fed back that due to the number of inappropriate calls they receive, they often don’t answer their phones to unknown callers. We hope by enabling our patients to see a local number that this will give them confidence to answer calls from us and increase efficiency around appointments. We will be raising awareness of this change over coming weeks, to encourage patients in our care to save this number to their contacts so they know it’s the Trust trying to reach them.  Please do encourage patients who are awaiting contact from us to save this number to their contacts.  **VOIP (Voice over Internet Protocol) Telephony – Coventry, Rugby and North Warwickshire**There is potential for a project to move to a single VoIP telephone system across Coventry, Rugby and North Warwickshire that would mirror and replicate the project that moved all GPs onto EMIS Clinical Systems.   From speaking to representatives from General Practice, these are the benefits identified to date that would most benefit GPs and their Practices:•           Project support - throughout project lifecycle including implementation and go live•           Enhanced resource capacity - for the completion of the procurement process•           Access to economies of scale versus an individual procurement / group leverage•           Standardisation and equality – all benefit from best of breed system•           Run VOIP over the wide area network / technical support•           ICB/PCN maturity matrix / development plan•           Estates resilience•           Better patient experience•           Greater patient control for the delivery of care•           Centralisation and standardisation of functions / shared PCN resources•           EMIS integration•           Reporting - Practice and PCN Level•           Opportunity to support contract buy outsFor more information please contact Sharon Dorsett sharon.dorsett@swft.nhs.uk**Diabetes Prevention Programme- Final Date - 15th November 2022 - Removal of “Know Your Risk” Tool for NHS DPP Direct to Consumer (DTC) Self-Referral Pathway**Please see [attached communication](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT1Y-1/c.aspx) relating to this.**Hong Kong BNO Engagement work and new contact email for enquiries**If you receive any enquiries or requests for information in relation to families who have settled in Warwickshire through the Hong Kong BNO visa route, please can you ask them to contact : **hongkongbno@warwickshire.gov.uk**. This email address is for individuals and agencies. Warwickshire Refugee Resettlement Scheme are carrying out a piece of mapping and engagement work over the next 3 months to understand where Hong Kongers have settled in Warwickshire and what their needs are. This information will then inform the development of any future support that needs to be put in place. Please see further information below:[https://www.gov.uk/guidance/hong-kong-uk-welcome-programme-guidance-for-local-authorities](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT28-1/c.aspx)**Free cycle parking for your sites (deadline 4 October) Coventry practices Only**Would any of your sites benefit from additional cycle parking? There are some legacy bike racks from Commonwealth Games which are available to apply for online. Each toast rack can take 10 bikes and you can apply for up to 30 so that should cover all your sites? If you have facilities maintenance people they might be able to do the install as they can be surface mounted with ground anchors. [https://www.tfwm.org.uk/plan-your-journey/discover-the-west-midlands/birmingham-2022-commonwealth-games/summer-of-cycling/cycle-parking-gift-scheme-application-form/](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT2B-1/c.aspx)Following the Commonwealth Games, TfWM have up to 100 toast rack cycle parking stands available to organisations located within the West Midlands Combined Authority area (Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton), Warwick District Council, South Staffordshire District Council and Cannock Chase District Council.The cycle parking specifications are:·        5 stands accommodate 10nr cycles each·        800mm centres·        Galvanised Finish·        Spatial requirements per rack – 3300mm x 2000mm·        Can be bolted down to a hardstanding surface**Applications close 4 October 12pm**[**Terms and conditions apply**](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT2C-1/c.aspx)**Primary Care in Practice**Together with the University of Warwick, Coventry and Warwickshire Training Hub have developed a course to help navigate the world of primary care – from understanding population health, insights into the new world of the Integrated Care System and Primary Care Networks, finance in primary care, through to leadership and coaching and mentoring.  Please see [attached](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT27-1/c.aspx) for more information.**Love your bump**GP surgeries and NHS staff are asked to direct patients to the NHS support services available for pregnant women and their loved ones to give up smoking via the [‘Love Your Bump’](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT1X-1/c.aspx) campaign from Coventry and Warwickshire Local Maternity and Neonatal System [(LMNS)](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT22-1/c.aspx). Coinciding with [‘Stoptober’](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT20-1/c.aspx) it’s also the ideal opportunity to support, not just mothers, but those around them to take the first steps to a smoke free life.  Please also see attached social media assets to share across your digital platforms. A press release with links and quotes can also be found [here.](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT21-1/c.aspx)[https://www.happyhealthylives.uk/health-and-wellbeing/maternity-services/love-your-bump/](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT1X-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://cwicb.net/5ECH-NDW5-3W4C1S-HRSX8-1/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-NDW5-3W4C1S-HRSX8-1/c.aspx)**Digital support for all GP practices and PCNs**GPs in the Midlands are invited to a series of FREE webinars on social media; managing patients through the website; communicating well with patients; and dealing with increased demand for online consultations organised by NHS EnglandThe [webinars can be booked here](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT26-1/c.aspx) and [recorded versions of previous sessions](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT25-1/c.aspx) can also be viewed.   NHSE Midlands Region has also funded access and assistance until the end October 2022 for all Midlands practices. Redmoor Support Centre is available and on hand to assist, simply email hello@redmoorhealth.co.uk for more details.**Free perinatal training**Warwickshire County Council have shared a training opportunity for any colleagues working with young families up to the age of 2 in Warwickshire.Training is to support awareness and knowledge in the perinatal time frame: (pregnancy to age 2) supporting mental health needs with the aim of providing early intervention to improve wellbeing in families, mothers and their infants.  Signposting into additional support services and secondary mental health care is also covered.The training is aimed at services that are working with families but not specifically health trained i.e. housing officers, 3rd sector, family support workers, allied professions and non-registered nursing staff. Please see [attached](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT5V-1/c.aspx) for more information.**Hypo Awareness Week: 3-9 October 2022**CDEP (Cambridge Diabetes Education Programme) are encouraging staff in Primary Care to do their Hypo Awareness Training as part of the national diabetes safety drive.Please see [attached](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT5W-1/c.aspx) the CDEP flyer for more information.**Coventry Drug and Alcohol Needs Assessment: Survey for Professionals**The Coventry Drugs and Alcohol Team within Public Health have commissioned a company called S2 to carry out a needs assessment around drugs and alcohol within Coventry.  As part of this needs assessment, S2 have put together a short survey for professionals, asking for views around drugs and alcohol within Coventry and how they feel things are working and how they could be improved.It would be really helpful if you and others in your teams could complete this survey as your views will really help us inform the future of drug and alcohol services within the City.  The survey should only take about 15 minutes to complete and please only complete the sections that are relevant to you.  We would also be really grateful if you could share the link below with any other staff or teams who might be interested.  **We are asking for responses by 7th October.**[https://letstalk.coventry.gov.uk/drug-and-alcohol-needs-assessment-professionals](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT29-1/c.aspx)Newsletters**NHS Arden & Greater East Midlands Commissioning Support Unit Medicines Matter - September Edition.59**Please see the latest edition of the MM Newsletter [attached](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT5U-1/c.aspx)**Training Hub Wellbeing Wednesday - 28th September**The Wellbeing Wednesday article has just been published, the link to it is below. [Wellbeing Wednesday: 28th September 2022 - Coventry & Warwickshire Training Hub (cwtraininghub.co.uk)](https://cwicb.net/5ECH-NDW5-3W4C1S-HRT1Z-1/c.aspx) VacanciesNone to report |

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