



19 October 2023

The latest news and updates from NHS England for those working in Primary Care.

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Primary care

Delivery plan for recovering access to primary care: support offer for primary care networks

The Primary Care Network (PCN) support offer is part of the [General Practice Improvement Programme](#), as highlighted in the [Delivery plan for recovering access to primary care](#), providing facilitated support across six months to help PCNs address access challenges using evidence-based improvement tools and techniques.

The benefits of participating include helping practices and the PCN to achieve QOF and IIF targets, and indicators specific to demand, capacity, and workforce. [To hear about the PCN support offer, join our webinar on 9 November](#). More [information about the PCN support offer can be found on FutureNHS](#) (registration required).

Changes on how to log into the NHS e-Referral Service

The user authentication system used by e-RS is changing. e-RS web-based professional users must change the browser address (URL) they use to access e-RS by the end of November. [Online guidance is available to help teams implement the simple change to e-RS](#). The system

itself is not changing, it is simply the URL that is changing.

Maximising uptake of vaccinations in pregnancy during winter

For some people, such as those who are pregnant, flu and COVID-19 can be dangerous and even life-threatening. Whooping cough (pertussis) can also be very serious for young babies who are too young to start their routine childhood vaccinations. Healthcare providers are encouraged to continue offering vaccination against flu, COVID-19, and pertussis at every opportunity, to help protect people against serious illness. [More information and resources can be viewed in a recent letter sent to ICBs and trusts.](#)

New standards for enhanced epilepsy services for children and youth

[NHS England has developed new standards and recommendations for systems to consider in the delivery of epilepsy services for children and young people.](#) The standards will support the delivery of consistent quality epilepsy care.

Four key areas in the standards include: addressing variation of care, supporting the mental health and wellbeing of children and young people with epilepsy, improving referrals into tertiary care and the children's epilepsy surgery service, and improving the transition from children's services to adult services. The standards have been developed through working with key stakeholder organisations, as well as young people and their families.

Guidance on how to share information about HIV and STIs

NHS England has produced [new guidance on information sharing for HIV and STIs](#). It gives advice to health professionals working in both dedicated sexual health services and other settings, such as GP practices, including what to do if a patient does not want their HIV or STI information to be shared with others, and how to manage situations where a patient's partner or recent sexual contact might be at risk of serious harm from an undiagnosed infection.

New awareness campaign to help reduce hospital admissions for urinary tract infections

[NHS England and UKHSA have launched a joint campaign this month to promote UTI prevention, symptoms awareness, and treatment.](#) UTIs pose a significant risk for E. coli bloodstream infections in those over 65. [The campaign offers resources, including films, posters, and key messages on prevention, recognition, and treatment.](#) Topics cover best practices, personal hygiene, and hydration importance. For inquiries, contact england.improveipc@nhs.net.

General practice

Delivery plan for recovering access to primary care: new general practice team campaign launches

NHS England has today (19 October) launched a new campaign to highlight the different health professionals in general practice teams who are helping patients get the right care, more easily,

first time. The campaign, which will also highlight the important role of general practice reception teams, is a key commitment in the recovery access plan and will run until March 2024.

[A toolkit and a range of assets, including a film and social media visuals, are available to download to support the general practice team campaign.](#)

Delivery plan for recovering access to primary care: care navigation in practice and general practice and secondary care working better together webinars

[NHS England is hosting a webinar on Thursday 26 October from 5pm on the national care navigation training.](#) Hear about the support from NHS England, training provider the National Association of Primary Care, and first-hand experiences from successful learners and practices.

Later that evening from 6.30pm, NHS England and the Academy of Medical Royal Colleges (AoMRC) are co-hosting a [webinar talking through their report 'General Practice and Secondary Care Working Better Together'](#), for those interested in improvements in the primary/secondary care interface, such as clinicians, managers and ICB leads.

Delivery plan for recovering access to primary care: planning for the Digital Pathways Framework

[Digital suppliers have been invited to tender for the Digital Pathways Framework.](#)

It is part of a new suite of frameworks under the Digital Services for Integrated Care model, which are designed to support modern general practice by providing standardised, assured, interoperable digital systems for primary care settings.

The Digital Pathways Framework will include products to support initial online contact with a practice, navigation to the appropriate point of care, messaging and enabling patient interactions with the practice, and scheduling or booking appointments. Products from the framework will be available to purchase via the Buying Catalogue in early 2024. [A guidance pack is available to support ICBs to plan for the new framework.](#)

Giving patients online access to new GP health record entries by 31 October

More than half of GP practices now offer full online prospective record access by default after a further 592 practices bulk-enabled access last week. [TPP practices are continuing to enable prospective access themselves in time for 31 October which can be carried out in three steps by following improved guidance.](#) Please check that prospective access has been given to patients with online accounts **and** patients without online accounts so practices can be recognised as fully enabled.

[EMIS practices are advised not to bulk apply SNOMED 104 codes either before or after access has been enabled. Find out more.](#)

Lateral flow device tests supply advanced service

The lateral flow device (LFD) tests supply service for patients potentially eligible for COVID-19 treatments will launch on 6 November 2023. Eligible patients can obtain a free box of five LFD tests from community pharmacy.

A positive LFD result will be used by the prescriber to inform clinical assessment to determine whether the patient will benefit from COVID-19 treatments. [The full list of eligibility criteria can be found in the NICE recommendations for COVID-19 community treatments](#). Further details, including [pharmacy registration and the service specification, can be found on the NHS England website](#).

Sharing views on the Greener Pharmacy Guides

[The Royal Pharmaceutical Society invites individuals to share their perspectives on the draft Greener Pharmacy Guides](#). These guides are aimed at supporting pharmacy teams in community and hospital pharmacies to enhance the environmental sustainability of their professional practices by reducing carbon emissions. Interested parties are encouraged to participate in the consultation and provide feedback on the draft guides by 8 November 2023.

Reminding patients about prescription saving schemes

A new NHS England campaign aims to raise awareness of prescription saving schemes. A Prescription Prepayment Certificate will save people money if they pay for more than three items in three months, or 11 items in 12 months. People on a low income could be entitled to help with costs or free prescriptions through the low income scheme, depending on their circumstances. Healthcare staff are urged to remind their patients about these schemes – particularly those living with long-term conditions and people living in deprived areas where data shows people receive significantly more prescription items than those living in less deprived areas.

[People can check if they're eligible for free prescriptions](#) or [find out more about the Prescription Prepayment Certificates](#).

Survey: Community Pharmacy Assurance Framework (CPAF)

The full CPAF survey monitoring pharmacy contractors' compliance in 2022/23 will be available to complete from 6 November until midnight on 3 December 2023. Contractors will be contacted directly by the NHS Business Services Authority if their pharmacy has been selected. Completion is a mandatory requirement for all selected contractors and the results will form the basis for which pharmacies will be considered for a visit. Users of the NHSBSA's [Manage Your Service \(MYS\) portal](#) will be able to complete the survey via their MYS login.

Get involved

Sharing trainee/early career colleague stories for Disability History Month

The theme for this year's Disability History Month (16 November - 16 December 2023) is on disability, children, and youth. Submissions of stories like Grace's who, as a junior doctor, found the NHS to be a disability-positive place for a career, are encouraged. Individuals with case studies or best practices to share, especially GP trainees, MDT colleagues, adult nurses, clinical apprentices, or dental trainees who are disabled and willing to share their experiences, are invited to contact england.nationaleдитеam@nhs.net by the end of October.

Social Prescribing Link Worker (SPLW) Survey 2023

[The NHS England Social Prescribing team have published this year's SPLW survey.](#) It seeks input from SPLWs on their experiences over the past year, covering areas such as employment, training, equipment, and their role. Survey responses will shape national support, policies, guidance, and quality improvement. The survey is open until 3 November 2023.

Measuring HIV knowledge and attitudes

The European AIDS Clinical Society (EACS) wants to better understand levels of HIV knowledge and attitudes of people working in healthcare. [Individuals are asked to complete this survey to help identify potential gaps in knowledge, as well as the needs and priorities of both healthcare workers and people living with HIV.](#) This is an international survey and country level data will be available, helping to support the UK target of zero HIV stigma and transmission rates.

Training and development

National care navigation training

Practice and PCN managers can nominate staff to complete [virtual care navigation training at foundation or advanced level](#). This training is fully funded by NHS England until March 2024. Please email carenavigationtraining@england.nhs.uk with any questions. [Care navigation training FAQs are also available.](#)

Funding for nursing associates

Trainee nursing associate (TNA) places are available to staff in general practice and primary care networks. Financial support includes £8,000 employer grant per TNA and Apprenticeship levy funding up to £15,000. Send expressions of interest to england.nationalnursingteam@nhs.net.

Upcoming webinars and events

October – December. [Patient participation: online learning programme](#)

October – November. [General Practice Improvement Programme – PCN engagement webinar](#)

October 2023 – February 2024. [Understanding and awareness of Ramadan and how it can affect people with a serious mental illness](#)

26 October, 5pm – 5pm. [Care navigation training in practice](#)

31 October, 7pm. [Webinar for new pharmacy owners](#)

7 November, 12.30pm – 2pm. [Learning from venous thromboembolism claims in primary care](#)

Catch up

Missed a recent national webinar? You can view slides and recordings below:

- [General Practice webinars](#)
- [Primary Care Network webinars](#)
- [Recovering Access to Primary Care webinars](#)

Download patient-facing materials

- [Updated: The general practice team](#) - introducing the different roles
- [NHS staff respect](#) - encouraging kindness to staff
- [General practice access routes](#)
- [Supporting general practice referrals to the NHS Community Pharmacist Consultation Service](#)

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