

NEW INFORMATION**1. New five-year GP contract framework published**

A five-year framework for GP services, as agreed between NHS England and the BMA General Practitioners Committee (GPC) in England, has been published.

A short summary of key parts of the contract is as follows:

- Core general practice funding will increase by £978 million per year by 2023/24.
- A new state backed indemnity scheme will start from April 2019 for all general practice staff involved in the delivery of primary medical services, including out-of-hours.
- Improvements to the Quality and Outcomes Framework (QOF) to bring in more clinically appropriate indicators such as diabetes, blood pressure control and cervical screening. There will also be reviews of heart failure, asthma and mental health. In addition, there will be the introduction of quality improvement modules for prescribing safety and end of life care.
- Additional funding of IT will allow both people and practices to benefit from the latest digital technologies. All patients will have the right to digital-first primary care, including web and video consultations by 2021. All practices will be offering repeat prescriptions electronically from April 2020 and patients will have digital access to their full records from 2020.
- A Primary Care Network (PCN) contract will be introduced from 1 July 2019 as a Directed Enhanced Service (DES). It will ensure general practice plays a leading role in every primary care network and mean much closer working between networks and their Integrated Care System. This will be supported by a PCN Development Programme which will be centrally funded and locally delivered.
- By 2023/24, the PCN contract is expected to invest £1,799 billion, or £1.47 million per typical network covering 50,000 people. This will include funding for 20,000 more health professionals including additional clinical pharmacists, physician associates, first contact physiotherapists, community paramedics and social prescribing link workers. Bigger teams of health professionals will work across PCNs, providing tailored care for patients and will allow GPs to focus more on patients with complex needs.

More details are available on the NHS England website:

<https://www.england.nhs.uk/publication/gp-contract-five-year-framework/>

A letter concerning this is being sent to Senior Partners and Practice Managers in the next few days.

***Save the date* – PCN Regional Engagement Event (NHS England Midlands & East)**

When: 26 March 2019 12.30pm – 4.30pm

Where: Burton Albion Football Club, Burton, Staffs

More details will be shared as soon as they are available.

2. E-Referral System Workshop – Thursday 14 February 2019

A workshop is being held for medical secretaries to cover any updates and recent changes to e-Rs.

The workshop is taking place as follows:

When: Thursday 14th February, 9.30am – 11.30am

Where: K2, William Farr House, Mytton Oak Road, Shrewsbury, SY3 8XL

Please share this information with appropriate staff and to book a place, please email Nikki Hilditch - nikki.hilditch@nhs.net

3. The Care Certificate

The STP GPFV Workforce Group have been looking at new roles within general practice and also developing the existing workforce to release time for GPs to see patients with complex needs. Part of this work is looking at different workforce groups and the competencies required in their current roles which will then inform their training needs for future development.

Health Education England (2017) recommended in the publication of the General Practice Nursing Workforce Development Plan, for all HCAs in general practice care settings to undertake the Care Certificate.

The Care Certificate is an agreed set of standards that sets out the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors. It's made up of the 15 minimum standards, suitable for new and existing HCAs which can be used as evidence of competence for CQC inspection.

The Care Certificate workbook is a free downloadable resource to support the training process and help you and your workers cover parts of the Care Certificate.

<https://www.skillsforcare.org.uk/Learning-development/inducting-staff/care-certificate/Care-Certificate-workbook.aspx>

There's a workbook for each standard supported by an introduction and glossary. Each standard includes knowledge content and ends with a section where learners can record their understanding.

The standards cover the following:

- Understand your role
- Your personal development
- Duty of care
- Equality and diversity
- Work in a person centred way
- Communication
- Privacy and dignity
- Fluids and nutrition
- Awareness of mental health, dementia and learning disabilities
- Safeguarding adults
- Safeguarding children
- Basic life support
- Health and safety
- Handling information

- Infection prevention and control

Support and advice is available via the General Practice Nurse Facilitators:

Shrewsbury and North Shropshire: Lisa Guildford - Email: lisa.guildford@nhs.net

Telford and South Shropshire: Selina Bernard - Email: selinabernard@nhs.net

4. Healthier You: National Diabetes Prevention Programme (NDPP)

Practices are encouraged to refer patients into the NDPP scheme. Eleven Shropshire Practices are currently referring into the NDPP locally with groups running in Oswestry, Shrewsbury and Telford.

What is the Programme?

- 10 month behaviour change programme commissioned by NHSE, Public Health England and Diabetes UK
- 13 sessions - 4 weekly sessions followed by 9 monthly sessions, each running for 90 minutes-2 hours
- 3 blood tests measured at start, 6 and 9 months

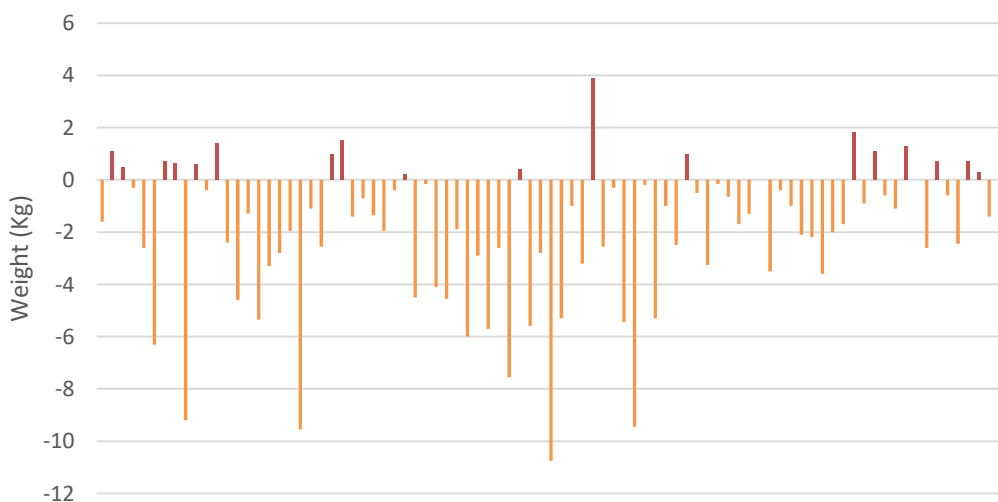
Who is Eligible?

- Aged over 18 years
- Non pregnant
- Has HbA1c reading of 42-47mmol/mol (6.0%-6.4%) within the last 12 months
- Not already diagnosed with type 2 Diabetes

Blood results after 6 months show that

- 86% have seen a reduction to their HbA1c reading
- -3.1 mmol/mol the average reduction of patients' HbA1c readings
- 55% have already fallen out of the pre-diabetic range

Weight loss of participants attending the monthly maintenance sessions



Case studies and a presentation with more detail have been published to GPTeamNet as 'NDPP resources', and can be [accessed here](#). If you are not already referring patients into the scheme and

would like more information, please contact your Locality Manager.

5. Advice following two recent offences at GPs surgeries in Shropshire

Following two recent incidents where the bank cards of staff in practices were stolen, we have engaged with West Mercia Police to provide some general guidance on security and safety which is detailed below. If any practice has any particular concerns or would benefit from some further advice please contact Steve Loveridge (contact details below).

General advice

Generally, surgeries are open to the public during office hours. There is usually free movement for persons attending either with or without an appointment. It is therefore most important that members of staff can leave their personal items in a secure location. West Mercia Police's (WMP) suggestion would be that each staff member has a lockable locker in which to keep personal items secure whilst at work. If personal belongings are kept in a staff room then this room should be locked with at least a digital lock. It is clear from both reported offences that offender(s) have easily gained access to personal property which have been left insecure within the building. WMP recognise that staff are extremely busy but would ask that all staff are aware of persons who may be trespassing beyond where the public can go. GPs' consulting rooms could also become a target. The main areas can be covered by CCTV which would help to deter offenders. Suitable signage would also need to be placed saying that CCTV is being used.

Fraud

Specifically in relation to the two recent thefts it is likely to be the same offenders at both premises with the main goal of stealing the bank cards to then use fraudulently to obtain larger amounts of monies from private accounts.

It is clear from the offences committed that a fraud has taken place after each theft which is directed at the member of staff who has been unfortunate enough to have their bank cards stolen. If anyone receives such a call following a theft then it is vital not to divulge any personal information and never give verbally or otherwise a card's pin number to anyone over the phone. Offenders will pretend to be from the bank, card provider or even the police. They will be extremely convincing and will have a 'script' which will sound plausible. No bank or a police officer will ever ask for a pin number. If in doubt then the person's bank should be contacted using a recognised number. A card pin number should never be kept close with a bank card. Fraud offences are dealt with by Action Fraud. Theft and burglary offences will be dealt with by the local police. In an emergency or if an offence is taking place at the time always dial 999.

Stephen Loveridge, Design Out Crime Officer, Shrewsbury Police Station, Clive Road, Monkmoor, Shrewsbury, SY2 5RW, Mob – 07890 055219
Email – stephen.j.loveridge@westmercia.pnn.police.uk

In addition, please see below the contact details for the Counter Fraud Team that supports the CCG:

Anti-Fraud Team Contact Details:

Telephone: 02476 536880

Email: antifraudteam@cwaudit.org.uk

Paul Westwood, Counter Fraud Lead for the CCG:

Telephone: 07545 502400

Email: paul.westwood@cwaudit.org.uk or pwestwood@nhs.net

You can access information on the CCG website here: <http://www.shropshireccg.nhs.uk/policies-and-reports/performance-procurement-finance-and-fraud/anti-fraud-and-corruption/>

6. CCG 360° Stakeholder Survey

The annual CCG 360° stakeholder survey is currently underway and will close on **Friday 22 February**.

You should have received an email from Ipsos MORI (CCG360stakeholder@ipsos-mori.com) inviting you to take part in the survey and providing you with a link to an online survey. Thank you very much if you have already completed the survey. If you have not yet completed the survey, your participation would be greatly appreciated - your views are very important.

If you have any questions about the survey, please do not hesitate to contact us, or to contact Ipsos MORI at CCG360stakeholder@ipsos-mori.com. Many thanks in advance for your help.

7. EU Exit operational response: letter from Professor Keith Willett

Professor Keith Willett, EU Exit Strategic Commander and Medical Director for Acute Care and Emergency Preparedness, has written to clinical commissioning group (CCG) and trust chief executives outlining the operational response that NHS England and NHS Improvement are undertaking at a national and regional level in preparation.

Please note the contents of the letter - at present Primary Care providers do not need to take any action following receipt of this letter, however we would ask that they note the appropriate contact details.

Read the letter here: <https://www.england.nhs.uk/publication/eu-exit-operational-response-letter-from-professor-keith-willett/>

8. Q3 Insight Newsletter

The latest (Q3 2018/19) Insight Newsletter, summarising the events reported during the last quarter via Datix, has been uploaded to GPTeamNet and can be [accessed here](#).

The newsletter summarises the number of incidents reported, the themes and some examples of learning outcomes. Please share this information within your practices as appropriate.

An [Insight User Guide](#) has also been published to the useful resources page on GPTeamNet.

9. Dedicated NHS veterans' mental health services for those who have served in the British Armed Forces

The Veterans' Mental Health Transition, Intervention and Liaison Service (TILS) and the Veterans' Mental Health Complex Treatment Service (CTS) are dedicated out-patient services available across England to ensure those who have served their country get the support they need.

- TILS is for those approaching discharge from the military and veterans who are experiencing mental health difficulties.
- CTS is for ex-forces who have military related complex mental health difficulties that have not improved with previous treatment.

Access to both services is via [TILS](#). Individuals can self-refer or ask for a GP or military charity referral.

Please see the attached updated [leaflet](#), which includes a new number for the north of England services.

10. Stericycle: Healthcare Waste Audits

Practices are asked to complete a healthcare pre-acceptance waste audit to comply with the latest waste regulations. This audit has to be carried out every five years as a requirement by the Environmental Agency.

The online waste audit form can be found here at www.srcl-audit.com

If completing a paper copy audit, this can be sent direct to the audits team via email- audits@srcl.com or addressed to *Audits Team, Indigo House, Sussex Avenue, Leeds, LS10 2LF*.

If you require any assistance with registering on the online audit tool, please call customer services on 0333 240 4400.

11. Green Prescription PhD Research (participation request from University of Sheffield) – *please pass on to GPs or anyone who may be interested in responding*

Request from Jake Robinson, PhD Researcher - "An Interdisciplinary Study of Green Prescriptions and the Environment-Microbiome-Health Axis", Department of Landscape, The University of Sheffield

I am inviting GPs to participate in a short questionnaire, which takes approximately **10 minutes** to complete. The results will form part of an important research project to determine the current knowledge and feasibility of **Green Prescribing** - an intervention aimed at helping to reduce non-communicable diseases and mental health issues, similar to social prescribing but focusing on the natural environment.

The questionnaire can be found at the following link: <https://goo.gl/forms/qeuf1b9BBd6bAULh1>

For more information about the research project please see the [Participant Information Sheet](#) that has been uploaded to GPTeamNet.

If you have any questions about the project, please feel free to contact me at jmrobinson3@sheffield.ac.uk

This research has received ethical approval from the Department of Landscape Ethics Committees at the University of Sheffield.

12. Out of Hospital management of urinary tract infections (UTIs) in elderly patients

Health Education England has commissioned an educational film, in collaboration with Public Health England's Primary Care Unit on the treatment of UTIs in older adults for all out of hospital health and social care workers, introducing resources that can be used to diagnose, manage and prevent UTIs in out of hospital settings.

It supports staff to effectively treat older adults with UTIs, supporting existing Public Health England tools – [TARGET UTI leaflet](#) and [UTI diagnostics tool](#) and complements the other short films that we have supported in a collaboration with the PHE Primary Care Unit and TARGET Toolkit. It also promotes 'To Dip or Not to Dip' that aims to improve the management of urinary tract infections in older people in nursing home care.

There is a link to educational resources for health and care workers. There is also a link to practical resources for health and care workers to share with patients and carers.

The film and resources are available on the [e-LfH AMR site](#).

There is also a recently launched HEE film available on [antimicrobial stewardship for GPs](#).

13. Workshop: Is deprescribing happening too late in the patient's journey?

Describing the Deprescribing Decision: the findings of a 3 month audit in palliative care patients.

Taking place on **Monday 25th February 10am – 12.30pm** at Severn Hospice, Bickton Heath, Shrewsbury.

Led by Dr Matt Doré Consultant in Palliative Care Medicine and Prof Derek Willis Consultant in Palliative Care Medicine & Medical Director, Severn Hospice.

A flyer has been uploaded to GPTeamNet and can be [accessed here](#).

To book a place email trishc@severnospice.org.uk

INFORMATION RECENTLY CIRCULATED

- **Formulary and Medicine Management Update – January 2019** (sent from Primary Care – 6 February 2019) – [available on GPTeamNet](#)

- **Time for Care Development Programmes – Productive General Practice Quick Start - new dates: May - July 2019** (sent from Eluned Eagle – 30 January 2019)
- **Local Maternity Services - Update for General Practice** (sent from Primary Care – 29 January 2019) – [available on GPTeamNet](#)
- **Letter to Shropshire GPs - Future Fit Joint Committee decision** (sent from Primary Care – 30 January 2019) – [available on GPTeamNet](#)
- **Split GP Pre-registration Pharmacist Posts** (sent from Halesfield – 29 January 2019)
- **GP Forward View Bulletin - Issue 5** (sent from Halesfield – 29 January)

UPCOMING EVENTS

- **Provider Forum Thursday 14th February** - University Centre Shrewsbury, SY3 8HQ (10am – 12.30pm Provider Forum, 1 – 2.30pm Redcentric Training)
- **E-Referral Workshop Thursday 14th February** – K2, William Farr House, Shrewsbury, SY3 8XL (9.30am – 11.30am)

Educational Calendar - <http://www.shropshireccg.nhs.uk/professional-resources/education/educational-calendar/>

Contact us - SHRCCG.PrimaryCare@nhs.net