



9 May 2024

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

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## General practice

### **One year anniversary of the Delivery Plan for Recovering Access to Primary Care**

Today (9 May) marks one year since the publication of the Delivery Plan for Recovering Access to Primary Care, which aims to make it easier and more convenient for patients to get the help they need from primary care and reduce pressure on staff.

Thanks to primary care teams, huge progress has been made on delivering improvements, which have included rolling out the biggest expansion of community pharmacy services in years; training thousands of people in practice reception teams in care navigation skills; and supporting the majority of practices in upgrading to digital telephony systems. [Read more about the next steps for recovering access to primary care for 24/25.](#)

### **NHS App update webinar**

NHS England is holding an information webinar on the [NHS App on Tuesday 21 May at 11.30am to 12.30pm](#). In this session there will be an in-depth look at Notifications and Messaging and an update on the NHS App roadmap. Attendees will also hear about the 'Tap the App' national marketing campaign and hear from an NHS App Ambassador. The webinar will end with a Q&A

session.

## **Delivery Plan for Recovering Access to Primary Care: boosting awareness of the multi-disciplinary team**

As part of NHS England's communications campaign to raise awareness of the multi-disciplinary team working in primary care, a new animated film has been developed to explain the additional roles for multicultural audiences. The animation has been translated into multiple languages (Hindi, Panjabi, Gujarati, Bengali, Polish, Romanian and Somali) to reach those who have low proficiency English and/or literacy levels and uses simple, straightforward language to ensure understanding amongst our target groups. The animations are available via YouTube and can be embedded in social media posts, newsletters or via other communication channels:

- **English:** <https://youtu.be/CT0aB-EORMU>
- **Hindi:** <https://youtu.be/WWZs6S3itbc>
- **Gujarati:** <https://youtu.be/Cg9aW2kBQag>
- **Bengali:** <https://youtu.be/OFTzFS2BY7w>
- **Punjabi:** <https://youtu.be/rOjn6f05kj0>
- **Polish:** <https://youtu.be/pbCIDSEQ2gc>
- **Romanian:** <https://youtu.be/nzIomWN4X5o>
- **Somali:** [https://youtu.be/zts6GcyeQ\\_A](https://youtu.be/zts6GcyeQ_A)

A version for use on waiting room screens is also available via the [Campaign Resource Centre](#), along with a suite of other assets to promote the MDT – including posters, leaflets and social media graphics

## **Primary care**

### **New 'how to' guides to support modern general practice**

As part of the Delivery Plan for Recovering Access to Primary Care, NHS England has published [four 'how to' guides to support general practice teams](#) to:

- [better align capacity with need](#)
- [improve care navigation](#)
- [improve telephony journeys](#)
- [improve care-related processes](#)

The guides provide know-how and learning from practices and primary care networks (PCNs) across the country about tested new systems, processes and approaches that are helping the transformation to [modern general practice](#). They complement the existing '[creating highly usable and accessible GP website for patients](#)' guide and support practices and PCNs to adapt this shared knowledge to their local context and realise benefits more quickly and easily.

### **Supporting uptake of pertussis vaccination**

Pertussis cases are rising. Recorded vaccination uptake during pregnancy is falling and is now at its lowest in seven years.

Practices are reminded of the clinical importance this vaccination offers, including to newborn babies. In line with contractual requirements, practices are to offer and provide pertussis vaccination to eligible patients, including on request, and correctly code in medical records the vaccination event regardless of where it was administered. Practices are encouraged to work within their PCNs during core and enhanced hours to provide vaccination and to work within their local systems through their vaccination lead to support uptake.

## Dentistry

### National dental workforce collection letter

The national dental workforce collection letter has been published. The next collection opened on 7 May and will close at midnight on 28 May. [Read the guidance](#) and the [letter](#).

In addition to the revised guidance, there will be a webinar that will detail the changes made to the collection forms and provide attendees an opportunity to seek further information. [The next webinar will be held on Thursday 16 May 2024, 5.30pm to 6.30pm.](#)

## Get involved

### Have your say on volunteer support

The [Royal Voluntary Service](#), the charity delivering [NHS and Care Volunteer Responders](#) (NHSCVR) on behalf of NHS England, is seeking the views of primary care staff.

Whether you have requested volunteer support for your patients or your site from the NHSCVR programme or not, your feedback is crucial in helping them understand how effectively it is meeting the needs of patients and supporting NHS staff. [The survey should take approximately 5–10 minutes to complete and all responses will be kept confidential.](#)

### NHS ConfedExpo 2024, 12 and 13 June, Manchester Central

The [conference programme](#) for NHS ConfedExpo 2024 is now available, with a wide range of sessions to choose from, delivered by inspiring speakers covering some of the most important developments and opportunities across health and care.

The event will bring together senior leaders and their teams to discuss key issues, share learning and best practice and make valuable new connections. Tickets are free for NHS, local authority and wider public sector staff. [Book your pass today](#). Follow [@ConfedExpo](#) on Twitter for the latest news about the event.

## Upcoming webinars and events

- 13 May, 1pm: [NIHR webinar: mental health crises: research to improve care](#)
- 15 May, 1pm–3pm [NHS Benchmarking Network are holding their annual webinar to better understand the CVDPREVENT data](#), including the new outcomes indicators, and how you can use it to gain insights about improvement opportunities.
- 20 May–25 June, various dates: [Working with and supporting PPV Partners and PPV Partner 'drop in' sessions, as part of the People and Communities Online Learning Programme](#)
- 22 May: [Transforming healthcare together: Lessons from the Southwest London ear health pilot](#)
- 30 May: [International Insights: Reflecting on general practice challenges in Canada and the UK](#)
- 22 May–13 April: Society for Occupational Medicine, with the Department for Work and Pensions and Department for Health and Social Care Joint Work and Health Directorate webinar series: [What are the key considerations for effective and integrated Work and Health services?](#)
- 24 May: [Link Worker Day](#)
- 12-13 June: [NHS ConfedExpo 2024](#)
- 19-20 June: [5th International Social Prescribing Conference](#)

## 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](#)

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