

Staff COMMUNICATIONS Briefing



Welcome to your weekly briefing

Wednesday 28th April 2021

(Front cover image taken at our Asylum Service Practice, Liverpool)

Today's articles:

1. *Message from The Chief Executive*
2. *COVID-19 vaccination general practice workforce survey*
3. *Covid Vaccine report from Healthwatch*
4. *World Immunisation week 2021*
5. *New Datix System*
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1. *Message from The Chief Executive*

Hello everyone,

Well, just as Covid starts to clear a little, summer is coming and we can all sit (freezing) in a pub garden...along comes one of the busiest times PC24 has ever had.

Of course, we have mobilised our new contract, so our numbers were going to increase. We had planned for this, and there are many more hours of clinical time available.

Despite this, our numbers of calls are skyrocketing. It's a little comfort to know that the whole system around us is under similar pressure - Primary Care demand is up 20%, NWAS are seeing 200% more cases than expected and the number of road traffic accidents is very high - have people forgotten how to drive?

Our local Emergency Departments are completely overwhelmed and have very long waits. They report seeing a lot of 'pent up' demand along with very minor issues.

Walk-in Centres are likewise at breaking point.

1. Message from The Chief Executive (continued)

Despite this, the pressure for us at PC24 and our operational and clinical staff is immense. We - the Board and Executive Team - are incredibly aware of all the work that has been going on. We are so grateful for everything people are doing - extra hours, missing breaks, staying on after shifts etc. We are working really hard in the background to get under our data and understand why this is all happening and how we can best respond to it. The Rota Team heroes are on the phones and the IT team are running by, trying to sort remote working, desktops and headsets.

There is no one at PC24 right now not working their socks off, and it is so appreciated.

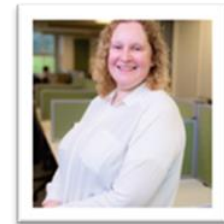
Please try and take your down time and breaks. You will work better after a short break anyway. We will get through this together - but I know it's tough.

Stay safe all,

Mary

Dr Mary Ryan

Chief Executive



2. Response required - COVID-19 vaccination general practice workforce survey

Message from South Sefton CCG and Southport and Formby CCG.

“Thank you to those practices who responded to the COVID-19 vaccination general practice workforce survey previously circulated. This is now a monthly submission to keep the national team updated on numbers of healthcare professionals receiving or declining their vaccine doses. Practices should please complete the form by 10am on Friday 7th May so returns can be collated ready for submission to NHSE/I.”

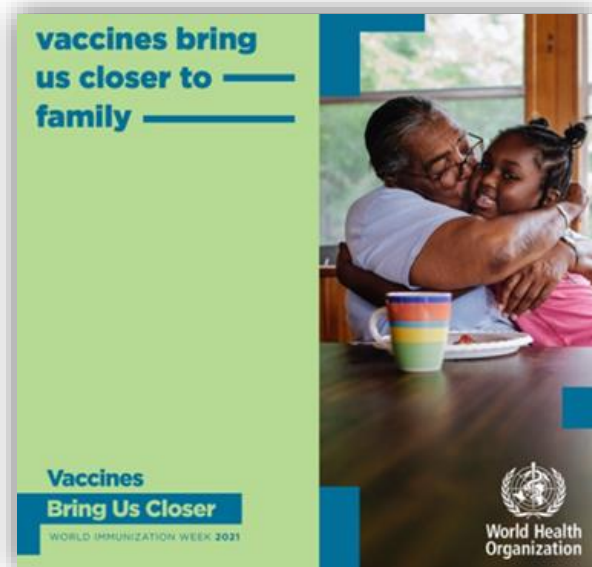
Link to form: <https://tinyurl.com/yc8sv99k>

3. Covid Vaccine report from Healthwatch

Healthwatch earlier today shared their Covid-19 Vaccine Report which highlights the findings from a survey we developed as part of the national Healthwatch network conducted earlier this year. The survey captured local people's views of the Covid-19 Vaccine and whether there has been any hesitancy around receiving it. The findings of the survey will enable Healthwatch Sefton to provide insight to NHS England, local NHS Clinical Commissioning Groups and local GP practices and to help Healthwatch England build the national picture. The report can be found here:

<https://primarycare24.org.uk/news/2021/04/28/covid-19-vaccine-programme-what-did-sefton-residents-tell-us/>

4. World Immunisation week 2021



This week is World Immunisation Week 2021, and we'd like to share with you this short but very moving video from NHSE encouraging everyone to "play your part, roll your sleeves up and get the vaccine."

<https://www.youtube.com/watch?v=tdxKCC6AyPY>

The above clip comes as just over 45 million jabs in total have been administered across the UK in over 2,800 vaccination sites. The Director for Primary Care at NHSEI yesterday said "The vaccination programme has been a monumental team effort and we thank you all once again for your hard work and dedication to protect those in your communities against COVID-19. Yesterday we announced the rollout of the vaccine for 44-year-olds and today we are pleased to say that we can begin moving down the cohorts to 42-43 year olds."

5. New Datix System

Please can all incidents, complaints, compliments and concerns be added to the new Datix system only. Please do not report anything onto the Datix Legacy system. Please contact Sheila Dineley, Health, Safety and Governance Officer if you have any queries.

6. Planned Rotamaster maintenance Wednesday 5th May at 07:30am

Please be advised RotaMaster and NetMaster will be unavailable for 30-45 minutes while essential maintenance is carried out on Wednesday 5th May at 07:30am.

7. Planned IT service disruption: Thursday 29th April 2021 at 08:30am

In light of recent network issues at Wavertree Head Office, the IT Team is working with Informatics Merseyside (IM) and Virgin Media to establish the root cause of the issue.

We have now been advised by the IM about an urgent replacement of their network equipment, taking place on tomorrow, Thursday 29th April 2021 at approximately 08:30 to 10:00am. While a complete network loss will be short lived (estimated 2 minutes starting around 08:30am), some post-change assurance testing will be required; during this time systems may be occasionally unstable, slow or not accessible.

The impact for users at home:

Any active VPN and LogMeIn sessions will terminate for a short period of time and may be unstable or not accessible during the above maintenance window. Your OWA, RotaMaster, iTrent and any GoTo meetings/chats will operate as normal without interruption.

For users at Wavertree and users working from our new sites at Litherland, Formby, Southport and Warrington:

All systems, including access to clinical applications such as Adastra will be disrupted at around 08:30am. Therefore, please prepare your contingency procedures and resources, such as contingency paperwork and charged contingency mobile phones.

The IT Team will be on site at Wavertree to facilitate the work and minimise any impact as much as possible and will send a further update as soon as the work is complete.

8. Webinar invites

• Adult Safeguarding in Sefton - lunchtime webinar series

Dr Bryony Kendall (GP for safeguarding adults, South Sefton, Southport and Formby CCG), is hosting a series of lunchtime webinars to raise awareness and increase confidence for staff at all levels in primary care. You can find out more and register here:

<https://www.eventbrite.co.uk/e/safeguarding-adults-lasting-powers-of-attorney-tickets-151779569779>

• New Types of Cancer Treatments and their effects

Wednesday 12th May at 1:00pm. To find out more and register please click:

<https://tinyurl.com/3he47f27>

8. Webinar invites

- **GP Appointment Data: GP practice briefing**

These sessions hosted by NHS Digital will introduce recently issued national categorisation guidance and show practices how to carry out mapping to the new national standard categories. There are several dates available:

Tuesday 11 May, 8am – 9am / Thursday 27 May, 4pm – 5pm / Wednesday 9 June, 11.30am – 12.30pm / Tuesday 15 June, 5pm – 6pm.

To find out more and register please click:

<https://crm.digital.nhs.uk/clickdimensions/?clickpage=6qqd1i5weeuoewaisabha>

9. PC24's Equality objectives - we'd like your thoughts please!



We want to ensure that we have clear direction, and that the whole organisation is focussing on the things that matter most to our staff and patients. The formal consultation on the draft objectives started two weeks ago on Monday 12th April, it's important that as many people as possible get involved and share their views to help us to get this right. To view the consultation document and have your say please click here:

<https://primarycare24.org.uk/news/2021/04/09/draft-equality-objectives-consultation-wed-like-your-thoughts-please>

Once you've read the draft objectives, the link to the quick feedback survey can be found within the document but also be viewed directly at:

<https://www.surveymonkey.co.uk/r/DTMY392>

10. Arty donations needed to support the Children at our Asylum Practice at Birley Court

Following on from the appeal last week, thank you so much to all our kind and caring staff for all your donations so far for the children at our Asylum Service Practice in Liverpool.

There's still time to donate so if you have any pencils, felts, crayons, activity/colouring books or anything that would be suitable for crafty mindfulness activities for children, please just either drop off directly at Birley Court (Liverpool L8 7LT) or drop off at the Wavertree Office labelled "Children at Birley court" and leave with the Shift Manager. All donations, no matter how small will make a big difference, so thank you.



11. Sixty second snapshot with.....Christine Day, Office Manager at PC24

Last week we launched a new fun, weekly item in the staff bulletin, showcasing some of our amazing staff across all areas of our services. Each week we give one of our colleagues sixty seconds to answer as many questions as possible and share some of their interests and reflect on life outside of "the office/practice".

This week we have sixty seconds with our Office Manager, Christine Day. Christine, your 60 seconds starts now!

Q: Where's the best place that you've ever visited? A: I've visited lots of places but my favourite of all time has to be Gibraltar. I loved every second of my 3 days on a yacht hotel and have the obligatory shot of a Monkey sat on my head. I would love to return one day.

Q: If you could meet anyone living or dead, who would you meet? A: Pharaoh Khufu - to discover how the Egyptians built the pyramids (where are the rooms?) and meet his son who built the Sphinx in his honour.

11. Sixty second snapshot with.....Christine Day, Office Manager at PC24



Photo taken at the PC24 Staff Awards 2019. Left to right, Mary Ryan CEO, Christine Day and Steve Hawkins Chair.

Q: What's your favourite hobby or interest? A: I love to read when I have the time or work on designs for the house.

Q: What was your first concert you went to or band that you saw? A: Savage Garden – front row seats – Darren Hayes has such a magical voice.

Q: If you could learn to do anything new, what would it be? A: Sign Language – it's fascinating.

Q: What's the one thing that you cannot do without? A: Would be my kindle. But, if I was stuck on a desert island, I would have to take my Kindle, my dogs and a never-ending chocolate bar.

Q: How long have you worked at PC24? A: 3 years. 1 year as a temp and 2 years as a fully-fledged member of the PC24 gang.

Q: If you weren't in the occupation you are now, what would you have liked to have done? A: I would become a vet – I get distressed thinking about animals in need and used to do a lot for a Turkish Animal Group who rescued and rehomed street dogs. Saving one animal will not change the world but it will change the world for that one animal. I have 2 rescued mutts.

Q: What are you planning for this Bank Holiday - its slightly different to this time last year! A: Eat a bit more, drink a bit more and be merrier!

That's all for this week everyone. Please remember, if you have anything you would like to share with your colleagues next Wednesday, get in touch before Tuesday.

Best wishes, The Communications Team.

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