

NEW INFORMATION**1. Reminder: 2ww breast referrals**

Please can we ask that practices be sure to mark all 2ww forms for breast that are not 'suspected cancer' as being for the 'symptomatic' route. This will make sure that patients follow the correct pathway when they go to SaTH. Please share this information with relevant staff. Thank you.

2. Changes to the delivery of Optometry Service across Shropshire and Telford and Wrekin

From Monday 1 April 2019 Community Health and Eye Care Limited (CHEC) will be taking over the contract for delivery of a range of optometry services across Shropshire and Telford and Wrekin.

These services include:

- Minor Eye Conditions Service (MECS) (previously known as PEARS)
- Cataract Referral Refinement
- Post-operative Cataract follow up
- Glaucoma Repeat Measures
- Children's Eye Care Scheme

CHEC will now be the single point of referral for these services which can be contacted via telephone or email:

- Telephone: 01772 717167 (Monday to Friday, 9am to 5pm)
- Email: chec.stoptom@nhs.net (please note the email address shared with the first communication was incorrect)

A list of opticians signed up to providing these services has been shared with practices for information and added to [GPTeamNet](#) - any further information received will be forwarded on to practices as soon as possible.

If you have any questions about the service please contact 01772 717167 (Monday to Friday 9am to 5pm) or email info@communityeyecare.org.uk

3. New Dermatology contract awarded

From Monday 1 April 2019 St Michael's Clinic will be taking over the delivery of the community based dermatology service.

This consultant-led dermatology service will provide assessment and treatment for skin disorders and will focus not just on treating skin disorders, but also on raising awareness and understanding of the importance of long-term skin care and the prevention of skin disease, in particular skin cancer.

The Service will be delivered from St Michael's Clinic in Shrewsbury and from Donnington Health Centre in Telford. In addition there will be a clinic in Much Wenlock and another clinic in the north of Shropshire, the location of which is yet to be confirmed.

Referrals should be made via the e-Referrals system to the Referral Assessment Service (RAS) in Shropshire, and via the TRAQS service in Telford and Wrekin.

4. Reminder: Cessation of urine microscopies on catheter urines

As highlighted in the last practice bulletin, sent on 8th March 2019, please note that from 1st April 2019, Microbiology will no longer process catheter urines for urine microscopy, and they will have a culture only.

Please may we request that GP practices do not send urines on asymptomatic patients (unless part of an organism screen e.g. MRSA), and also that the correct urine type is selected when making a request.

For more information please contact the Laboratory:

Deputy Head BMS, Sarah Gilbert, 01743 261161, email sarah.gilbert13@nhs.net

Head BMS, Alan Jackson, 01743 261685, email alan.jackson8@nhs.net

5. Get Active Feel Good programme

Get Active Feel Good, a behaviour change pathway in physical activity, can help your cancer patients to avoid inactivity.

The programme is funded by Lingen Davies Cancer Fund, commissioned by Public Health Shropshire Council, and delivered by Lifestyle Fitness & Physiotherapy.

Get Active Feel Good provides support for all cancer patients, with access to highly trained specialist advisors for support and advice in both increasing physical activity and managing the decline in activity levels, which often accompanies a cancer diagnosis.

Support is offered at all stages for those living with and beyond cancer, including during treatment, recovery, advanced disease, or end of life; the programme is part of Macmillan's 'Living With & Beyond' pathway.

Introducing patients living with cancer to the benefits of physical activity, combating symptoms such as reduced mobility, fatigue, and low mood, the Get Active Feel Good programme looks to establish delivery closer to the patient, providing increased opportunities for patients living with and beyond cancer to benefit from this support.

The Get Active Feel Good referral form is available on EMIS and can be accessed by searching from the EMIS ribbon for "Get Active Feel Good Referral Form (GAFG) V2" or by navigating to the CCG

documents folder in Template Manager / Resource Publisher as follows:

- File path = Emis Orb, Configuration, Template Manager, Documents Templates, CCG Folder, "Get Active Feel Good Referral Form (GAFG) V2"
- File path = Emis Orb, Configuration, Resource Publisher, Documents Templates, CCG folder, "Get Active Feel Good Referral Form (GAFG) V2"

To refer a patient please complete this information and securely send to Lifestyle Fitness (using the below details).

Kim Bebbington 07746 462456

Kim.bebbington@nhs.net

Lifestyle Fitness & Physiotherapy, Bank Farm Road, Shrewsbury, SY3 6DU

6. Register for the National Cancer Diagnosis Audit

Would you like to understand more about how cancers get diagnosed at your practice?

The National Cancer Diagnosis Audit (NCDA) is looking for GPs to submit data on the primary care portion of patient pathways to cancer diagnosis. In turn, the audit team will provide tailored feedback on pathways at your practice, allowing you to evidence good practice and highlight potential opportunities for quality improvement.

In the recently published Five Year Framework for GP Contract Reform, NHS England has committed to 'develop a QOF Quality Improvement module for national use in 2020/21 to help practices and networks understand their own data, and work through what they can do to achieve earlier diagnosis' (section 6.28). Taking part in the audit this year can give practices a head-start by providing valuable insights into pathways to cancer diagnosis.

Audit registration is now open to GP practices in England and data collection will begin in April.

As one GP Participant commented, 'I found the whole process incredibly easy and very informative... It is definitely worth doing and I am planning to do [it] again'.

Find out more and register now at: www.cruk.org/ncda

7. Reasonable Adjustments for People with Learning Disabilities to access health care

Health Education England has commissioned a piece of work to explore how health care services can make reasonable adjustments to enable people with Learning Disabilities to access ordinary health care. We hope this will mean practitioners are more confident in supporting people with Learning Disabilities in community settings, and that individuals with Learning Disabilities enjoy better health.

Keele University are looking for a small group of Mental Health, CAMHS and GPs as well as others across the system who may be aware of some of the current challenges in supporting reasonable adjustments in the community.

More information is available on [GPTeamNet](#).

If you would like to take part in this work please respond directly to Professor Sue Read at s.c.read@keele.ac.uk.

8. Compliments and complaints regarding 111 and 999 services

A Health Professional Feedback (HPF) form, for sending feedback (compliments or concerns) about the 111 (Care UK) service, and a flowchart setting out the complaints process have been added to [GPTeamNet](#).

For feedback about the 999 service, please see links below:

<https://wmas.nhs.uk/contact/compliments-commendations-and-comments/>

<https://wmas.nhs.uk/contact/formal-complaints/>

If GPs have any concerns or queries about these services, please contact Dr Shah, Clinical Lead for the West Midlands Integrated Urgent and Emergency Care Alliance - pir.shah1@nhs.net

9. GP Registrars Support Survey

As with other parts of the country, there are increasing pressures on the GP workforce in Shropshire and Telford. In response to this Shropshire CCG and Telford & Wrekin CCG have developed a number of projects and initiatives which are designed to support current GPs and to develop more diversity in the general practice workforce. In addition, and with an eye to the future, the CCGs are keen to work more closely with the record numbers of registrars on the Shropshire VTS.

To help us understand what support GP registrars in Shropshire may need, the CCG has sent them an email inviting them to complete a short survey which can also be accessed [here](#). The survey takes approximately 5 minutes to complete and has four elements:

- Trainee networking
- Support programmes for newly-qualified GPs
- Future working arrangements for GPs in Shropshire
- Ad hoc support

The closing date is **Friday 5th April at 4pm** and the results will enable the CCG to focus our resources in a way that will benefit GP registrars and make a difference to their working lives.

10. Health Education England campaign to showcase Physician Associates

Health Education England has launched a campaign to showcase the benefits of employing a physician associate in general practice. Physician associates (PAs) are healthcare professionals who are trained in the medical model and can complement the work of GPs and the wider practice team.

Toolkits with newsletter and social media copy aimed at GPs and PAs are available in [GPTeamNet](#) (please [contact the Primary Care Team](#) if you are unable to access these). You can also access images and videos to support the campaign and find out more [here](#).

11. Physician Associates Conference

NHS England are holding a Physician Associates in Primary Care Conference on Thursday 13th June at Keele Hall, Keele University, Staffordshire, ST5 5BE

To reserve your place, please visit the below link to register. Places are limited.

<https://www.eventbrite.co.uk/e/physician-associate-in-primary-care-conference-2019-tickets-55560758725>

Use password PAJune2019

12. New Roles Event

You may recall that we have previously told you about the STP New Roles event which is to take place on 14th May. The event, which will be formally advertised very soon, will be held at the Shrewsbury Town Football Club and will include a number of presentations from local colleagues on some of the new roles for practices. Please hold this date pending further details.

13. NHS England/CCG First5s Event

The CCG is working with the NHS England Medical Directorate to organise an event for ST3 trainees on the Shropshire VTS and GPs in the first five years of their career. The event will be held on 18th June at the Shrewsbury Town Football Club and a formal invite will be sent out shortly, via NHS England. If you have any ST3 and/or First5s in your practice, please let them know about this.

14. Time for Care Programmes – Update

- ***Learning in Action***

Learning in Action: [Quality Improvements Celebration Event](#)

Date and Time: Tuesday 9th April, 1pm – 3pm (registration at 12.45pm)

Location: Wroxeter Hotel, Shrewsbury, SY5 6PH

A final call for bookings was sent out this week to get an idea of numbers - please email Eluned Eagle eluned.eagle@nhs.net or Charmaine Whitehouse Charmaine.whitehouse@nhs.net ASAP if you would like to attend and have not been in touch already.

The event will be showcasing and learning from the development projects a group of Shropshire and Telford & Wrekin Practices have recently completed, and will involve presentations, marketplace and discussion.

This recent work has been completed as part of the national **Time for Care: Learning in Action programme**, a series of 6 local workshop afternoons which ran from September last year and completed in February. They were facilitated by NHE England's Sustainable Improvement Team.

The celebration will include information about similar national case studies and learning about local Practices' improvement journeys, the methods they recommend, the results and changes they have made within their Practices. It will also include discussion on the development and continuation of this work across Shropshire and Telford & Wrekin Practices. Some projects have included: document management, use of extended access appointments for Health Checks, increasing the use of the SurgeryPod, the journey towards working at scale and networks, various projects around appointment management with the aim of greater continuity of care for patients.

- ***Productive General Practice Quick Start***

Productive General Practice (PGP) Quick Start is an **on-site**, hands-on, short term support package for practices which aims to help release time for care and build improvement capability. The next wave is due to run May – July this year.

An engagement meeting was held on 20th March for interested practices; we need a minimum of 8 GP practices for the programme to run.

If you are interested or want more information, and have not been in touch before now, please contact Eluned Eagle eluned.eagle@nhs.net (Mon – Weds) or Laura Kinsey l.kinsey@nhs.net (Thurs & Fri) **by next Monday, 1st April**.

15. Pregabalin and Gabapentin - guidance and patient leaflet

The guidance and patient leaflet regarding the rescheduling of pregabalin and gabapentin has been published and can be found at <https://www.england.nhs.uk/primary-care/pharmacy/controlled-drugs-use-regulations/>. Please share this with your teams.

16. New 'hubs' to provide support for Shropshire children and families from 1st April

Support services for Shropshire families and children will be delivered from six new family hub bases across Shropshire from next Monday (1 April 2019).

The new Early Help Family Hubs will be located at:

- The Centre, Oswestry
- Sunflower House, Shrewsbury
- Crowmoor Centre, Shrewsbury
- Rockspring Centre, Ludlow
- The Youth Centre, Bridgnorth
- Raven House, Market Drayton

A seventh hub is due to open in the Whitchurch area once a suitable location has been found.

These hubs will also be designated Children's Centres and will co-ordinate early help services, providing children, young people and their families with help and support in times of need.

They will bring together family support services, including early childhood services, targeted youth and parenting support, health and voluntary sector partners and local schools.

Early Help family support workers will operate from the hubs and work directly with families in their homes and at local community venues as agreed with the family. They will assist in finding help from different services and provide information, advice and support.

Although some services will be provided directly in hub buildings, the majority will be delivered through local community venues and home visits.

To access support, families can visit an online directory of services, talk to someone they know, such as their children's nursery, school, school nurse or health visitor, or call Shropshire Council on 0345 678 9021.

Once assessed, a family might receive targeted family support in their home, might be supported to access a group or a clinic provided at their local hub or local community venue, or may receive a combination of appropriate support co-ordinated by their allocated support worker.

Agreed by Shropshire Council's Cabinet last September 2018, the move means that children's centre services will be delivered from these six key buildings instead of the previous 26 buildings.

For more information, visit www.shropshire.gov.uk/familyhubs

To read a series of 'questions and answers' about the new hubs and how to access services, [click here](#).

INFORMATION RECENTLY CIRCULATED

- GP Counselling / IAPT FAQs – sent by Primary Care Team on 27 March 2019 (FAQs document available on [GPTeamNet](#))
- Annual Flu Letter – sent by Halesfield on 27 March 2019
- NHS England's review of the administration of cervical screening services - URGENT UPDATE FOR PROVIDERS – sent by Halesfield on 27 March 2019
- GP Cancer Update – sent by Dr Gill Clements on 12 March 2019 (available on [GPTeamNet](#))

- Copy of the Prior Information Notice (PIN) published in relation to the procurement of the Whitehall GP Surgery APMS contract – *sent by the Primary Care Team on 22 March 2019*
- Data Quality Newsletter – *sent by the Primary Care Team on behalf of the CSU on 22 March 2019 (available on GPTeamNet)*
- Info for EMIS practices - Controlled Drugs in EPS – sent by Halesfield on 19 March 2019

UPCOMING EVENTS

- **Regional AF Knowledge Sharing Event** – 9th April 2019, Aston Villa Park, Birmingham
(*information circulated by the Primary Care Team on 20 March*)
- **Learning in Action: Quality Improvements Celebration Event** - 9th April 2019, Wroxeter Hotel, Shrewsbury (see above)
- **STP New Roles event** – 14th May 2019, Shrewsbury Town Football Club (save the date)
- **Physician Associates in Primary Care Conference** – 16th June 2019, Keele Hall, Keele University (see above)
- **NHS England/CCG First5s Event** – 18th June 2019, Shrewsbury Town Football Club (save the date)
- **Nuffield Health Annual Golf Day** - 18th June 2019, Hawkstone Park, Weston-under-Redcastle, Shrewsbury (for more information please contact Charlie Cooper - Healthcare Account Manager, Shrewsbury & Wolverhampton Hospitals, Nuffield Health - charlie.cooper@nuffieldhealth.com)

For more events please refer to the Educational Calendar -

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

Contact us - SHRCCG.PrimaryCare@nhs.net