Date 8\textsuperscript{th} November 2019 / Issue 341

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

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### Key Deadlines

<table>
<thead>
<tr>
<th>CQRS declarations for payment in the same month</th>
<th>9(^{th}) of each month</th>
<th>Via CQRS</th>
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<td>Maternity, paternity, parental or sickness absence</td>
<td>Last working day of each month</td>
<td>Via email to <a href="mailto:england.primarycaremedical@nhs.net">england.primarycaremedical@nhs.net</a></td>
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- **Items for all Practices**

**A Guide to Managing Medicines Supply and Shortages**

NHS England has published a guide for pharmacists and other NHS professionals to manage the supply of medicines including shortages. It details management structures, escalation processes and communication routes for medicines supply issues.


**SSP on fluoxetine 40mg extended to 20 November**

On behalf of DHSC this information regarding the extension of the SSP on fluoxetine 40mg is being cascaded to **ALL GP Practices in England**.

Please be aware that the Serious Shortage Protocol for fluoxetine 40mg capsules (SSP03) is being varied to extend the end date, which was previously 11 November 2019.

The revised end date for this SSP is now **20 November 2019**.

If you have any questions regarding the SSPs please contact the NHS Prescription Service:

Email: nhsbsa.prescriptionservices@nhsbsa.nhs.uk
Telephone: 0300 330 1349
Textphone: 18001 0300 330 1349

To access the latest information about SSPs (including supporting guidance), please visit the following link – [https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/serious-shortage-protocols-ssps”](https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/serious-shortage-protocols-ssps”)

Please be aware this communication is also being circulated separately onto All community pharmacies in England.
Reminder to upload seasonal influenza vaccine uptake for patients and frontline healthcare workers

Please be reminded that the Immform survey is now open for submitting your patient flu vaccine uptake data. This current collection period runs from 1st November to 15th November and should include all flu immunisations given between 1st September and 31st October 2019 inclusive. See the collection schedule below:

The majority of practices upload data via an automatic extraction, however it is still important that you log on to Immform after the ‘GP system Supplier Submit End Date’ on 11th November to ensure that your automatic data extraction has been successful and that your IT supplier has submitted your data on your behalf. Any practices who have not uploaded data automatically will have until Friday 15th November to upload data manually.

You should also record your GP practice staff flu vaccine uptake data. You only need to do this once you have completed your staff immunisation offer. This data needs to be submitted manually.


More information can be found on the ‘News’ pages of the Flu section of Immform https://portal.immform.dh.gov.uk

If you are experiencing issues, in the first instance please contact your IT supplier (for automatic extractions) or Immform (0844 376 0040) for practical help with data submissions. Immunisation queries to england.swscreeningandimms@nhs.net.

Guidance on Patient Access to Records Online

NHS England and the General Practitioners Committee (GPC) of the BMA has published guidance to support GP practices to provide online access to patient records, subject to existing safeguards for vulnerable groups and technical considerations.

https://www.england.nhs.uk/publication/patient-access-to-records-online-prospective-record-access/
The Transfer of Excess QIV and LAIV Flu Vaccine Stock Between Providers
Please find attached a letter explaining that the MHRA has confirmed that it would not prevent the transfer of flu vaccines QIV for under 65s and LAIV for Children between providers under the given circumstance of ‘in short supply’ or ‘no supply’ available.

Childhood (nasal spray) flu vaccine supplies for GPs and School immunisation services
Please see attached letter detailing the delay to Childhood (nasal spray) flu vaccine supplies for GPs and School immunisation services and prioritisation process for at risk patients in general practice. Questions to england.swscreeningandimms@nhs.net

PHE Briefing note 2019/44: Legionella infection in infants with domestic humidifier exposure
Please see attached briefing note ‘Infant-Legionella-and-humidifiers-2019-044’

- Items for Bristol, North Somerset and South Gloucestershire Practices only
  None

- Items for Somerset Practices only
  None

- Items for Devon Practices only
  None

- Items for Cornwall and Isles of Scilly Practices only

Quality Improvement Domains for QOF 2019/20
This is a reminder to all GP Practices in Cornwall and the Isles of Scilly that QOF has changed this year and now includes two Quality Improvement Domain that account for 37 points each – totally 74 points in all and so is a considerable proportion of the QOF points available. Full QOF Guidance is available (see p, 96 for patient safety and 106 for EOL in this link: https://www.england.nhs.uk/wp-content/uploads/2019/05/gms-contract-qof-guidance-april-2019.pdf).

To qualify for these points each practice will have to demonstrate that it has participated in the two Quality Improvement areas. If you have not already started this work please give it some priority soon as you may find you run out of time, all work must be concluded by 31 March 2020.

For End of Life Practices will need to:
- Evaluate the current quality of their end of life care and identify areas for improvement – this would usually include a retrospective death audit, and
• Identify quality improvement activities and set improvement goals to improve performance and
• Implement the improvement plan, and
• Participate in a minimum of 2 GP network peer (PCN) review meetings, and
• Complete the QI monitoring template in relation to this module.

For Patient Safety Practice will need to:
• Reduce the rate of potentially hazardous prescribing, with a focus upon the safer use of non-steroidal anti-inflammatory drugs (NSAIDs) in patients at significant risk of complications such as gastro-intestinal bleeding, and
• Better monitoring of potentially toxic medications and the creation of safe systems to support drug monitoring through a focus upon lithium prescribing (or another agreed medication if no patients on the registered list are currently being prescribed lithium), and
• Better engagement of patients with their medication through a focus upon valproate and pregnancy prevention, and
• Improve collaboration between practices, networks and community pharmacists to share learning and improve systems to reduce harm and improve safety.

Kernow CCG are keen to support this work and practices. Please see an item in the Kernow GP Bulletin on 2 October which provides guidance and support on End of Life QI. The Medicines Optimisation Team are also supporting practices to achieve the patient safety QI elements.

GMS contractual reminder to support improvements in the registration of individuals leaving the secure residential estate
The NHS England Standard GMS Contract 2017/18 (page 64) sets out information for GPs on registering individuals prior to their release from the secure residential estate (such as prisons, young offender institutions, immigration removal centres and secure training centres). This has now been implemented and is intended to help these individuals maintain continuity of care, avoid unplanned emergency admissions to hospital, and support their rehabilitation. Such individuals can also be initially reluctant to register with their GP practice post-release. To support with registering patients prior to their release, CCGs should be aware that practices have been asked to update their procedures and follow this improved process. Visit NHS England’s website for further information.

Translation and Interpretation services
This is a reminder that Language Empire is now the provider for:
• Spoken face-to-face interpreting
• Telephone interpreting
• Translation/transcription services

The service provided by Language Empire does not include British Sign Language (BSL), the current BSL providers will continue to provide this service.
In order to book, manage, track, or cancel a linguist request, please sign into Language Empire’s online LE-LSM portal - https://www.language-empire.net/site/index.html

You can also find helpful service support materials and additional information on the Language Empire site, such as:

- How to Request Language Services
- On Demand Telephone Access Cards
- How to Request Translation Services
- Best Practice Guides for Using Interpreters
- Language ID Charts

You should now have received individual communications from Language Empire, via an email to the Practice Manager, providing you with the Practice specific username and password required for accessing the services.

Please note that when using the on demand telephone interpreting service (0330 20 20 345), your call will be answered by an operator who will ask a few questions:

- Your 8 digit access code?
- The language you require?
- Where you are calling from?
- Your name?
- Do you require a third party dial out?

You will then be connected to an interpreter.

If you have any questions in regards to the services, please do not hesitate to contact us at england.primarycaremedical@nhs.net, or Language Empire who are available 24 hours a day, 7 days a week on a dedicated customer services telephone line and email:

Email: bookings@empire-groupuk.com
Telephone: 0330 20 20 270

Winter Plans and Arrangements for Primary Medical Care Services during the Christmas and New Year Period

Please see attached a letter about winter plans and arrangements for Primary Medical Care Services during the Christmas and New Year period.