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| **Latest information for practices****Out of Hospital Communication**Some of the most important services we offer to our population are those provided in the community, treating people in and near their own homes. Key to creating an integrated service offer is to bring those services together, led (although not always delivered) by a single provider.  This means that we can reduce duplication and provide more joined up care for the patient population where they no longer need to be “handed over” between organisations. This isn’t new for our System. Between 2016 and 2018, Commissioners in Coventry and Warwickshire came together to develop a process aimed at transforming the commissioning and delivery of Out of Hospital services. This effort culminated in the awarding of two outcomes-based Lead Provider contracts, which integrated provision of these services across two contracts, one in Coventry and one in Warwickshire.Building upon the progress achieved through these contracts, the Integrated Care Board (ICB) intends to further develop these contracts in line with our Integrated Care Strategy. The goal is for Lead Providers to assume greater responsibility for both delivering and commissioning decisions related to Out of Hospital services, playing an active role in integrating community provision across all four places, particularly in relation to Primary, Secondary and Social Care.  Over the past six months, a comprehensive review of Out of Hospital services has been undertaken to understand how this would best work for our System. This review was done collaboratively, involving partners from across the System and considered existing services, as well as the latest national and local regulatory and policy changes. The review was wide ranging, including staff who deliver the services, primary care, commissioners, stakeholders, our care collaboratives, mental health collaborative, providers, subject matter experts and clinicians and others. Based on the outcomes of this review, the ICB has provisionally identified that South Warwickshire University NHS Foundation Trust Group for Warwickshire and University Hospitals Coventry and Warwickshire NHS Trust for Coventry are the only providers with the capability to deliver the new, expanded "community integrator" service for Coventry and Warwickshire. The ICB will test this assumption in the broader market, and will keep all stakeholders informed of the next steps and future developments for this programme. **SWFT Non-specific Symptoms Pathway**South Warwickshire University NHS Foundation Trust (SWFT) is pleased to announce the introduction of a new Non-specific Symptoms Pathway, designed for those patients with worrying non-site-specific symptoms for whom the GP feels cancer is a potential diagnosis. This service is for South Warwickshire GPs only.The Clinical Lead for the service is Dr Istvan Mazak (Consultant leading NSS pathway), who will be supported by a team, including ACP’s, Radiology, Clinical Nurse Specialists, and other specialist colleagues.This pathway aims to:* Provide a single referral point, avoiding multiple GP visits and secondary care referrals for those with non-site-specific signs and symptoms for whom the GP feels cancer is a possible diagnosis
* Provide timely re-assurance when there is a clear ‘no cancer’ diagnosis & refer to the appropriate team or back to the referring GP
* Where a cancer diagnosis is made facilitate timely referral to the appropriate specialist cancer team, for ongoing management and treatment
* Provide a positive patient experience, faster diagnosis and improved outcomes in line with cancer waiting time standards and the milestones set out in the NHS long term plan
* Meet standards of a suspected cancer pathway including details of investigations and any on-going actions or treatment required
* Provide feedback and information to Primary Care relating to their referred patient

   Please find attached:                                                                      * [Referral form in word doc](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHKEV-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815050406%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=rmtAwSZZt8iqbITXNgiVDiePK0fYfp7OxGFNV9HZqJo%3D&reserved=0)
* [Link to edwt version](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHKEX-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815050406%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=JBKK%2BU5K4aZkvojA2wJTJxFYTpwsBtaEhXB4ZforORo%3D&reserved=0); (Link is time senstivive runs out on 5th Sept) you do not need to open this file. Please save this file onto your computer (remember where its saved) and then import into EMIS and it will transfer

   *The referral form will also be made available on Arden. The link will be shared once this has been uploaded.*If you have any further questions about the service, please feel free to contact:* Michelle Park – Coventry & Warwickshire ICB – System Cancer Lead (Michelle.Park4@nhs.net)
* Nicola Mills – General Manager Elective Delivery & Performance (Nicola.mills@swft.nhs.uk)
* Clinical team supporting the NSS pathway (mdcu@swft.nhs.uk)

**Online GP Registration - 20th September Webinar Recording**Apologies that some staff were unable to access the link to register. Please see this link to [the recording](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHKEW-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815050406%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=tCgG4XkoaRiqRk%2BjlluHyBEK8ClRAGczzhLfS8d4F9g%3D&reserved=0), it is definitely worth a watch as very informative and useful.    **Accurx Desktop: Usage Dashboard for Fragments**Please see [link](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHKEZ-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815206620%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=fpl4i1%2FCQGCRAmdMrM6reae9CSAcjeHJICQ%2FVyHtpJk%3D&reserved=0) which explains this new feature,  the dashboard shows your practice's fragment usage over the last 3 months starting from 23rd August 2023.   **Refurbished Printer Cartridges Directive**This is a reminder that the use of refurbished printer cartridges **is prohibited** with printers supplied by CWPT and Innovate and commissioned by the ICB. Only original printer consumables manufactured by the printer manufacturer should be used. There are principles on how practices use the equipment under the terms of the ICB (CCG) Practice Agreement- these are stated below; *Terms governing the provision and receipt of Digital Services in General Practice. The practice shall maintain IT equipment in an environment suitable for the sustainability of such equipment and in accordance with the Supplier’s recommendations and requirements described in the Operating Model;*    **New symptom-based breathlessness pathway**The physiological science services (Respiratory and sleep physiology team) within the Warwickshire North community diagnostic centre are working to provide a new symptom-based breathlessness pathway with aim to improve and streamline respiratory diagnostic services. The service will provide a one stop clinic approach combining multiple diagnostics, clinical consultation, and therapy plan to patients with either an unclear diagnosis or disproportionate symptomology.   As part of the new breathlessness clinic, they will also be offering an advice and guidance service. The aim is to work collaboratively with primary care to improve patient care and management of their respiratory condition. In addition to advice and guidance there will be ongoing multi-disciplinary forums where primary care providers can discuss their patient where there is any doubt, queries or concerns regarding patient outcome or on-going management of their condition.To support service roll out, the team are looking to arrange engagement sessions with primary care colleagues throughout October and November with the aim to accept referrals from December. Further details [are attached.](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHKEY-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815206620%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=jdW5Hg%2Blv8l75B%2FsE55s68KlLi0PiZjC%2BNljLvA91q0%3D&reserved=0)**To arrange a session or find out more about the pathway, please contact:**Joanna Purvis, Physiological sciences service manager, Clinical scientist – Respiratory and Sleepjoanna.purvis@geh.nhs.uk024 7686 5128 Ext 537607795237323   **Accelerating Citizen Access Resources**Please [see attached](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHKEU-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815206620%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=NYcHfRoTPV8nUND19GA0zi9yY83PJLJpDFAukqi4LGc%3D&reserved=0) for featured webinar recordings, guidance and other popular updated resources. |

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| **Training, events & surveys****Are you passionate about improving mental health services for young people? Come to our ideas factory!**Register for a free ticket [here](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHLAR-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815206620%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=WLmhDEGECbUfTR%2FzAJGlRz3lQQAZlAjbYDfrX1CL330%3D&reserved=0) Ideas Factory - 2pm-4pm @ LTB Showrooms Coventry - check out the poster [attached](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHLAU-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815206620%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=V1sUsmVh0C4hV2h8%2F9cPe3cJHcS1Ul2BL684R9JRahE%3D&reserved=0). This Ideas Factory has been co-produced and created by our team of young experts by experience.**What is an Ideas Factory?**An Ideas Factory is an informal meeting place for co-creating solutions to shared problems. Each table will be themed around a different challenge in the mental health system and there will be discussion of solutions. We need the voices of people with lived experience and professional experience to contribute to these discussions.Our four discussion topics:1. **How can we improve communication in mental health services?**
2. **How do we create trusting relationships within services?**
3. **How do we build services that work well with people who don’t fit into one box?**
4. **How do we bring parents and support networks on the journey?**

 Please share the attached poster far and wide, and invite anyone who is passionate about young people’s mental health! Please mention the event to anyone you think may be interested – as one of our EbEs so beautifully stated in his narrative “next time we meet as a crowd, how great would it be to stand and shout out loud that we have a service of which we are proud!”**C&W Racism in General Practice Survey**Please see attached document – [attachment](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHLAW-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815206620%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=amseqaIpjSf4xtyoq7gvPJ%2FrFJXQRBI4RRikaZh1BxE%3D&reserved=0) with link to survey. We need your help to highlight and address discrimination and racism in general practice across C&W. This will enable us to put support in place; improving the experience of staff in general practice and impacting patient care **New video resource: Healthy Living for people with type 2 diabetes**[Healthy Living for people with type 2 diabetes](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHLAY-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815362829%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=DWSHdtKerLSpmEZP1mgr4CL9tSfvHcE4ekJ2ooFJMUY%3D&reserved=0) is a free, web-based structured education programme provided by NHS England at no cost to local health care systems. Healthy Living is:·         Evidence based·         Accredited by QISMIT and ORCHA ·         Meets the QOF standard for structured education and is therefore eligible for QOF points **Call to action!** Please [download](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHLAV-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815362829%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=8aSSBH%2Fe7IgCxhuzLX%2FhBTFbLcAqOwthUvDjSBSMBG0%3D&reserved=0) or access [this video](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHLAX-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815362829%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=MQMGpw05DC9fbWY5hJQzB6%2FqBqtHjCMiFEEVtL5Zk9U%3D&reserved=0) resource for display in waiting rooms, GP surgeries, community pharmacies, across patient-facing webpages and/or on social media, or share with colleagues who can action.**Newsletters****EMIS Roundup**Please find [attached](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHLAT-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815362829%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=RcnkRx68M%2BVIyRFs6I4%2BcdT80y9ZCkXHPEceMIbzLzM%3D&reserved=0) the latest EMIS roundup newsletter for your perusal.**AccuRx Updates September Newsletter**Please see [link](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHLAQ-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815362829%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=i14ASQ45T7ujcJDDXFhTM6Wpb%2B8C6kGghb%2FCbIgT1Yo%3D&reserved=0) for updates including Batch Messaging and Batch Floreys are now integrated with the NHS App! New dashboard for SMS fragments**Wayfinder NHS App September e-newsletter**Please find attached the [first edition of the Wayfinder NHS App e-newsletter!](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcwicb.net%2F5ECH-VI2Z-3W4C1S-NHLAS-1%2Fc.aspx&data=05%7C01%7Candy.beaumont3%40nhs.net%7Cd2cac0a1af0244e3e77208dbc0e3c9be%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638315856815362829%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=FHc90R%2B%2BHCnTEcXvMJCrQlIUbujVeeJ%2Fkh3jeNnRoNw%3D&reserved=0)This monthly publication will keep you up-to-date with the latest from across the programme.If you have any questions or feedback, please contact us at wayfinder.comms@nhs.net. **Vacancies**None. |