

*Dear Colleagues*

## CQC

From April 2021, the CQC have announced inspections are set to resume for newly registered practices, practices rated 'inadequate and require improvement' and practices which have breached regulations. As part of the CQCs 'off site' inspection and with the practices permission, the GP Advisers (GP SpA) are undertaking remote access to clinical systems, looking in depth at a variety of clinical searches and reviewing clinical records. Clinical supervision and competency of staff is also high on their agenda.

We have an updated section on our website on the CQC Mythbuster [Updates](#) and will shortly be updating our pre CQC Inspection information. The new inspection regimes still focuses on the KLOEs but also in depth searches particularly around prescribing e.g. DMARDs, high risk drugs, missed diagnosis and LTCs amongst others.

## Clinical Supervision

Everyone would agree that there are enormous benefits for both clinical and educational supervision for individuals and ultimately patients. It creates a safe supportive and non-judgemental space with the emphasis on ensuring people are competent, capable and confident to deliver high quality care and adopt a person centred approach

For further advice re training opportunities and developments in relation to clinical supervision please contact your local training hub, some are running clinical supervisor courses to provide supervision for other practice staff and teams.

[Wessex Primary Care Training Hubs - Working across Wessex \(hee.nhs.uk\)](http://hee.nhs.uk)

[bswtraininghub.nhs.uk](http://bswtraininghub.nhs.uk) – Training Hub

There is also a new e-learning module to support 'core model of supervision for multi professional teams'.  
[Supervision for Multi-Professional Teams - e-Learning for Healthcare \(e-lfh.org.uk\)](http://e-lfh.org.uk)

[Clinical supervision | Health Education England \(hee.nhs.uk\)](http://hee.nhs.uk)

# Travel Vaccinations & Patients Travelling Abroad

Please see the updated [travel](#) section on the LMC website to keep abreast with national developments around the Covid vaccine and the NHS App.

Patient Frequently Asked Questions can be accessed via this [link](#).

The “Vaccination Status Document” is a useful handout for your patients (copy attached).

There has been no official announcements yet as to whether travellers will need to provide evidence that they have had both doses of the Covid vaccine, though it has been suggested that the NHS app could be used as a Covid passport for travel.

The first decision on international travel was made last week when the government announced a ‘traffic light’ system for travel to different destinations. The advice also includes which countries UK residents can travel to without needing to quarantine though it is likely that they will still be required for some countries to undergo a Covid test prior to departure and possibly on return to the UK. You are advised to access the GOV.UK [website](#) for up to date travel advice.

We need to avoid the expectation that people can secure evidence of vaccination or testing by obtaining a letter from their GP practice. The following information for patients will hopefully alleviate the need for them to contact the practice.

Are you travelling abroad and need proof of covid-19 vaccination status ?  
[Gov.uk](#) says GPs cannot provide letters showing your Covid-19 vaccination status.  
These are the current options

Do you have a smartphone or iPad/Tablet ?   You can download the NHS App. Get started here <a href="#">NHSApp</a> There also a <a href="#">YouTube Quick Guide</a> to getting started.	No smartphone or smart device ? No problem...   You can use the NHS App via a computer or laptop. Get Started Here at <a href="#">NHS App Online</a>	• No devices ? • No Internet ? No problem...   From 17 <sup>th</sup> May Call NHS 119 and they will be able to post a letter to you. You will need to provide details of the country you are travelling to for this. See <a href="#">Gov.uk Demonstrating your Covid-19 Status when travelling abroad</a>
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## Travel Advice During Covid

The GOV.UK web [site](#) provides up to date travel advice including:

- Foreign travel advice for each [country](#) (people can sign up for email alerts)
- Travel health advice for travellers [NaTHNaC](#)
- Current GOV.UK “traffic light” [list](#) for travel

## European Health Insurance Card (EHIC)

By law, the NHS ceases to have responsibility for the medical care of patients when they leave the UK. People traveling within Europe (including Switzerland, Norway, Iceland and Liechtenstein) are advised to always carry an authorised European Health Insurance Card (EHIC) and this gives entitlement to reduced cost (and sometimes free) medical treatment.

- The same applies to EU citizens who are in the UK.
- The cards cover pre-existing medical conditions and routine maternity care, as well as emergency care.
- As part of [Brexit](#) the UK and the EU agreed that the EHIC cards can still be used until their expiry dates.

It is anticipated that the government will issue a new Global Health Insurance Card ([GHIC](#)) which will replace the EHIC for the majority of UK citizens. [Healthcare in the EU, Norway, Iceland, Liechtenstein and Switzerland - GOV.UK \(www.gov.uk\)](#)

## PCN Bulletin

The following is taken from this week's PCN bulletin and there is a new link to access the regular GP webinar, please register even if you have registered for previous GP webinars. [Please register by 12pm on 19 May.](#)

### Multilingual versions of pulse oximetry patient video

An NHS video showing people [how to use a pulse oximeter at home](#) is now [available in multiple languages](#) as part of the Health and Care video library. This includes 11 of the most commonly spoken languages in England after English. The video is for people with suspected or confirmed coronavirus, who have been asked to monitor their oxygen levels at home using a pulse oximeter and are being supported by [COVID Oximetry @home](#) or [COVID virtual ward](#) services.

### Every vaccination gives us hope - campaign materials

Distribution of patient-facing materials (e.g. posters and leaflets) for the 'Every vaccination gives us hope' campaign should arrive in pharmacies and GP practices between **Thursday 13 and Tuesday 18 May**. There will be a small number of additional packs that can be ordered via Public Health England's [Campaign Resource Centre](#) from Monday 24 May for any pharmacies and GP practices that have not received a pack.

### Referring patients with minor illness symptoms to a community pharmacist

Practices can refer patients contacting them with minor illness symptoms for a same day consultation with a community pharmacist, using the referral pathway to the Community Pharmacist Consultation Service.

[The RCGP are hosting a webinar](#) on 27 May to explain how the referral pathway works, the benefits to practices and patients and how to start using it, hearing from GPs, practice managers and pharmacists. For more information on the pathway visit the [CPCS Future NHS page](#).

## Mental Health

This is the link to some helpful resources for all NHS staff. [Uplifting resources for the NHS from the NHS - Knowledge and Library Services](#)

### Research to inform staff training for digital delivery in primary care

The focus of the research is to gain a greater understanding of what training currently exists and future learning needs for primary care staff.

#### **What is the purpose of this research?**

*"Your input will help us to understand how best to meet your training needs for delivering remote triage (navigating patients to the right person or place first time and managing problems in the most appropriate way in the right timeframe). This research is particularly focused on the use of online forms, direct messaging (online or SMS) and telephone and video consultations to deliver care remotely. The insights will enable NHS England and NHS Improvement (NHS E/I) to develop a specific training offer for primary care. It will establish specific routes to training delivery that are relevant for all primary care staff (clinical and non-clinical)."*

If you would like to participate please [complete a few details/sign-up](#) to enable us to gain your consent and allocate you to a suitable focus group or interview session.

If you have any questions, please contact Frances Brown: [francesbrown@nightingaledesignresearch.com](mailto:francesbrown@nightingaledesignresearch.com)

## Training

Wessex LMCs continue to run on line training events please take a look at our link for further details of training, webinars and podcast. [Wessex LMCs: Upcoming Events](#)

## Face-to-Face Appointments - LMC Response

NHSE England letter BO497: Updated Standard Operating Procedure (SOP) to support the restoration of General Practice services

Many of you will have seen or heard about the above letter that was issued by NHSE on Thursday evening last week in anticipation of the release of the latest version of the SOP.

This letter was not discussed with the BMA General Practitioners Committee prior to release.

Wessex LMC are shocked by the tone and content of the letter that encourages greater face to face contacts despite the emergence of new variants, the risk to both patients and staff and the need to maintain appropriate infection prevention and control measures.

The full BMA response can be read [here](#).

The contract is clear – you are not obliged to offer a face to face appointment on request. Essential services are delivered in the manner determined by the contractor's practice in discussion with the patient.

If you are:

- Offering patients access to your practice via phone/online and your reception is open
- Offering patients F2F appointments based on your assessment of clinical need following a discussion between clinician and patient
- Offering on-line access to a proportion of your appointments
- Offering a discretionary e-consultation platform, which need only be in core hours, and,
- Providing information about your services via your website

then you are complying with the terms of your contract.

The LMC will now work with the CCGs to try to ensure that common sense prevails locally and that practices continue to offer safe and appropriate patient services on the basis of professional judgement not political whim.

## And Finally ..... The Computer Says!!

I read this at the weekend and thought it might make you smile!

*“A 32 year old man from Liverpool in good health, with no underlying conditions, was surprised to be invited for a Covid vaccine in February. When he asked his doctor why someone his age was being fast tracked, a nurse told him that at 28,000, his BMI classed him as morbidly obese. He answered that he had put on a few pounds in lockdown, but nothing on that scale. It turned out that his height had been noted down as 6.2cms, not the true 6ft 2ins. About the width of a biscuit! His mother’s response, “this should be a wakeup call for you!”*”

*Regards*

*Helene Irvine*

*Practice Nurse Advisor*

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