



**Issue 100/Wednesday 22 September 2021**

This is the latest round-up of information for GP practices, produced by South East London CCG. Should you have any questions or need advice, contact your local borough primary care team in the first instance; they will escalate anything they can't resolve to south east London's Coronavirus co-ordination centre.

Please check for any borough-specific information, which will be attached to this bulletin by your borough primary care commissioning team.

## COVID-19

### **National Booking Service live for Covid-19 booster vaccinations**

On the morning of Monday 20 September, the National Booking Service ([www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) and 119) went live allowing eligible people to book their Covid-19 booster vaccine appointments in vaccine sites that are on the NBS.

Text messages and letters will start to be sent out to eligible people from the morning of Monday 20 September and throughout this week in a phased way.

As this will be phased, people will only be able to book once they are invited. For people that aren't invited to book on NBS straight away, or where they haven't been contacted and booked through another service, they will be contacted and able to book in the near future.

PCN and hospital hub sites should proceed in line with [advice sent out on 15 September](#).

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### **COVID-19 staff testing and reporting**

Regular antigen testing of all practice staff is critical to protect staff and patients and slow the spread of Covid-19. Staff testing is vital - even after vaccination. ALL test results regardless of outcome must be reported. Find out more [here](#) in our weekly update.

## GP updates

### Update - Becton Dickinson blood tubes

- **For practices in Bexley, Greenwich, Lambeth, Lewisham and Southwark**

We have been advised by NHS England that routine blood tests can now start to be ordered again. Whilst this is welcome news, we need to ensure that increases in blood test requests are phased over a period of 8 weeks to ensure that stock levels remain adequate, and that we do not overwhelm phlebotomy services. We would therefore request that:

- Where practices have a backlog of blood tests that need to be requested, that these get sent off over the course of the next 2-3 weeks and not in one go.
- For new non-urgent blood tests, please advise patients not to book tests for a few weeks. This is to even out requests, and to make sure that patients who have been waiting longest are not disadvantaged
- Urgent blood tests should continue to be processed as normal
- Note guidance that NHSE have sent out on best practice around requesting blood tests

We would like to thank you again for your assistance in reducing the volume of blood tests over the last few weeks – it has been hugely appreciated.

- **For practices in Bromley only (due to local IT system requirements)**

We have been advised by NHS England that routine blood tests can now start to be ordered again. Whilst this is welcome news, we need to ensure that increases in blood test requests are phased over a period of 8 weeks to ensure that stock levels remain adequate, and that we do not overwhelm phlebotomy services. We would therefore request that:

- Where practices have a backlog of routine blood tests, we will facilitate a prioritised recall process in conjunction with BGPA and BHC. **Practice Managers: please complete the form [here](#) to confirm how this process should work for your practice.** The backlog will be invited over the course of the next 2-3 weeks and not in one go.
- For new non-urgent blood tests, please continue to use the EMIS Protocol for now so patients can be recalled according to clinical priority and waiting times. This is to even out requests, and to make sure that patients who have been waiting longest are not disadvantaged.
- Urgent blood tests should continue to be processed as normal.
- Note **guidance** that NHSE have sent out on best practice around requesting blood tests is attached for information

We would like to thank you again for your assistance in reducing the volume of blood tests over the last few weeks – it has been hugely appreciated. For updates on the latest situation with this matter, please see the Practice Zone page [here](#).

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### Streatham Hill Sexual Health Centre walk-in service for under 18s

Streatham Hill Sexual Health Centre is now offering a walk-in service for patients under 18 to access sexual health and wellbeing care. They provide a full range of contraception options, treatments and signposting services. The clinic is run on Wednesdays from 1pm to 6pm, with no appointment necessary.

If you have any age-appropriate patients, please feel free to direct them to this service.

There is a [poster](#) which can be downloaded for display in GP services.

For queries, please contact [SRHSignpostingTeam@gstt.nhs.uk](mailto:SRHSignpostingTeam@gstt.nhs.uk)

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## Ardens Training

Following on from the recent sign up for Ardens for EMIS Web for all SEL practices, we would like to make you aware of the training and support available for your practice.

In first instance, we recommend practices access our online training resources to give you a head start on using the Ardens EMIS resources:

- [For clinical staff](#)
- [For admin staff](#)

Further practice-level training is available for those practices yet to book in. This is a 4-hour training session, delivered via Microsoft Teams, broken down by the following staff groups:

- [Practice Management Team](#)
- [Nurses and HCAs](#)
- [GPs and ANPs](#) (including Pharmacists)
- [Reception and Admin](#)

To discuss further training and to book your practice-level training. Please contact [training-emis@ardens.org.uk](mailto:training-emis@ardens.org.uk).

Please note we also run a support desk, with a dedicated Product Specialist on call Monday-Friday 9-5pm. Please email [support-emis@ardens.org.uk](mailto:support-emis@ardens.org.uk) with any queries you may have or contact 01725 762062.

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## Bromley wins top accolade for health and care in national awards

Bromley was announced winner of the 'Health and Care Integration Award' at the finals of the prestigious MJ Achievement Awards on Friday 17 September 2021.

Two health and care initiatives developed in Bromley received national recognition in the awards: the improved way residents leave hospital and receive the help they need to recover; and the wide-ranging support given to the borough's care homes during the Covid-19 pandemic.

Read the full story [here](#).

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## For action - Data Security and Protection Toolkit assertions

The Data Security and Protection Toolkit (DSPT) for 2021-22 is now available on the NHS Digital on-line portal. It is a good time to start reviewing some of the assertions to help make the completion easier throughout the year. Find more information [here](#).

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## **Maudsley Centre for Child and Adolescent Eating Disorders (MCCAED) has temporarily suspended self-referrals for six months**

The Maudsley Centre for Child and Adolescent Eating Disorders (MCCAED) has temporarily suspended self-referrals for six months, due to an unprecedented increase in referrals since the pandemic began. This increase mirrors national trends in eating disorder referral rates. MCCAED was one of the few services nationally to offer self-referrals. There are no other changes to MCCAED's referral criteria. The service plans to reinstate self-referrals as soon as demand and capacity allow. The position will be reviewed in February 2022.

In the meantime, MCCAED will continue to accept referrals from GPs, schools, and other professionals for children and adolescents, up to the age of 18, who have GPs in the following boroughs: Bexley, Bromley, Greenwich, Croydon, Lambeth, Lewisham and Southwark.

All referrals to the service should be made using the MCCAED online referral form: <https://mccaed.slam.nhs.uk/professionals/make-a-referral/>.

Further information about MCCAED can be found at: <https://mccaed.slam.nhs.uk>

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## **Reminder - Incidents in General Practice – change to logging procedure**

All incidents in primary care should be logged on Learning from Patient Safety Events (LFPSE), a new system rolled out from July 2021. This will replace the previous National Reporting and Learning System (NRLS).

LFPSE service is a centralised system for the recording and analysis of patient safety events in healthcare, previously known as Patient Safety Incident Management System (PSIMS).

All healthcare staff in England, including those working in primary care, are encouraged to use the system (instead of NRLS e-forms) to record any events where:

- a patient was harmed, or could have been harmed
- there has been a poor outcome but it is not yet clear whether an incident contributed or not
- risks to patient safety in the future have been identified
- good care has been delivered that could be learned from to improve patient safety.

Healthcare staff can [register for a LFPSE account](#) via the web-based service. Details of patient safety events can then be submitted to LFPSE by completing a responsive online form.

Further information can be found [here](#).

For any queries, contact [selccg.qualityalerts@nhs.net](mailto:selccg.qualityalerts@nhs.net).

## **Information from Acute Providers**

### **Consultant Connect advice line for General Paediatrics – service extends hours**

From 1 July 2021, the advice line at Guy's and St Thomas' will be available from 9:00 to 19:00, Monday to Friday. Please call for urgent advice. Non-urgent advice is available via ERS or through your PCN child health team.

## Cancer updates

### Updated - South East London Cancer Alliance

Please find below a link to the latest version of the update, which also includes FAQs for primary care on cancer services in south east London to support GPs and patients during the pandemic.

[Cancer updates for GPs \(22 September 2021\)](#)

### Urgent action is needed by all Cervical Cancer Screening Sample takers in SEL

Trainee sample takers are reminded that the trainee code is only viable for nine months after taking the theoretic course and that an assessor needs to sign off competence once 20 supervised/unsupervised samples have been taken, so that you can be issued with a permanent code. There have recently been a number of incidents where sample takers have not completed their training and have gone on to take samples using their trainee code.

Please remember to make sure your sample taker code is clearly written on all request forms, or the sample may be reported as inadequate and will need to be repeated.

Further information is available [here](#).

Any queries should be sent to [csl.cstd@nhs.net](mailto:csl.cstd@nhs.net)

## Online seminars, webinars and e-Learning

### Sharing the learning from community wellness dialogues with community pharmacists

Community pharmacists held a series of online and live discussions with people from Black African and Black Caribbean communities across south east London throughout August to discuss how to self-care and improve wellness and explain the role of community pharmacy in helping people look after their own health, as part of promoting confidence in the Covid vaccine. This session will share the findings and explore and discuss what was learnt from this approach about the potential of community pharmacists in engaging with their communities to support wellness at a local level.

**Tuesday 28 September – 14.00 to 15.00**

Join the session on Zoom [here](#).

More information and contact details available [here](#).

### COVID-19 vaccine equalities: vaccine confidence and take-up in children in Cohort 13

Frontline teams share their practice for vaccinating children aged 12 and over. The session will cover lessons learned, tips and insights into boosting vaccine confidence and take-up, and culminate with a panel discussion and Q&A.

**Thursday 23 September – 13.00 to 14.00.** Register [here](#).

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## **Online course - KHP Respiratory Partnership's Primary Care: Asthma, COPD and can patients have both?**

**Tuesday 19 October 2021 - 13:00 to 16:30.** Further information and book [here](#).

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## **Launch of the London General Practice Access Guide and webinars**

[The London General Practice Access Guide and the supporting London General Practice Access Manual](#) have been created to support general practices manage current access pressures.

Healthy London Partnership are running webinars during September and October 2021 which will cover each of the main chapters. The webinars are aimed at local practice teams and will support consideration into local access improvement projects.

- Recording of webinar 1 from 15 September: Introduction to the General Practice Access Guide & an effective access system, [click here to view the recording](#)
- Webinar 2: Engaging with patients and communities to develop an access offer that addresses inequalities - **Wednesday 22 September – 17.00 to 18.00**
- Webinar 3: Achieving team happiness and effectiveness through good access - **Wednesday 29 September – 17.00 to 18.00**
- Webinar 4: How to make local services work best for your patients - **Wednesday 6 October – 17.00 to 18.00**
- Webinar 5: The key ingredients for access improvement - **Wednesday 13 October- 17.00 to 18.00**

For further details, including how to register, please click [here](#).

If you have any queries, contact the Transforming Primary Care team at [england.londonprimarycaretransformation@nhs.net](mailto:england.londonprimarycaretransformation@nhs.net).

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## **British Menopause Society - Virtual Women's Health Meeting Programme**

A series of pre-recorded lecture videos are available from 26 October to November 2021.

Live Zoom Q&A webinar: **Wednesday 3 November 2021 – 16.00 to 17.30.**

Find the full programme and details on how to attend [here](#).

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## **Reminder - #AskaboutAsthma 2021 – CYP webinars**

Please register [here](#) for the main virtual conference on **Thursday 23 September**.

For more information visit [website](#).

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## Webinar – Accessing Dermatology Advice and Guidance via PhotoSAF

SEL CCG will be running a webinar on how to use the PhotoSAF feature in the Consultant Connect app to get rapid dermatology advice and guidance from Consultant Dermatologists at GSTT. This session is open to all primary care clinicians, regardless of whether you have used PhotoSAF before. There will be a live demonstration of how to use PhotoSAF, a chance to hear from a Consultant Dermatologist and an opportunity to ask question about the service.

**Tuesday 5 October – 13.00 to 13.30.**

Register [here](#).

If you are unable to make the webinar, you can still register your place to automatically receive a copy of the webinar recording.

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## Training – Data Security and Protection Toolkit

NEL CSU IG are holding training sessions to provide additional knowledge and skills in relation to the Data Security and Protection Toolkit (DSPT).

Training dates available as follows:

- Information Asset Register (IAR)/Information Asset Owner (IAO) Training: **29 November - 12:00 to 13:00**
- Caldicott Training: **9 December - 13:30 to 15:00**

To book, please contact [nelcsu.information-governance@nhs.net](mailto:nelcsu.information-governance@nhs.net)

## Resources

### Health and Social Care Workers Winter Vaccinations Campaign

NHSE/I printed materials for the Health and Social Care Workers Winter Vaccinations campaign (flu and COVID-19 Booster) are now available to pre-order and will be delivered in early October. To order printed materials please click [here](#). Digital versions of these campaign assets will be available for download week commencing 20 September. In the interim, to support systems and providers with communicating the importance of getting the flu vaccination to NHS staff, downloadable flu assets are available on the [Campaign Resource Centre](#).

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### New coronavirus resources available now

New communications assets available for the '[COVID-19 Response: Autumn and Winter Plan 2021](#)' campaign. There are also new resources for '[Schools](#)', '[University Students](#)', and '[Community Testing](#)' campaigns on the Campaigns Resource Centre.

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## World Mental Health Day 10 October

To mark World Mental Health Day 2021, Thrive LDN is holding a festival of activities co-developed with young Londoners called [Never Alone LDN](#). They have also produced a [communications toolkit](#) with a range of digital assets such as social media posts

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