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| **NHS Greater Manchester – Stockport Locality****General Practice Newsletter****Thursday, 14 December, 2023** |
| **To:** | All GPs, All PMs, All PNs, relevant NHS GM staff and locality partners |
| **Headlines** |
| 1. **ACTION: NHS Greater Manchester’s ‘Get To Know Where To Go’ campaign**
2. **ACTION: Primary Care Complaints**
3. **ACTION: Request for volunteers to review the Cancer Research UK (CRUK) website**
4. **ACTION: GP Forum Primary Study Day**
5. **ACTION: NHS GM Health Inequalities CPD Programme**
6. **UPDATE: GM Cancer Care Standards**
7. **UPDATE: Warm Spaces and Libraries this Winter**
8. **UPDATE: Gynaecology service at Oaklands will close to referrals from Friday, 5 January**
9. **UPDATE: Medicines Update – December 23**
10. **UPDATE: Primary Care Bulletin - 7 December 2023 (issue 268)**
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| **Actions** |
| 1. **ACTION: NHS Greater Manchester’s ‘Get To Know Where To Go’ campaign**

NHS Greater Manchester’s ‘Get To Know Where To Go’ campaign is back - aiming to support people to find the right treatment and care throughout the colder months. Originally launched in winter 2022, this year-round campaign is all about carrying important and relevant messaging around appropriate use of NHS services, so people know where to go in times of need or advice - often without having to leave the warmth of their house (or hot water bottle)!This year’s winter phase will focus on enabling effective decisions with simple and timely advice that also celebrates the breadth and depth of expertise in the NHS.The toolkit is saved on the on the [Practice Hub](https://www.stockportpracticehub.co.uk/practicehub/ccg-documents/communications/campaign-toolkits/) and contains various useful resources including signposting to services, social media graphics along with accompanying messages, visuals for waiting room display screens and an advert for your external communication channels. We’d appreciate it if you could post these important messages on your social media channels and share the assets with your groups and networks. For more information, please visit [www.gmintegratedcare.org.uk/GTKWTG.](http://gmintegratedcare.org.uk/GTKWTG/)1. **ACTION: Primary Care Complaints**

Request for all GP Practices to amend their Complaint Policies to reflect that patients can now either complain direct to the practice or to NHS GM Patient Services  -  the email address for the Patient Services Team, which can be shared with patients is nhsgm.patientservices@nhs.net 1. **ACTION: Request for volunteers to review the Cancer Research UK (CRUK) website**

Request for volunteers to review the Cancer Research UK (CRUK) website. CRUK are looking to speak to GPs and Practice Nurses to support with some changes they are making to a section of the CRUK website that serves primary healthcare professionals. In particular, they would like to speak to GPs and Practice Nurses who perhaps aren’t as familiar with CRUK’s work for this project.The study will involve 2 parts:* The first part of the study will be look at Screening content only and will involve a 45-minute interview with someone from the CRUK UX team. They will show participants some webpages and ask for their feedback via a series of pre-planned questions.
* The second part of the study will be looking at a set of pages with information and resources for GP learning and support.

To take part in this project, participants will need to agree to be contacted via the [‘opt in form’](https://forms.office.com/Pages/ResponsePage.aspx?id=L4lzROBx_EaN7Cc5ArUTSeZDbRMHT7BClQbQTK4r-mpUNUJKSlk4WjdVQVVUMUs2RkcwUjEwOFBUWSQlQCN0PWcu), where there is more information about the project and they can agree to be contacted about taking part. The team can be flexible to accommodate their availability and participants chosen will be offered an incentive for their time.1. **ACTION: GP Forum Primary Study Day – Medical and Ophthalmic** **Emergencies**

The next GP Forum Primary Care study day is to be held on Wednesday, 6 March 2024. The meeting has 3 hours CPD approval and the registration fee is just £20. Please see the [Practice Hub](https://www.stockportpracticehub.co.uk/practicehub/ccg-documents/communications/aide-memoires/) for full information and to register please contact: info@gpforum.com.1. **ACTION: NHS GM Health Inequalities CPD Programme**

NHS Greater Manchester in partnership with the University of Salford is delivering a health inequalities programme to educate and empower colleagues across the ICS to recognise and address health inequalities in their work. The NHS GM Health Inequalities CPD Programme commences 17, January 2024 – March 2024. This programme will take place over 3 days (2 in person sessions in Salford and 1 virtual session). Attendees will explore health inequalities and their causes, current agendas around health inequalities, inclusive services, community and patient engagement, and best practice to tackle health inequalities.Applications can be made [here](https://forms.office.com/e/RdQ0eMgGA8). **Applications for this education programme close on 15th December 2023.**Please see the [Practice Hub](https://www.stockportpracticehub.co.uk/practicehub/ccg-documents/communications/aide-memoires/) for full information. If you have any queries, please contact Antemeka Cobham-Wilson, Race Equality Lead: Antemeka.cobham-wilson@nhs.net.  |
| **Updates** |
| 1. **UPDATE: GM Cancer Care Standards**

Please go to the [Practice Hub](https://www.stockportpracticehub.co.uk/practicehub/ccg-documents/communications/aide-memoires/) to view the New Cancer Diagnosis letter and the Cancer Care Review Standards which were recently agreed by GM Cancer Personalised Care Delivery Group. The Cancer Care Review standards document is the first element of a larger piece of quality improvement work. Over the coming months the Personalised Care Delivery Group will be delivering actions which will include developing a clear protocol to guide practices in achieving QoF indicators CAN004, CAN005, with a focus on quality of delivery. 1. **UPDATE: Warm Spaces and Libraries this Winter**

There are many warm spaces open every day of the week in Stockport. These warm spaces are open to everyone on a drop in basis. Offering complimentary Wi-Fi, activities, hot meals and drinks. Resident of Stockport can also enjoy activities and get information, support, advice and guidance at many of them. Find out more here: [Warm spaces - Stockport Council](https://www.stockport.gov.uk/warm-spaces?utm_campaign=Review+Extra+08.12.23&utm_content=plus-emails.com&utm_medium=email&utm_source=Stockport+Council&wp-linkindex=4)  Each of the 16 libraries across the borough are warm space hubs with many others in community settings providing warm space spokes. Find out more here: [Libraries - Stockport Council](https://www.stockport.gov.uk/topic/libraries)Please be aware of the warm spaces offering for the individuals you may be working with.    1. **UPDATE: Gynaecology services at Oaklands will close to referrals from Friday, 5 January**

Message from Neil Cudby, Assistant Director of Service Transformation (Salford), NHS Greater Manchester. Please note this mainly affects Salford GPs but the information is being shared across GM. GP practices are advised that the gynaecology service at Oaklands Hospital (Oaklands) in Salford will close to referrals on eRS from Friday, 5 January, 2024.Earlier this year Oaklands served notice on its provision of gynaecology services due to issues around sustainability of the service related to the available consultant workforce. To maintain continuity of care, patients referred into the gynaecology service at Oaklands prior to Friday, 5 January, will continue their treatment pathway through to conclusion at the Oaklands. From Friday, 5 January referrers will need to choose an alternative provider for gynaecology services from the available providers on eRS. It’s anticipated most Salford patients will choose to attend Salford Care Organisation as the other local provider of gynaecology services. Work is therefore underway to put additional gynaecology capacity at the Salford site.1. **UPDATE: Medicines Update – December 23**

The Head of Medicines Management has provided the following medicines update:1. **Stock Shortage Guidance for Pharmacies and GP Practices: Summary.**

Owing to the increasingly common occurrences of medicines supply shortages and impacts upon patients, dispensers and prescribers NHS England North West Team have developed a “what good looks like” guide to support community pharmacies, dispensing doctors, GP practices and other prescribers across the Northwest. The guide contains an overview of the issues relating to medicines supply shortages, role of community pharmacy, key principles and resources supporting community pharmacies, dispensing doctors, GP practices and other prescribers. The key principles will also support community pharmacy and GP practice to work in a collaborative manner to support wider service delivery and patient care. 1. **National Patient Safety Alert: Insulin switching degludec (Tresiba®)**

Please see the [Practice Hub](https://www.stockportpracticehub.co.uk/practicehub/ccg-documents/communications/aide-memoires/) for information from NHSE/Dept of Health **National Patient Safety Alert** regarding the potential inappropriate dosing of insulin when switching insulin degludec (Tesiba®) products.  Please also note the actions required as soon as possible and no later than 22nd December 2023.1. **Pharmacy First launch**

From December a new Pharmacy Contraception Service and Hypertension Case-Finding Service (NHS blood pressure check) will be introduced to pharmacies. Plus, treatment for seven common conditions under the new [Pharmacy First Service](https://gmpcb.org.uk/new-pharmacy-first-service-to-be-launched-in-the-new-year/) will be launched on 31 JanuaryFor more information please see the [Practice Hub](https://www.stockportpracticehub.co.uk/practicehub/ccg-documents/communications/aide-memoires/).1. **UPDATE: Primary Care Bulletin - 7 December 2023 (issue 268)**

Please visit the [Practice Hub](https://www.stockportpracticehub.co.uk/practicehub/ccg-documents/communications/aide-memoires/) for the latest Primary Care Bulletin, 7 December 2023 (issue 268) for the latest news and updates from NHS England. |
| **Useful Links** |
| [Stockport GP Practice Hub](https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.stockportpracticehub.co.uk%2Fpracticehub&data=05%7C01%7Candrew.callaghan1%40nhs.net%7Cc99f7f8335bf4faea86c08dac81afd61%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638042315480835506%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ZcFa0Ma37Y%2FBh94pg8zMfCYAXnWUIrUFU%2BikyZ7SFM4%3D&reserved=0)[Healthwatch Information Round Up - weekly](https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.healthwatchstockport.co.uk%2FIRU&data=05%7C01%7Candrew.callaghan1%40nhs.net%7Cc99f7f8335bf4faea86c08dac81afd61%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638042315480835506%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=4%2FifA2EnnafH3AHIhtXgQr4sO7yfflycz%2B8o8NqQGto%3D&reserved=0)[Primary Care Guidance from NHS England & Improvement](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Fcoronavirus%2Fprimary-care%2F&data=05%7C01%7Candrew.callaghan1%40nhs.net%7Cc99f7f8335bf4faea86c08dac81afd61%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638042315480835506%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=BqEwHt29TuE1HGRcCJAwT%2FzhgUXKIQZh%2B2N9%2BJt0Aj0%3D&reserved=0)  |