



30 November 2023

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

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Primary care

Reminder: Winter vaccine appointments

[From 15 December the national booking service, NHS App and 119, will be closed for winter vaccine bookings.](#) Please continue to encourage those eligible to come forward by 14 December and ensure they are protected in time for the winter holidays. [Materials to support this can be found in the national communications toolkit.](#)

After 14 December, COVID-19 and flu vaccinations may continue through local outreach until 31 January and 31 March 2024 respectively. Local plans should be in place to encourage those yet to do so to come forward, such as signposting to local booking systems, walk in sites, or opportunistic vaccinations.

Guidance: supporting the adoption of shared workforce models

NHS England has developed [guidance to support the adoption of shared workforce models](#) between community pharmacies and primary care networks (PCNs). It includes descriptions of the types of models available, a process to establish them and key considerations relating to

each. While targeted at PCNs and pharmacies, much of the content is also applicable to the adoption of shared workforce models more broadly. Please email england.primarycareworkforce@nhs.net with any queries.

Report: Learning from lives and deaths - people with a learning disability and autistic people (LeDeR)

The [2022 LeDeR report identifies the health inequalities faced by people with a learning disability and autistic people](#). It explores themes including causes and circumstances of death, avoidable mortality, and quality of care. [These key findings provide an overview](#).

Primary care can make a huge impact on reducing health inequalities for people with a learning disability and autistic people in tackling avoidable mortality. The development of a Reasonable Adjustment Digital Flag on the NHS spine is important in helping us to improve health outcomes, potentially saving lives. Following the publication of an [Information Standard Notice](#) earlier this year, organisations should be preparing for implementation by 31 March 2024.

Updated Enhanced Health in Care Homes Framework 2023

NHS England has published a [revised version of the Enhanced Health in Care Homes framework which sets out the principles for delivering proactive, personalised care for people living in care homes](#) including those with learning disabilities or autism, mental ill-health or rehabilitation needs. This update reflects best practice and new ways of working since the COVID-19 pandemic, including the use of digital technology to improve integrated working and information sharing across health and social care teams.

New indicator added to Qualities and Outcomes Framework for adults with severe mental illness (SMI)

[A new indicator was added to the Quality and Outcomes Framework in 2023/24 for people with severe mental illness \(SMI\)](#). MH021 is based on the percentage of patients with SMI who have received all six elements of the Physical Health Check. The six elements include assessments on alcohol consumption and smoking status, BMI, blood pressure, and blood lipid and HbA1c/glucose tests.

We strongly encourage practices to be reviewing their SMI registers to ensure as many as possible are receiving all six elements of the Physical Health Check.

Summary of Adrenaline auto-injector guidance

The [publication of the British Society for Allergy and Clinical Immunology \(BSACI\) Adrenaline auto-injector prescription for patients at risk of anaphylaxis guidance in June](#) is for primary care healthcare professionals managing patients who have either experienced anaphylaxis or may be at risk of anaphylaxis. [A summary of the guideline can now be viewed here](#). This is important guidance as patients often visit primary care services for advice and support.

Extension: accessing the Headspace app

Primary care staff can now [access the Headspace app and all their wellbeing resources for free](#) for a further three months up to 31 March 2024. NHS email accounts are needed for registration.

General practice

Delivery Plan for Recovering Access to Primary Care: 2024 GP Patient Survey

The [2024 GP Patient Survey will be the start of a new series](#). Changes have been made to the question set to give stronger focus to patient experience of modern general practice access, as set out in the primary care access recovery plan. This insight will be important for ongoing service improvement. The fieldwork launches in January and the results will be published in the summer. It will not include trend data as changes to the questionnaire means that this year's results will not be comparable to previous years.

To [help promote the survey, posters and social media graphics can be downloaded](#). Please contact gppatientsurvey@ipsos.com with any queries.

Reminder: Digital telephony for general practice

Practices are continuing to work through the process required to enable the switch over from analogue telephony solutions to digital. Please continue work towards signing contracts by 15 December 2023 to ensure sufficient time for implementation and go-live by 25 March 2024.

Last week we wrote [to ICBs, practices and PCNs outlining details of additional funding for practices on sub-optimal digital telephony systems](#). This will support practices with digital telephony who do not meet the necessary standards, as set out in **Annex A of the letter**, to upgrade. Thank you to practices who have already signed up in principle. Key activity dates, including to sign up in principle by 15 December, sign contracts by 2 February, and go live before 25 March 2024. Contact necsu.adtelephony@nhs.net for queries.

GP webinar, Thursday 14 December: Pharmacy First and COPD

Join us at the rescheduled GP webinar on **Thursday 14 December from 5pm – 6pm** for an introduction to the recently announced [Pharmacy First programme](#). [Book your place by 1pm on 14 December](#).

The webinar will cover what general practice needs to know, including clinical pathway and PGD development for the seven common infections, blood pressure and contraception services, AMR mitigations, how patients can access this service, monitoring and reporting, and digital developments to support delivery.

A new resource for general practice will also be introduced which sets out a practical approach to supporting high risk with COPD in winter and year-round.

New GP vaccine dashboard

[NHS England has released a new version of the GP Dashboard](#). This version builds upon existing COVID-19 vaccination functionality and includes a new additional flu and co-administration dashboard. The flu dashboard lists eligible patients who have yet to have the flu vaccination and the co-administration dashboard lists people who are eligible for both vaccines and have not received either.

GP support schemes: guidance updates

NHS England published updated guidance in November for initiatives aimed at supporting GPs to remain in general practice. ICBs should have reference to the guidance when developing and delivering schemes. This includes guidance for [Primary Care Flexible Staff Pools](#), [General Practice Fellowships](#) and [supporting mentors](#). Practices are encouraged to contact their ICB or the GP workforce team at england.primarycareworkforce@nhs.net for more information.

Register with a GP surgery service rolled out to over 2,000 practices

[More than 2,100 \(1 in 3\) GP surgeries in England now offer the Register with a GP surgery service, meeting the commitment to improve access to primary care](#) and making registration easier for both patients and GP surgeries. [This article explores why practice staff are championing the service](#).

The service was designed based on feedback from GP practices, charities, and patient advocacy groups. This has improved the process for administrative staff and made it more inclusive and accessible for patients, further reducing barriers to healthcare.

Patients can register online using Find a GP, the NHS App, or using a paper form with the same standardised questions as the digital service. [Find out more on the Resource Hub](#).

Change to handling of scanned Lloyd George paper records

Practices can now securely destroy Lloyd George paper record envelopes, along with their contents, once they have been scanned and electronically stored in line with national standards. [Guidance on digitising GP records](#) is available on FutureNHS (login required). As data controllers of Lloyd George records, it is the responsibility of practices to approve the destruction of these records and ensure it is done correctly. Contact england.gprecordsdigitisation@nhs.net with any queries.

Get involved

Survey: Social prescribing link worker (SPLW)

Social prescribing link workers have until 10 November to complete [NHS England's Social Prescribing Link Worker Survey 2023](#). 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.

Proxy access: new co-creator group

The NHS England Proxy Access programme invites practice managers, GPs, safeguarding, and IT experts who manage proxy access for their patients to join a new co-creator group of experts, to help directly shape the service and the future of proxy access. [Complete the form](#) by Friday 15 December 2023, to express interest in joining the group between January and June 2024.

Training and Development

Delivery Plan for Recovering Access to Primary Care: National Care Navigation training available until March 2024

[Managers are encouraged to book one member of their team to complete care navigation training](#). The delivery plan for recovering access to primary care commits to training up to 6,500 staff (one person from every practice and PCN in the country). Thousands of primary care colleagues have taken up this free national offer, equipping learners to effectively communicate with patients and the multi-disciplinary team.

Training is fully accredited with foundation and advanced modules available. A new online collaborative platform supports learners and their managers to access resources and to connect with their peers.

Sessions are available until March 2024. Email carenavigationtraining@england.nhs.uk with any questions. [Care navigation training FAQs and promotional materials can be accessed here](#).

Delivery Plan for Recovering Access to Primary Care: General Practice Improvement Leads programme

Applications are open for the next cohort of the [General Practice Improvement Leads' programme](#), which will start in January 2024. This is an accredited personal development programme for those working in general practice. Participants gain new perspectives, skills and confidence in using quality improvement tools and techniques for service redesign and for leading teams through change.

Delivery Plan for Recovering Access to Primary Care: Fundamentals of Change and Improvement Programme

Applications are open for [the Fundamentals of Change Improvement Programme](#), part of the [General Practice Improvement Programme](#). This short and accredited programme will share practical materials that learners can try out immediately on a specific challenge, such as improving the uptake of screening, flow of documents or active signposting etc. [Apply before 5 January 2024](#).

Medical Retina training

Continuous professional development training for NHS Medical Retina is available for ophthalmic nurses, optometrists, orthoptists, ophthalmic technicians and photographers. Courses include non-medical intravitreal injection, optical coherence tomography capture and interpretation, enhanced and advanced ophthalmic imaging and institutionalised medical retina courses. [See here for more information and to book a course.](#)

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

- **Various dates.** [NHS Pension Scheme webinar series](#)
- **Various dates up to February 2024.** [Understanding and awareness of Ramadan and how it can affect people with a serious mental illness](#)
- **Various December 2023 dates.** [GPIP Practice Level Support Intermediate Introductory webinar](#)
- **13 December, 12.30pm - 1:30pm.** [Leadership By All - Can you Afford not To? - Lunch and Learn Session](#)
- **14 December, 5pm – 6pm.** [NHS England General Practice webinar](#)
- **19 December, 11.30am – 12.30pm.** [NHS App webinar – introducing the redesign of the NHS App and overview of the current features](#)
- **30 January, 1pm.** [Reducing antibiotic use in primary care](#)
- **21 February, 12pm – 1pm.** [Register with a GP surgery service – February update webinar](#)

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

- [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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