About this bulletin
To minimise the number of emails sent to practices, NHS England and NHS Improvement – South West is using this weekly bulletin as its main method of communicating with practice managers covering the 350 practices in Bristol, Somerset, North Somerset, South Gloucestershire, Devon, Cornwall and the Isles of Scilly. The bulletins contain important information for practice managers, which might include requests for information and deadlines affecting payments, as well as updates on issues relating to GP contracts. We recognise that CCGs with delegated authority may also issue information to practices regarding their areas of specific responsibility, however, the bulletin remains relevant to the practices in those areas in terms of the public health areas for which NHS England and Improvement remain responsible.

Copies of the bulletins and attachments are available on our website: https://www.england.nhs.uk/south/info-professional/medical/dcis/gp-bulletin/

If you have any questions or wish to provide feedback, please contact the Primary Care Team: england.primarycaremedical@nhs.net

Contents
- Key Deadlines
- Items for all Practices
  - Immunisations for young people in year 10 – letter sent by CHIS
  - Improving flu vaccine uptake
  - Information on Medicines Shortage: Nardil (phenelzine sulfate 15mg tablets)
  - The role of the GP in caring for gender-questioning and transgender patients
  - Sean’s Story – short films for patients & prescribers about opioids & chronic pain
  - Changes to the Friends and Family Test
  - NHS extends staff retention scheme
  - NHS health information available through Amazon’s Alexa
- Items for Bristol, North Somerset and South Gloucestershire Practices Only
  - Pertussis at Bristol Cathedral School
- Items for Somerset Practices Only
  - None
- Items for Devon Practices Only
  - None
- Items for Cornwall and Isles of Scilly Practices only
  - None
Key Deadlines

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CQRS declarations for payment</td>
<td>9th of each month</td>
<td>Via CQRS</td>
</tr>
<tr>
<td>in the same month</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cervical Screening Innovation</td>
<td>Closing date for</td>
<td>Completed proposal form</td>
</tr>
<tr>
<td>Fund</td>
<td>bids – 12th July 2019</td>
<td>should be sent to -</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:england.swscreeningandimms@nhs.net">england.swscreeningandimms@nhs.net</a></td>
</tr>
<tr>
<td>Maternity, paternity,</td>
<td>Last working day of</td>
<td>Via email to</td>
</tr>
<tr>
<td>parental or sickness absence</td>
<td>each month</td>
<td><a href="mailto:england.primarycaremedical@nhs.net">england.primarycaremedical@nhs.net</a></td>
</tr>
<tr>
<td>Register to receive CAS Alerts</td>
<td>by 13 September 2019</td>
<td>Via</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="https://www.cas.mhra.gov.uk/Register.aspx">https://www.cas.mhra.gov.uk/Register.aspx</a></td>
</tr>
</tbody>
</table>

- Items for all Practices

Immunisations for young people in year 10 – letter sent by CHIS

As you will recall on 19 April we alerted practices via the GP bulletin (see attached) that we had introduced a new reminder letter to be sent out by Child Health Information Services (CHIS). The letter advising anyone in year 10 who was recorded as previously unvaccinated on the CHIS, that they could contact their GP surgery for outstanding vaccinations. Young people in year 10 have reached the end of all attempts by school immunisation providers to offer them the routine programme. The immunisations included in the letter are all provided for under catch up arrangements within the GP contract.

We have been notified that young people and families contacting a small number of practices have been advised to contact their school immunisation provider, and/or advised the practice does not offer these vaccinations.

The letter is sent at year 10 for the precise reason that these young people will no longer be offered any additional opportunities by the school immunisation provider from this age forwards. It is not appropriate to redirect these young people to the school immunisation provider.

All practices in our area have contractually signed up to offer these services under core or enhanced service arrangements, depending on the dose and age of the young people, and so we assume that there is a misunderstanding within the practice about the age cut-offs and eligibility for the different programmes. We circulate a school immunisations pathway every year, please contact us on swscreeningandimms@nhs.net if you would like us to forward you a copy for your area.

Could you please ensure that reception and nursing staff are aware that offer of these vaccinations is part of the GP practice service and that young people in receipt of one of these letters should be offered an appointment to ‘catch up’ the relevant vaccination(s).
Please note, as per the GP bulletin, there is a small chance the letter is not correct as the CHIS data is not 100% up to date. If you have details of any previous immunisations on your record that are not shown on the letter you should provide reassurance (and notify the CHIS so the child health record is up to date).

Please feel free to contact us if you have any questions not covered above or in the attached bulletin item. phcontractssouthwest@nhs.net

**Improving flu vaccine uptake**

Please find attached a GP Toolkit which contains ideas and best practice for improving flu vaccination uptake. This document has been produced by the PHE South West Screening & Immunisation Team and includes a summary of information from the national flu immunisation programme letter 2019/20: [https://www.england.nhs.uk/publication/vaccine-ordering-for-2019-20-influenza-season-letters/](https://www.england.nhs.uk/publication/vaccine-ordering-for-2019-20-influenza-season-letters/)

If you would like particular support or guidance from the Screening & Immunisation Team in relation to improving your flu immunisation uptake in the coming flu season, please contact: england.swscreeningandimms@nhs.net

Also attached are template letters from a pilot in the West Midlands that used flu vaccine invitation letters from GPs tailored to specific risk groups. Use of the tailored letters resulted in an increase in uptake in the pilot practices (see findings below). The text within the templates can be copied and pasted into your existing practice letter templates.

Findings from the West Midlands pilot:

<table>
<thead>
<tr>
<th>Cohort</th>
<th>Practices not sending template invite letters</th>
<th>Practices sending template invite letters</th>
<th>Pilot Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>% uptake September 1st - January 31st 2017/18</td>
<td>% uptake September 1st - January 31st 2018/19</td>
<td>% change 2018/19 compared to 2017/18</td>
</tr>
<tr>
<td>Neurological</td>
<td>49.9%</td>
<td>47.3%</td>
<td>-2.6%</td>
</tr>
<tr>
<td>Liver</td>
<td>45.3%</td>
<td>42.8%</td>
<td>-2.5%</td>
</tr>
<tr>
<td>Immunocompromised</td>
<td>53.8%</td>
<td>52.3%</td>
<td>-1.5%</td>
</tr>
<tr>
<td>Pregnant</td>
<td>44.0%</td>
<td>40.7%</td>
<td>-3.3%</td>
</tr>
</tbody>
</table>

**Information on Medicines Shortage: Nardil (phenelzine sulfate 15mg tablets)**

Please be aware that there is an important drug supply issue affecting:

Nardil (phenelzine sulfate) 15mg tablets (MAOI) supply issue
• Kyowa Kirin, the sole supplier of Nardil (phenelzine sulfate) 15mg tablets in the UK, have informed the Department of Health and Social Care that due to manufacturing delays, Nardil will be out of stock from the beginning of August until at least the end of October 2019.
• DHSC have contacted specialist importer companies, who have advised that unlicensed imports can be sourced from abroad.
• UK Medicine Information have also published guidance on management including the need for specialist referral to mental health teams if unlicensed supplies of phenelzine sulfate 15mg tablets are deemed unsuitable: https://www.sps.nhs.uk/articles/shortage-of-phenelzine-15mg-tablets-nardil/

Local Action required:
1. Please share this information with relevant networks locally including GP practices, community pharmacies and community mental health services.
2. For patients who do not have sufficient supplies of Nardil (phenelzine sulfate) 15mg tablets for the duration of the expected out of stock period, clinicians should consider prescribing an unlicensed preparation of phenelzine sulfate 15mg tablets as soon as possible in order to avoid abrupt withdrawal. Clinicians will need to work with local pharmacies to understand more about the specific unlicensed products that can be sourced and associated lead times.
3. In order to minimise the disruption this may cause locally in terms of patients seeking GP appointments, GP practices may want to consider using local IT systems to identify patients who may be impacted by this shortage and to manage these patients by prescribing unlicensed supplies or referring back to a specialist team in good time, where appropriate.
4. Clinicians should refer to the UKMI memo for advice on alternatives: https://www.sps.nhs.uk/articles/shortage-of-phenelzine-15mg-tablets-nardil/

If you have any queries please contact genericmedicineshortages@dhsc.gov.uk

The role of the GP in caring for gender-questioning and transgender patients
The RCGP has published an overview of the main issues facing gender-questioning and transgender patients, general practice and the broader health system. It establishes the RCGP’s position on the role of a GP in providing care to patients experiencing gender dysphoria, the policy principles underpinning this position and recommendations for ensuring these patients receive equal access to the highest standard of care.


Sean's Story – short films for patients & prescribers about opioids & chronic pain
NHS England South West have launched a new patient story Sean’s Story as two short films.

‘Sean’s Story’ tells the story of Sean Jennings from Cornwall who had a hernia operation 25 years ago and ended up suffering chronic pain. For many years Sean was taking opioids which caused a range of side effects and did not alleviate his pain. The film shows
how long-term use of high-dose opioid prescribing had a devastating impact on his quality of life and how subsequent non-drug therapy has been life changing for Sean. Sean now manages his pain without medication.

Two separate editions of Sean’s Story have been produced:
1. For prescribers and clinicians such as GPs, non-medical prescribers, and physiotherapists
2. For patients who suffer from chronic pain and non-clinicians with an interest in this area

For patients:
The film aims to encourage and inspire patients with chronic pain to seek alternatives to prescription opioids to help deal with their condition. Practices are being asked to display this film on their website and waiting room screens.
A patient version is available from this link: https://youtu.be/l17SjDth4pU

For prescribers:
The film is also aimed at medical professionals to encourage them to consider incorporating psychological therapies into their patient’s care when they are prescribing opioids for pain. It aims to highlight the over-medication of some patients and to consider referrals to pain management courses which are widely available. This film can be played to colleagues at events and meetings.
A prescriber version is available from this link: https://youtu.be/BnJHJ9ZlJjY

The resources for prescribes highlighted by Dr Jim Huddy from NHS Kernow CCG are published here: https://www.eclipsesolutions.org/Cornwall/info.aspx?bnfotherid=7

Both films and links to other resources are published on our website: https://www.england.nhs.uk/south/info-professional/safe-use-of-controlled-drugs/opioids/

Please send any feedback to:
Jon Hayhurst jon.hayhurst@nhs.net
Head of Pharmacy, Controlled Drugs Accountable Officer, and Medication Safety Officer (BNSSG, Cornwall & Isles of Scilly, Devon, Dorset, and Somerset)
Medical Directorate, NHS England & NHS Improvement (South West)

Changes to the Friends and Family Test
NHS England has overhauled the friends and family test, the standardised feedback tool used by NHS organisations. Patients will no longer be asked whether they would recommend the service but will be asked instead “Overall, how was your experience of our service?” and asked to select one of six responses. Please see the following link for further details: https://www.england.nhs.uk/publication/announcement-of-forthcoming-changes-to-the-friends-and-family-test-letter-from-dr-neil-churchill/

NHS extends staff retention scheme
The NHS is extending a scheme that has helped keep more than 1000 nurses, midwives and other clinicians in the NHS. A “transfer window” lets staff move within the NHS

**NHS health information available through Amazon's Alexa**
The NHS is collaborating with Amazon to provide reliable health information from the NHS website through voice-assisted technology. [https://www.gov.uk/government/news/nhs-health-information-available-through-amazon-s-alexa](https://www.gov.uk/government/news/nhs-health-information-available-through-amazon-s-alexa)

- **Items for Bristol, North Somerset and South Gloucestershire Practices only**
  **Pertussis at Bristol Cathedral School**
  There has been one confirmed and three probable cases of pertussis infection at Bristol Cathedral School since April this year. The most recent three cases are in Year 7. They have just broken up for the summer, so we have sent warn and inform letters to the parents advising them of signs and symptoms, to seek medical advice if they suspect their children to have whooping cough, advice on exclusion and also to ensure their children and their families (including pregnant women) are up to date with the vaccinations. If children have missed out on their routine vaccinations, then they may be given catch up vaccines as part of the global sum


  All suspected cases should be notified to the Health Protection Team on 0300 303 8162 (option 1, then option 1).

- **Items for Somerset Practices only**
  None

- **Items for Devon Practices only**
  None

- **Items for Cornwall and Isles of Scilly Practices only**
  None