24 March 2017

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- Mental health PLT
- Healthwatch Lambeth’s mental health reports
- Dr Mark Smith, new Clinical Quality lead
- Healthier You diabetes prevention
- A few moments with Dr Martin Godfrey

Clinical updates and reminders

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- NEW Planned care updates
- SLaM medicines bulletin
- DXS latest
- Phone referrals for CYP eating disorders

Other news

- Bowel screening pilot
- Developments in district nursing
- Pilot for GP access to acute medicine
- Research on low FODMAP diet

Training and Events

- 3rd King’s John Price Paediatric Respiratory conference - 4 Apr
- Orthopaedic workshop - 25 Apr
- Basics of sexual health - 4 & 5 May
- Cancer support training for practice nurses - May-Nov
- Annual clinical update in sexual health - 3 Jun
Proposed changes to prescribing guidance in Lambeth CCG

We will be consulting with patients, local people and other stakeholders in April and May on proposed changes to prescribing guidance around over-the-counter (OTC) medicines, malaria prophylaxis medicines for travel and selected vaccinations for travel. In the meantime, we are actively engaging GPs, pharmacy and PPG Network colleagues. We have written to all Lambeth practices listing the therapeutic areas that will be covered in the consultation.

If the proposals are taken forward following the consultation, we believe they will support us to contain the costs of medicines and contribute to improving the quality of care available to local people by supporting GP time to be focused on those most in need. Our aim is to free up clinician time for people with complex healthcare needs who need more active support to manage their health.

We are currently discussing this at GP locality meetings. To feed in please speak to your practice rep or your GP locality chair.

If you have a Patient Participation Group (PPG) meeting in April or May, let us know – we can provide information and discussion guides.

For questions or a copy of the letter, contact the medicines optimisation team on LAMCCG.medicinesoptimisation@nhs.net or 020 3049 4197.

PLT on mental health - resources available

There was a fantastic turnout at the Protected Learning Time session on 9 March. Chaired by Dr Paul Heenan, our Governing Body lead for mental health, over hundred people attended to hear key areas of learning through use of Virtual Clinics, GP+, and
approaches to managing medically unexplained symptoms.

During the event Soumitra Burnman-Roy asked whether anyone working in general practice would like to get involved in collaboratively developing a framework for ways of working with the Lambeth Collaborative Hub. If this interests you, please contact any of the following people for an informal chat about what might be involved, potential time commitment, etc:

**Soumitra Burman-Roy**  
**Emma Willing**  
**Joiss Soumahoro**

Resources from the session are available here.

**Training support on homelessness for GP receptionists**

Healthy London Partnership launched online training for GP receptionists on dealing with homelessness people and their health. The training has been very well received and a number of Lambeth reception staff have already done the course. Please share the link here with colleagues at your practice [https://www.healthylondon.org/homeless/e-learning](https://www.healthylondon.org/homeless/e-learning)

**Healthwatch Lambeth reports on GP support for mental health problems**

During autumn 2016 Healthwatch Lambeth conducted a series of surveys of GP practices in the borough to report on people’s experiences of talking to their GP about their mental health, the availability of mental health information in waiting rooms and on GP practice websites. The reports were published a couple of weeks ago and were featured in the South London Press along with a response from the CCG.

We spoke to Anna Jones, mental health engagement lead at Healthwatch Lambeth, to find out what they hope the reports will help to achieve. Read more...
Smith

Dr Mark Smith from the Waterloo Health Centre has been appointed as our CCG Clinical Quality Lead. Mark will spend two sessions a week engaging practices to help improve quality and working with the CCG.

Mark is hoping for a bigger focus on engagement among practices, and also wants to look at quality improvement in local care networks, the federations and local trusts.

Mark says, “I see my role as a practical link between day-to-day general practice and the CCG.... giving actual support and making quality improvement meaningful to members on a daily basis.”

You can read the full article here.

Healthier You - at work in Lambeth

Dr Neel Basudev, the CCG’s diabetes lead and Clinical Director at Health Innovation Network (the south London Academic Health Science Network), reports on local progress with the national diabetes programme Healthier You.

Healthier You opened its doors in Lambeth for referrals in September 2016. So far there have been over 360 referrals from 41 practices. However, there are around 10,500 people eligible for the intervention in Lambeth so there is obviously still a long way to go.

Here is some positive feedback from one patient: “Healthier You has definitely helped me to change my lifestyle on a long-term basis. It opens up a lot of things, like when you go shopping, you learn to actually look at the nutritional information on food labels – something I never did before.”

Read the full article here

A few moments with Dr Martin Godfrey, Governing Body member and clinical lead for primary care
"I would like patients who have the most need to have more resources (not just financial ones), allowing them to have a more proactive service which helps them stay out of hospital and have a better quality of life."

Read more here...

**GSTT is growing its own district nurses**

Catherine Pontifex (pictured) is a staff nurse at Guy's and St Thomas' now undertaking district nurse training. She says: “After working on an acute medical ward for 18 years I became employed as a community staff nurse with very little understanding of the skills and expertise that this job involved”. Read more about how the trust is developing the district nursing workforce from within.

**Phone calls to improve bowel cancer screening rates**

A pilot bowel cancer screening project is starting in Lambeth to increase awareness and local uptake of screening, and to provide more detailed information on the reasons behind the borough’s low screening rates. Lambeth has a 41% uptake, compared to the London average 49% and the national target of 60%.

Bowel cancer screening has been shown to reduce mortality from the disease by 16%.

The pilot will be run by Community Links, which has run similar projects across London. It will perform searches for non-responding patients and use trained bilingual health facilitators to phone and discuss bowel cancer screening with them.

The pilot is being offered initially to those practices with the lowest screening rates. Data and local experience from this pilot will be fed back to practices to help with on-going work to increase bowel cancer screening uptake in the borough.

For more information about the pilot contact Katherine Taylor, GP and Population Health Fellow or Russell Don, Service Redesign Manager.

**Planned Care**

We will be providing regular updates on developments and arrangements
for planned care to keep practices informed and aware of how they can use the services best to help patients.

**Minor Eye Conditions Scheme (MECS)**

Do you refer to your local MECS service? Did you know that a large proportion of patients requiring specialist assessment or treatment for eye conditions could be seen in the MECS service, usually within two days of referrals, potentially saving patients a long wait?

**How to refer**

Whilst **MECS is not a walk – in Service**, patients are able to self-refer or can be referred by their GP using the form on the back of the MECS leaflet. There are 10 sites across Lambeth, please refer to the MECS leaflet here [www.lambethccg.nhs.uk/MECS](http://www.lambethccg.nhs.uk/MECS) to see your closest participating optometrist or access the leaflet on DXS. For a full list of participating Optometrists across Lambeth, Southwark and Lewisham, please visit: [www.lsslloc.org](http://www.lsslloc.org)

For more information, please see the **MECS leaflet here**.

**Electronic referral system (ERS)**

- Increasing use of the electronic referral system (e-RS) has become a national priority so we will be supporting practices in Lambeth to make best use of the system over the next 18 months.
- Two leaflets have been produced to help GP practices with some of the basics on ERS: [e-RS Referrer Quick Reference Guide](http://example.com) and [LAM How to e-RS Worklist](http://example.com).
- GSTT have now published all cancer 2 week wait clinics on e-RS for direct GP booking.

If you have any feedback on ERS or would be interested in being more involved, please contact [sylvia.curtis@nhs.net](mailto:sylvia.curtis@nhs.net)

**Cancer – Pan London Suspected Cancer Referral Form**

An audit has been completed across London to assess uptake, data completeness and route of referral for cancer referrals. For Lambeth CCG, 70% of all cancer referrals were sent using the new form which is significantly higher than the London average of 59%. Please keep up the good work and ensure that your practice is using the updated pan London form. The forms can be found on DXS.

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**New posters for Operation Makesafe campaign**

A series of posters to raise awareness of possible child sexual abuse have been designed as part of the on-going Say Something if you See Something campaign. Posters cover a variety of situations that may raise concern for a child's safety.
Telephone referrals for CYP eating disorders

SLaM has been running a very successful telephone referral system for children and young people with eating disorders - 020 3228 2545, Mon-Fri, 9am to 6pm.

NHS England's Commissioning Guidance has given the service a gold standard rating for its ease of access and wide range of evidence-based NICE concordant interventions. Please read the recent letter about how to use the service.

Lambeth pilot for GP access to acute medicine launched

Guy's and St Thomas' Trust (GSTT) has recently launched a pilot to give Lambeth GPs direct telephone access to an acute medicine consultant to discuss whether a patient's admission to hospital can be avoided.

The GP SOP Line is 020 7188 2514, operating Monday to Friday from 11am to 1pm and 4pm to 6pm. This corresponds with the estimated peak activity from GP surgery times. Click here to read more about the pilot.

Research opportunity on low FODMAP diet for IBS patients

GSTT and King's College London are calling on GPs to refer patients with Irritable Bowel Syndrome (IBS) to a research study. The project will be investigating the effect of different education delivery methods (leaflets vs mobile app vs consultation with a dietitian) of the low FODMAP diet on patients with IBS in primary care.

All you need to do is give the research team's contact details to your IBS patients so they can follow up independently.

You can find more information about the study here.
To refer a patient, contact Dr Eirini Dimidi or call her on 020 7848 4552.

**Latest updates on DXS**

Check for news about the system including referrals to the Emergency General Surgery 'Hot' clinic, adding practice staff to Viapath and new and updated DXS content.  
**See newsletter here.**

**Clinical conundrums & hot topics in paediatric respiratory care:**  
**Preconference update course for primary care**

Ahead of the 3rd King's John Price Paediatric Respiratory Conference on 5-6 April, a session especially designed for primary care colleagues takes place on 4 April.

**When – Tuesday 4th April, 9.30am – 16.30pm**

**Where** - Fetal Medicine Research Institute, King’s College Hospital, 16-20 Windsor Walk (next to Denmark Hill station), London, SE5 8BB

**Full agenda and booking details here.**

The event is free to attend but a £50 deposit is required for booking, refundable on attendance.

**Annual Clinical Update in Sexual Health**

**Venue:** Weston Education Centre, King's College Hospital, Cutcombe Road, SE5 9RS

**Date:** Saturday 3rd June 2017

**Time:** Registration from 9.15am, programme 09.55am -15.45pm

**Annual updating day** suitable for all health professional working in the field of sexual and reproductive health, who need to advise patients on a wide range of issues.

The course is recognised by the Faculty of Sexual & Reproductive Healthcare and valid for 5 hours CPD and re-certification of the DFSRH/NDFSRH.

You can book your place at [www.khptp.org.uk](http://www.khptp.org.uk). Please share this link with your colleagues or for more information contact Xara Machmer: [x.machmer@nhs.net](mailto:x.machmer@nhs.net)

**Role changes at Commissioning Support Units**

Mark Creelman, director of South East Commissioning Support Unit, will also take the
role of acting managing director of North East London CSU from 27 March, until a permanent replacement is found. This follows the appointment of the current post holder, Helen Petterson, as Accountable Officer for the five north and central London CCGs from 3 April.

Donations for nursing history exhibition

In October 2017 the RCN Library and Heritage Centre will launch an exhibition and event series titled Hidden in Plain Sight, focusing on diversity in nursing. If you have items that could be included in the exhibition please contact go to www.rcn.org.uk/library/collections.

Multidisciplinary orthopaedic workshop for GPs

GSTT is inviting GPs to a multidisciplinary teaching event on 25 April. Agenda includes:

- common shoulder conditions and examination findings
- hand & wrist

QUALITY ALERT FILE

An example of how change happens when you complete a Quality Alert in Lambeth

**Alert:**

Binfield Road Surgery reported that they received a discharge summary on 3 October 2016 from an A&E attendance on 23 August 2016. In the discharge summary it requested that this child was reviewed within 48 hours, but this was not able to happen as it took six weeks before the practice received the information.

**Action:**

The Kings College Hospital IT team have investigated the issue and the records show that the report was sent on the day of the attendance. There were no errors and no attempts to resend. After further investigation, the Trust realised that unfortunately this patient was registered on their system at a different practice which is why the electronic report sent on 23 August did not reach Binfield Road Surgery. The patient’s GP details have now been updated. The Trust has apologised for any inconvenience this caused.
This event carries 2 CPD points and a certificate of attendance will be given.

Places are limited so please book early. Don’t forget to cancel your booking if you are unable to attend so your place can be allocated to someone else!

**Date:** Tuesday 25 April 7.00 – 8.50pm

**Venue:** Education Centre 75-79 York Road London SE1 7NJ

Light supper will be provided. [Sign up here.](#)

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### Patient Online launches new GP toolkits

The Patient Online programme has refreshed their toolkits to support GP practices, CCGs/CSUs and NHS trusts with the promotion of online services to patients, including booking and cancelling appointments, ordering repeat prescriptions and viewing GP records.

There is also a time saving calculator and a range of fact sheets that covers topics from registering patients to tips for practice nurses.

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### Free safeguarding training available

The Lambeth Safeguarding Children Board has a schedule of free courses for GPs and others in healthcare. [More information here.](#) Bookings should be made through the Learning Pool.

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### News from our partners

- [Lambeth Council](#)
- [NHS England Informed](#)
- [NHS England General Practice](#)
- [NHS England CCG Bulletin](#)
- [Health Innovation Network](#)
- [Healthy London Partnership](#)
- [Our Healthier South East London](#)
- [Healthwatch](#)
- [King’s College Hospital](#)
- [Guy's & St Thomas'](#)
- [King’s Health Partners](#)
- [Guy’s & St Thomas’ Charity](#)
- [NICE Public Involvement Update](#)

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