

NHS South East London update to GP practices

Issue 144 / Thursday 28 July 2022

This is the latest round-up of information for GP practices, produced by NHS South East London. Should you have any questions or need advice, contact your local borough primary care team in the first instance. Please check for any borough-specific information, which will be attached to this bulletin by your borough primary care commissioning team.

GP Updates

From GSTT - Update for primary care regarding ongoing IT disruption

This note is to provide you with a further update on the ongoing IT incident at Guy's and St Thomas' NHS Foundation Trust. Staff across the Trust are working tirelessly to minimise the impact on patient care and to restore services as quickly as possible.

In the meantime the following updates apply:

- Discharge summaries will be posted out to GPs but may take longer to arrive than expected. Copies of discharge summaries have been given to patients upon discharge.
- The Local Care Record will be fully updated once all of our systems are fully active and data from the downtime is reconciled where appropriate.
- Outbound letters (discharge summaries, clinic letters, etc) will go back onto normal digital systems once they are restored.
- All GP ordering for imaging is back to BAU for all modalities. Please can GPs be made aware that there will be delays in their patients scans being booked whilst we work through the backlogs and check that nothing has been missed.
- We will provide further updates as the situation evolves.

General updates are also being provided via social media and the Trust websites.

Viapath update: Southwark & Lambeth Practices Using GSTT Laboratories (28 July 2022)

You will be aware of the recent disruption to IT systems at Guy's and St Thomas' NHS Foundation Trust (GSTT), which has impacted on Viapath's ability to both accept requests and issue results for pathology testing electronically.

We are pleased to inform you that significant progress has been made by the Trust's IT team in recent days, meaning the tQuest system for ordering pathology tests electronically is now back online and available for GP practices to use. All recent restrictions that have been in place on pathology tests, including for microbiology, are now lifted and samples can be accepted as normal.

From today (Thursday 28 July), all pathology test orders – both routine and urgent – should be submitted electronically via tQuest in the normal way.

We also expect to be in a position to resume issuing pathology results to you electronically very soon. There is likely to be a significant number of results dating back to 19 July and it may take several days

for these to come though. Once electronic reports are being transmitted reliably, we will stop sending paper copies to you.

Please note that electronic reports will be duplicates of the paper reports from 19 July up until the time we stop sending paper reports - we apologise for any inconvenience this will cause.

London Urgent Care Plan is live in London

The Urgent Care Plan (UCP) went live on 27th July 2022. This replaces the Coordinate My Care service. All care plans previously documented in CMC have been successfully migrated to the new UCP. Please read the full update, which includes support details, [here](#).

Supply issues with Ozempic 0.25mg weekly injections

Novo Nordisk (the manufacturers of semaglutide (Ozempic®)) have advised that the Ozempic 0.25mg weekly injections are currently out of stock. They have advised us that the stock issues are due to increased demand. We do not have a timeframe of when the Ozempic 0.25mg weekly injections will be back in stock. We are not aware of any stock issues of the Ozempic 0.5mg weekly or 1mg weekly injections at this current time.

Recommendations for patients who are already prescribed Ozempic 0.25mg weekly:

- **Please identify patients and contact the initiating team for advice.** Potential alternatives may include:
 - Increasing the dose to Ozempic 0.5mg weekly if clinically appropriate and in line with the [SEL GLP-1 analogue pathway](#)
 - For those that are unable to tolerate/are not suitable for a higher dose, a switch to an alternative GLP-1 analogue may be considered. Please refer to the [SEL GLP-1 analogue pathway](#) for further information

Recommendations for patients who are starting GLP-1 analogue therapy:

At this current time, please do not initiate Ozempic for new patients. Please refer to the [SEL GLP-1 analogue pathway](#) for alternative GLP-1 analogue preparations.

In case of any queries, Novo Nordisk's Medical Information Team can be contacted on [0800 023 2573](tel:0800 023 2573).

Serious Shortage Protocol (SSP) issued for Combisal® (Fluticasone 125microgram / Salmeterol 25microgram) pressurised metered dose inhaler

The SSP will enable community pharmacists in England and Wales to supply patients with Fluticasone 125microgram/Salmeterol 25microgram pressurised metered dose inhaler. It came into effect on 22 July 2022 and is currently due to expire on 19 August 2022. Please see the following [link](#) for further information and supporting guidance. Please note that endorsement guidance for this SSP is currently being finalised and will be added to the BSA website as soon as it is ready.

Please contact the NHS Prescription Service (nhsbsa.prescriptionservices@nhsbsa.nhs.uk) for any further queries.

Drug Safety Alert: Class 4 Medicine Defect information for Novorapid Flextouch 100units/ml, Saxenda Flextouch 6mg/ml

Novo Nordisk Ltd have informed MHRA of a device defect which is affecting specific batches of Novorapid Flextouch 100units/ml and Saxenda Flextouch 6mg/ml. Affected batches won't allow users to set a dose as the dose selector will spin freely and no click will be heard. Please see the [link](#) for further information, and advice on action to take.

Viapath update

New test requests

Over the last few months, we have had requests to add urine metanephrines and 24-hour urine Na/K to the test catalogue. The decision to add new tests cannot be made in isolation by the ICS - we need to engage with other key parties such as Viapath and the Pathology Business Unit. Further to a formal discussion at the Pathology User Group on 16 July 2022, it was decided that it would not be appropriate for these tests to be made available on the GP direct access catalogue. This is because if you are suspecting a condition or conditions (e.g. pheochromocytoma) that require these tests to aid diagnoses, a secondary care referral is recommended.

Guarding against low potassium

Further to the update last week about low potassium in blood samples linked to extreme hot weather, Viapath has identified those sites most affected and contacted them individually via its Medical Director. In addition, Viapath visited the Bexley community phlebotomy sites to provide support and help with sample storage. Viapath has also been working with its courier, CitySprint, to protect samples as far as possible once they have been collected. Temperature loggers have been installed in courier vehicles and the use of insulated containers to store samples for transit is also being investigated. More information will be provided once it is available.

Potassium reference range changes

Viapath has announced a change to the serum potassium service at King's College Hospital and Princess Royal University Hospital. Effective from Monday 25 July, the reference range for serum potassium is being changed from 3.5-5.0 mmol/L to **3.5-5.3 mmol/L**.* The new reference range aligns the potassium reference range at both sites with those recommended by the Pathology Harmony Group, so that UK laboratories can move towards using a single nationally agreed reference range for serum potassium. Adopting it will help prevent patients from having their results flagged as normal by some of their care providers, and abnormal by others. The new reference range is also more appropriate for the potassium results observed in the local healthy population.

Please ensure all relevant practice staff are aware of the change. Any further queries should be raised with Viapath Pathology Support Services on 0204 513 7300 or customerservices@viapath.org.

**There is no change for practices served by Guy's and St Thomas' Hospital at this time, due to IT reasons.*

Offering patients access to their future health information

Please read NHSE letter to GPs [here](#), (21 July) which includes information about the work to allow patients to digitally access their future health records. This follows [NHS Digital](#) announcement of current implementation date of 1st November.

CESEL Clinical Lead (Greenwich)

Clinical Effectiveness South-east London (CESEL) are seeking to recruit a Greenwich primary care clinician (e.g. GP, nurse), passionate about quality improvement, and looking for a new challenge.

Details of the post and how to apply can be found [here](#). Closing date: 12.00 Tuesday 9 August.

To arrange an informal chat about the role, please email nick.harris@Selondonics.nhs.uk or nupur.yojarajah@nhs.net

Letter from London Asthma Leadership and Implementation Group - Near miss with home nebuliser

Please see attached letter regarding a near-miss with a home nebuliser [here](#). The attached case study provides more information about the context, analysis and some supportive information [here](#).

Quality Alerts – You said, we did

Please read the July edition [here](#).

Flexible staffing pool via Lantum

In order to support our SEL practices and PCNs, we have commissioned a flexible staffing pool solution via Lantum. Each practice and PCN will be given a license to enable them to advertise sessions, initially for GPs, but widening to all clinical and non-clinical staffing groups. This will be an ideal tool for PCNs to use to fill their enhanced access rota in addition to practices advertising traditional locum sessions. You are able to register to receive notifications for either borough specific sessions or sessions across South-East London. Please sign up to Lantum using the [link](#).

Once registered, you will be able to download and register on the Lantum App, available for both android and i-phones which will enable you to manage your account electronically. There are [Lantum clinician FAQs](#). If you have any queries, please contact my asad.khan32@nhs.net

Information from Acute Providers

Please see first item in newsletter - update from GSTT.

Cancer Updates

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 27 April 2022](#).

Seminars, events, webinars and e-learning

The South East London Spread and Scale Academy 20-22 September

South East London Spread and Scale Academy is an immersive training event designed to give people the tools and skills needed to unleash improvements and innovations at scale across their organisations, systems and beyond. It is open to teams from all parts of our health and care system who have successful projects (from within SEL or further afield) that are ready to spread and scale across our Integrated Care System.

Funding has been secured for teams from across south east London who are selected to attend.

Applications are now open until 7th August 2022. Find more information and apply [here](#).

Accelerated access to patient records webinars

[NHS Digital](#) have announced a current implementation date of 1st November, after which patients will be able to read new entries in their health record.

NHS England are hosting a range of [webinars](#), with recordings available. Upcoming webinars include

- GP and operational staff - Friday 29 July 12- 1pm
- Safeguarding - Thursday 11 Aug 12-1pm.

Book all webinars via the [link](#).

Please also see NHS Digital [resource page](#) for videos covering the programme, how and when to 'hide information from online visibility' and safeguarding elements.

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