

A Message from the CCG

We would like to thank you and your practice teams for working over the Easter Bank Holidays to ensure your patients had access to your Covid-19 and other essential GP services during what was originally anticipated to be the peak of the pandemic. We know this has not been easy for you or your families.

Thank you also for working to get to grips with the shielded patients list. We know this has been, and continues to be, a truly confusing challenge not of our making. Please be assured that all possible representations are being made by your national professional bodies, but please also understand that everyone is working under emergency regulations governed by the Coronavirus Act, passed by Parliament on 25 March.

Prescribing

Name Changes to Formulary Emollients

Aspire Pharma Limited have recently made name changes to some of their products that are part of the EPIMAX range; these products are first choice emollients across Herefordshire and Worcestershire.

The table below summarises the name changes:

Original Name	New Name
Epimax Cream	EPIMAX® Original Cream
ExCetra Cream	EPIMAX® ExCetra Cream
Isomol Gel	EPIMAX® Isomol Gel

The manufacturer has informed us that the original product names have been deleted from EMIS and we can confirm that the new names are available for selection on the EMIS picking list.

Practices may wish to search for patients who have these products on their repeat list and change them to the new description prior to them requesting it to avoid a “product discontinued” message appearing when staff try to issue it. An EMIS search is available, for more information contact

hw.medicines@nhs.net

Medicine Supply Notifications - Stock Shortages of Acetazolamide SR 250mg capsules and Phytomenadione (Konaktion® MM Paediatric)

See link [here](#) for more information

Class 2 Recall – Emerade® 300 micrograms Pens

The MHRA have now issued a [patient-level class 2 recall notice](#) in relation to **Emerade® 300 microgram pens**. This follows the patient level recall of the Emerade® 150 microgram pens on March 4th, 2020. Patients and/or carers will need to request a new prescription to replace each Emerade® 300 microgram pen with one new adrenaline pen in an alternative brand (Jext® 300 or Epipen® 300).

The MHRA have provided this [letter](#) to send to those patients identified as having recently received a medication issue for an Emerade® 300 microgram pen. The letter contains:

- Advice to make an urgent appointment with their GP, preferably by **telephone**
- Links to **training videos**
- Advice for patients and carers to obtain free of charge **training devices** from the manufacturers
- Advice to return the recalled pens to a pharmacy or dispensing practice when the replacement device is received, but that this should **not** require someone who is self-isolating or shielding to leave their home.

Emerade® 500 microgram pens are **not** being recalled from patients at present as there are insufficient supplies of alternatives to provide replacements. The MHRA have instructed that these patients should be informed of the situation and have provided this [letter](#) to facilitate.

An EMIS search is available if needed, for more information contact hw.medicines@nhs.net

Community Pharmacy Palliative Care Service

Up to 35 NHS community pharmacies across Herefordshire and Worcestershire are starting to keep minimum levels of medicines commonly used in palliative care in stock where possible. The agreed list of core medicines has referenced the STP End of Life prescribing guidance with oversight from the CCG End of Life group.

The list of drugs and associated minimum quantities is going to be kept under review with the community pharmacies advising the CCG Medicines Commissioning Team where stocks are difficult to replace and adjustments to this list can be made accordingly.

[Community Palliative Care Pharmacies 8420-Not for Sharing](#)

Dispensing Practices- Temporary Dispensing Arrangements to “Non-dispensing” patients on Good Friday and Easter Monday

The CCG Position Statement issued Thursday 9th April 2020 detailed the changes in Regulations regarding Good Friday and Easter Monday only. Dispensing practices were asked to provide details of when “non-dispensing” patients received their medicines from the dispensary on both Good Friday and Easter Monday where access to pharmacy based services (which had been commissioned nationally on these two days) was not easily accessible for the patient.

The CCG will collate the information, and this will be used to inform the CCG position on the forthcoming May Bank Holidays so we would ask that this can be completed using a uniform template which we will issue as soon as possible.

Community Death Notifications to Worcestershire Acute

A number of practices across Worcestershire are currently notifying Worcestershire Acute about community deaths via posted letters to the hospital. In some cases, this has resulted in multiple letters going to the hospital addressed to various departments.

The Acute Trust would like to express their gratitude for these notifications as it enables them to cancel any appointments these patients may have had, avoiding any unnecessary communication to bereaved relatives.

They have asked any practices who would like to report community deaths, to send an email instead of hard copy letters to the email address below. They have provided the following points to clarify the process:

1. All community deaths can be reported (not just COVID19).
2. We are **not** asking any surgeries to start a new process this is just for practices that are already reporting deaths to the hospital, or those who are interested in starting.
3. Any surgery sending a death notification please send it to wah-tr.dataqualityteam@nhs.net
4. **Please do not put any PID in the e-mail subject title.**

Minor Eye Care Services

Primary Eyecare Services website now has the practice locator up and running - we aim to update this each day as practices advise us whether they are open - www.primaryeyecare.co.uk

This shows all our Minor Eye Care Service providers currently up and running. They are providing telephone appointments and only seeing cases deemed 'urgent'.

DMC Dermatology Services – Worcestershire Only

DMC Healthcare is committed to supporting GPs throughout the COVID-19 outbreak. Patients unattended during this C19 crisis may suffer deterioration of their skin diseases and experience delays in referral to cancer pathways. We are also aiming to reduce the size of the predicted backlog once normal services resume post C19.

In order to maintain the Dermatology services for your area we are now seeing patients remotely. Upon receipt of a referral from primary care we will offer patients the opportunity to have a remote consultation with our consultants via video or telephone with images. Those patients who are unable to access the necessary IT for a remote consultation, will be added to a deferred waiting list for a face to face appointment when it becomes safe to do so.

There may be occasions when we need support from primary care to assist with the issuing of prescriptions and phlebotomy services to ensure we can support our patients wherever possible. We ask that you work with our consultants during this time to avoid delay of care to patients.

Please be advised that during this time we are following BAD guidelines and have suspended all Isotretinoin treatment as this is believed to dry the mucosal areas, making the patient more

susceptible to contracting COVID-19.

Telephone lines for patients remain open as usual and there are regular information updates on our website <https://dmchealthcare.co.uk> and social media platforms.

If you have any queries relating to a referral please email us on: dmc.admin1@nhs.net

you are not alone

Safe Lives have all the Domestic abuse resources in a one stop [link](#)

This is an extra help and information link and contact number for victims of Domestic Abuse during this time of self-isolation and increased risk of violence within the home.

Free phone 24-hour National Domestic Abuse Helpline - **0808 2000 247**

Primary Care Inbox

Primary Care has a new email inbox to reflect the new CCG hw.primarycare@nhs.net. We will continue to monitor the old address in the short term as everyone transitions to the new address with a view to removing it once everyone has transitioned to the new inbox.

Resources

To find up-to-date information regarding Covid-19 several TeamNet pages have been set up. They can be accessed via the following links:

[Covid-19 Clinical Updates](#)

[Covid-19 Digital Updates](#)

[Covid-19 Workforce Updates](#)

[Covid-19 EoL Palliative Care](#)

[Covid-19 Herefordshire Specific Information](#)

[Covid-19 Worcestershire Specific Information](#)

Training and Events – to see the local training available please follow this [link](#)

Primary Care Job Vacancies - Please visit the [Herefordshire and Worcestershire Training Hub](#) .

GP Mentoring – The service can be used by any GP who would like to explore ways to develop themselves. This could be personally, professionally or within their career. The aim is to provide mentors to support GPs in fulfilling their potential, whether this is in practice or in other leadership positions. If you'd like a mentor, please email the [Workforce Team](#) .

GP Support Team –The CCGs and LMC have a well-established GP Support Team in place, whose main focus is to respond to and empower practices to make operational and team changes that directly and indirectly address challenges they are facing in the short to medium term. The GP Support Team can be accessed via the [LMC](#) or [Workforce Team](#).

The Member Practice Update is sent out to all Herefordshire and Worcestershire GP practices weekly. If you like to be included on the distribution list, please email hw.primarycare@nhs.net
