



## Weekly operational update for local general practice

Thursday, 23 January, 2020

Welcome to Insight, Devon Local Medical Committee's operational update for GPs and practice managers.

### **Child Health Information Service (CHIS) update**

**By Chris Ellis, Operational Head of CHIS South West**

Changes to the PCV immunisation schedule will apply to children born after 1 January 2020 and affects their immunisations at 12 weeks old. This means it will appear on scheduled lists from the week commencing 24 February 2020. The Child Health Information Service (CHIS) will update the scheduling system, but there may initially be some children making appointments for the week commencing 24 February 2020 and soon after who aren't part of the relevant cohort ie they were born before 1 January 2020. As with all changes to the schedule, please ask immunisers to check the child's age carefully to ensure they are part of the correct cohort before immunising.

Earlier this year all practices started to receive a weekly list of children moving into Out of Circulation (OOC) and will soon receive a quarterly update of children still OOC. CHIS would like to thank practices for the updates they have been sending back enabling children's records to be updated or Refusals/No Consent to be put in place. In the next quarter we will start sending practices lists of children whose immunisation scheduling has been Suspended or where Consent has been withdrawn. We would appreciate responses in the same way as for the OOC lists to confirm that these settings are still correct. This is important, since children with a Suspension or with Refusal / No Consent on CHIS will not be invited for immunisations.

The Immunisation List sent from CHIS each week will soon include a column to highlight if a baby is under 6 months and has moved into the area. CHIS place a temporary suspension on scheduling for most children who move in for 35 days to allow time for an immunisation history to be obtained from the previous CHIS. Due to the timescales for rotavirus immunisations, it is not appropriate to delay these younger babies, so they are highlighted to practice nurses for them to check the immunisations history when they see them.

### **Parking permits – exemptions for health and care workers in Devon**

A new parking permit has been introduced to allow health and care workers to park safely on double yellow lines for up to an hour – if no other parking is available – when making home visits to their patients for care or medical related purposes within Devon County Council boundaries. Read more [here](#).

### **Data Protection Officer service**

**By Bex Lovewell, Data Protection Officer, Delt Shared Services**

The Data Protection Officer service is now offered by Delt Shared Services. For practices across Devon, you will be able to request advice and guidance on all data protection related queries. Bex Lovewell will be your named Data Protection Officer when taking up the service.

The service will be provided on behalf, but independently of, Devon Clinical Commissioning Group (CCG). While the service has no direct cost to your organisation, if an alternative Data Protection Officer is used, there is no compensation/funding beyond that of the Delt-provided service.

#### **Signing up to the service:**

All practices who wish to use this service, including practices who used the previous service provided by Sentinel Healthcare, will need to complete an online form to register their practice for the Delt service. Following registration Bex Lovewell will contact you to help ensure a smooth onboarding experience.

Please click [here to register your practice for the service](#).



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### Accessing the service:

#### Existing Delt customers

If you already use Delt for IT support, this will be the same way you already access our services via the online portal <https://deltprod.service-now.com/sp>

- To report a data breach, use the 'Report a Data Breach – Devon Primary Care' request
- To make a request for advice and guidance, use the 'Data Protection Advice and Guidance for Devon Primary Care' request
- Using the portal will allow you to provide all the details we will need to respond to your request, but if you are unable to use the online portal, our Service Desk will be able to log your request for support over the telephone on 01752 304158.

#### Customers new to Delt

Once you have been fully onboarded your practice can use the online portal and this will become your method of making new requests for advice and guidance.

As an interim:

- To log a data breach, email [DeltDPO@nhs.net](mailto:DeltDPO@nhs.net) with the details, and follow-up with a call to 01752 304158.
- To log a request for advice and guidance, email [DeltDPO@nhs.net](mailto:DeltDPO@nhs.net) with the details of your request.
- Using the email will allow you to provide all the details Delt will need to respond to your request. If you are unable to use the online portal, Delt's Service Desk can log your request for support over the telephone on 01752 304158.

Once you have been fully onboarded, Delt will extend use of the online portal to your practice and this will become your method of making new requests. You will be contacted when this is available.

### Get your views on bureaucracy in local general practice heard nationally

Claire Oatway, Chief Operating Officer at Beacon Medical Group, has set up a short survey to capture examples of bureaucracy and red tape that hinder work in local general practice – and is requesting feedback from Devon's GP surgeries. The key findings will be shared with influential figures nationally like Jo Churchill, the Minister for Prevention, Public Health, and Primary Care. You can complete the survey [here](#). It runs until tomorrow (Friday, 24 January).

### Election of CCG Locality Clinic Representatives

The LMC is running an election process on behalf of Devon Clinical Commissioning Group (CCG) for CCG Locality Clinic Representatives in the North, East and West. GPs and Practice Managers were sent information about the process last earlier this month – if you haven't received the material contact [richard.turner@devonlmc.org](mailto:richard.turner@devonlmc.org) for a copy.

### Early cancer diagnosis GP education events

Two education events have been arranged by Cancer Research UK Facilitators and Peninsula Cancer Alliance to update GPs on new developments within the GI cancer pathways and the new vague symptoms pathway.

**Tuesday, 4 February 2020, at Dartington Hall, Totnes TQ9 6EL**

Registration from 6pm. Food and refreshments provided. Register [here](#).

**Thursday, 6 February 2020 at Castle Hill, Filleigh, Barnstaple EX32 0RQ**

Registration from 6pm. Food and refreshments provided. Register [here](#).



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### Flu TIA coding error

NHS Digital has [emailed GP practices](#) about an error with the Seasonal Flu 2019/20 extraction where the codes for patients in under-65 at-risk groups with TIA were inadvertently removed from the business rules. This means these patients are not being included in the payment extraction despite vaccines having been given and coded appropriately. It is anticipated that the number of missed payments will be low, as it is likely most people will have other risk factors that are captured by the current business rules. There will be a single collection in April 2020 for payment in 2020/21.

Practices will need to accept the service offer (as for any other service), when it is made available on the (Calculating Quality Reporting Service) CQRS. Practices are also encouraged to double-check that all patients under 65 with TIA have been offered the flu vaccine this season.

### Core Capabilities Framework for Advanced Clinical Practice Nurses Working in General Practice

Skills for Health has published a new framework which provides a standard and greater clarity on the capabilities for nurses working at the advanced clinical practice level in general practice.

Read more [here](#).

### Primary Care Networks monthly tweet chats

Join Dr Nikki Kanani, Medical Director for Primary Care for NHS England and NHS Improvement (NHSE&I), for her tweet chats to discuss primary care networks (PCNs). Follow the live online discussion on Twitter and ask questions by using the hashtag [#PrimaryCareNetworks](#) or tweet Nikki [@NikkiKF](#) or NHS England [@NHSEngland](#) directly. The next events take place on Tuesday, 11 February, from 8pm-9pm and Tuesday, 10 March, from 8-9pm.

### Top tips for sepsis leads in general practice

The Royal College of General Practitioners (RCGP) has produced useful guidance for general practice sepsis leads. They should:

- Be a senior member of the practice team (either clinical or non-clinical).
- Undertake other roles related to infection prevention control and antimicrobial stewardship as is appropriate.
- Ensure that all members of staff in the practice undertake sepsis learning appropriate to their role.
- Ensure that appropriate sepsis and infection control messages are visible in the practice.
- Support and monitor the use of physiology in the assessment of patients with infection and in the communication of concern to hospital and ambulance services.
- Promote the use of safety netting leaflets for patients within the practice.
- Promote the appropriate vaccination of staff, and patients, particularly vulnerable groups against influenza and other relevant infections.
- Promote and audit antimicrobial prescribing to safeguard against resistance and adverse effects from unrequired medication.
- Develop systems to capture and review sepsis cases within the practice population.
- Lead the practice's response to any outcomes from such review processes that are undertaken either within the practice or locality.

More details can be found on the RCGP website [here](#).



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### **Improving MMR uptake**

GP practices are being sent posters and counter cards to encourage patients to get protected against measles, mumps and rubella by having the MMR vaccination. Further materials are available from Public Health England (PHE) [here](#). This is one of six campaigns agreed as part of this year's GP contract.

### **Practice Manager Salary Survey results**

The results of the national annual Practice Manager Salary Survey – which received more than 750 responses from across the UK – are now available. The average PM salary was £42,602.91 in 2019. Read more [here](#).

### **Setting up a GP practice Facebook page**

Social media can often be a minefield to navigate and managing a Facebook page for your GP practice may be low down on your priority list. But engagement through social media can have a positive impact on your practice and patients. The LMC Buying Group has launched the first in a series of guidance documents to help you get to grips with using social media in your practice. First up, [setting up a Facebook for business page](#).