



# BULLETIN

April 2018

*Please share this information with GPs and other colleagues in your practice.*

## Annual General Meeting – date for your diary

This year's PCS Shareholders' Annual General Meeting will take place on Thursday 4th October at 6.30pm in the Ambassadors Suite, Sheffield United FC. More information will be shared in the coming months, however [registration is now open](#).

## Shareholder event

Thank you to everyone who attended the recent PCS Shareholder meeting and for your feedback and comments. We will be sharing a full summary of the discussion themes, however in the meantime if you have any additional comments on the proposed changes to the Articles of Association, please email these to [pcs.enquiries@nhs.net](mailto:pcs.enquiries@nhs.net).

## Accountable Care Partnership (ACP)

Sheffield's ACP is part of South Yorkshire and Bassetlaw's Integrated Care System (ICS) and has an Executive Delivery Group made up of the six CEOs of Sheffield's health and social care organisations, including Dr Andy Hilton from PCS. There are seven work streams for the ACP, these are: Elective Care; Urgent and Emergency Care; Long term Conditions; Children's Services; Community Well-Being and Social Value; Primary Care; and Mental Health and Learning Disabilities.

The Primary Care work stream has now begun, and is developing objectives and plans which will include how primary care engages with each of the other ACP work streams, how general practice engages in wider primary care; and the development of neighbourhoods as integrated teams.

A CQC local system review of integrated working for Sheffield has taken place with the report due in May.

We will bring you regular updates on the ACP, however if there is anything you would like to contribute or question via PCS, please email [pcs.enquiries@nhs.net](mailto:pcs.enquiries@nhs.net).

## NHS Health Check Patient Surveys

Practices participating in the Health Check programme have recently been sent a supply of patient survey forms both electronically and via the round robin post. We would appreciate it if any patient attending for a Health Check at the practice be asked to fill one out. As part of the contract we have with Sheffield City Council we have a target number to return and report on so your support is appreciated.

Please return completed forms via the round robin post to: PCS, Darnall Primary Care Centre, 290 Main Road, Sheffield S9 4QH.

## Cancelling Hub Appointments

We have placed a mobile phone into each of the Hubs. These phone numbers can be given out to patients to text or ring to cancel unwanted appointments and also added to your clinical systems to send Hub appointment confirmation texts and reminders. Please note that calls and texts to this number will only be answered during the Hub operating hours.

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**If you wish to be added to the distribution list for this PCS bulletin, please contact [pcs.enquiries@nhs.net](mailto:pcs.enquiries@nhs.net)**

Palgrave – 07873457362  
Crookes – 07873457374  
Woodhouse – 07873457373  
Sloan – 07707466793

### FAO SystemOne practices – Cancelling hub appointments for your patients

It is possible for practice staff to cancel Hub appointments for their own patients from the practice SystemOne clinical system. To cancel Hub appointments please do the following:

- bring your **registered patient** up on screen
- click onto the **administrative tree** (next to clinical tree)
- click onto **appointments, visits and tasks**
- click on **appointments**
- choose the **hub appointment** you need to cancel and right click once the appointment highlighted
- choose **administration** (house icon)
- choose either **cancelled by unit** or **cancelled by patient** and choose **don't re-book**

The appointment listed will change colour and will have been deleted from the hub appointment template.

### Diabetic Checks in the Hubs

Diabetic checks are available in the Hubs and are performed by the Hub nurses. The nurses will follow the latest Sheffield Diabetic template to enter information for SystemOne patients and write directly into the records for EMIS patients. Feedback will be sent via fax to the registered practice with any information the nurse wants to highlight to the patient's practice. When booking a patient into a Hub appointment for a Diabetic check please book a double (30 minute) appointment and advise the patient to bring a urine sample with them to the appointment. The Hub HCAs can see the patients for their diabetic bloods and foot checks the week before. Any queries please contact [helen.proud@nhs.net](mailto:helen.proud@nhs.net) or [pcs.satelliteunits@nhs.net](mailto:pcs.satelliteunits@nhs.net).

### FAO – EMIS Practice Managers

You will shortly receive an email from EMIS with a Data Sharing Agreement (DSA) to sign with Primary Care Sheffield (PCS). This DSA will allow PCS to perform searches in order to create the monthly performance report as well as ongoing quality work including audits. We currently do not have the EMIS search and reporting package and can only report and audit SystemOne attendances at the Hubs. It would be appreciated if you could sign and return to EMIS on receipt of this agreement or if you have any queries please contact [helen.proud@nhs.net](mailto:helen.proud@nhs.net) or [pcs.satelliteunits@nhs.net](mailto:pcs.satelliteunits@nhs.net).

### RCGP supportive of referral support schemes

As many of you will be aware, the Royal College of General Practitioners (RCGP) has recently launched a campaign to persuade CCGs to cease funding referral management initiatives. We are pleased to report however that referral support schemes such as CASES are endorsed and supported by the RCGP, as below:

“The RCGP supports the use of initiatives which are primarily designed to improve referral quality, which we have termed ‘referral support’. There is evidence to suggest that successful approaches to referral support include combinations of local expertise, specialist advice, peer review and reflection, and pathway development and guidelines. However, the RCGP does not support the use of referral management initiatives which are primarily designed to reduce referral numbers by imposing external control measures onto GP referrals.”

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The aim of CASES is not to slow down or stop referrals, but rather speed up treatment for the patient by ensuring that referrals are made appropriately and provide as much of the required information as possible. Referrals are peer reviewed by colleagues with a special interest / qualification in the specialty, which allows the team to not only advise on the referral reviewed, but also to provide access to educational materials in relation to the condition. The peer reviewing GPs are supported and mentored by STH consultant colleagues and we aim to improve collaboration between primary and secondary care in Sheffield to provide the best possible care for our patients. Details of the RCGP campaign and report about quality patient referrals can be found here: <http://www.rcgp.org.uk/policy/rcgp-policy-areas/referral-management.aspx>.

### Diphtheria in Sheffield and Rotherham

Since November 2017, Public Health England has been made aware of two confirmed and one probable case and two asymptomatic carriers of diphtheria in Rotherham and Sheffield. The cases and asymptomatic carriers have been treated and are well. The [letter from PHE available here](#) provides additional information for GPs.

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