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Dear colleagues

As usual, there are a number of important updates in my briefing today. Please take the time to read each one carefully. One I would like to draw your attention to, although it is a little short notice as the closing date for nominations is tomorrow, is the Lancashire and South Cumbria Apprenticeship Awards. So, if you have an apprentice working in your practice who deserves to be recognised for their enthusiasm and hard work, please do consider nominating them. I think we could all do with a little morale boost at the moment.

Monday (2 May) sees our next bank holiday, so please do try and take the time to have a restful and enjoyable time whatever it is you have planned.

**Shortage of lidocaine 1% and 2% with adrenaline 100micrograms/20ml -**

Medicine Supply Notification (MSN/2021/053) highlighted supply issues and stock shortages with Xylocaine® 1% and 2% (lidocaine) with adrenaline products. The anticipated re-supply date has now been updated to 31st December 2022. GP Practices that use Xylocaine® 1% and 2% with adrenaline 100micrograms/20ml should note the available alternative products (see alternatives) listed in the MSN and consult the Medicines Information department at their local NHS Trust for advice where required.

GP Practices are also requested to review which anaesthetic(s) are recommended by manufacturers for the different implants. For example, the manufacturer of Nexplanon implant recommends 2ml of 1% lidocaine to anaesthetise the insertion area in their Summary of Product Characteristics.

**Changes to Lancashire's MASH & CSSH Telephony Service –**

From 19 April 2022 changes were made to the telephony service for Lancashire's Multi Agency Safeguarding Hub (MASH) and Children's Services Support Hub (CSSH) to assist with the early identification of calls that require an immediate response from Children's Social Care, and to prevent the misapplication of non-urgent enquiries.

**Below is a summary of the changes in respect of children/ young people either closed/ or not known to Children's Services. When contacting the service on 0300 123 6720:**

- The interactive Voice Response (IVR) has been split into professional callers and members of the public.
- The telephony template used by Customer Access to direct **professional** callers has changed in the following ways:
  1. Professional callers will be asked if the child/ young person is at risk of immediate harm and in need of assistance from children's social care in the next 24 hours
  2. Professional callers will be asked if the police have been contacted, and for a copy of the log number (This is not mandatory but could assist should a multi-agency strategy discussion be required)

Children's Social Care will only accept telephony referrals if the child/ young person is deemed to be at immediate risk of harm. All other requests for support will require an electronic Request for Support Form which can be accessed via the following link:

<https://www.lancashire.gov.uk/practitioners/supporting-children-and-families/safeguarding-children/requesting-support-from-childrens-services/>

1. If you are specifically requesting advice **only** you will be asked to provide details regarding the nature of your enquiry with reference to Lancashire's Continuum of need. This is to ensure your call is directed to the MASH Social Work Team, or Children's Services Support Hub. If a Request for Support is required following the receipt of advice – you will be advised to complete an electronic Request for Support Form using the web link above.

#### **Member of the public callers:**

\*Please note, the process for calls received from members of the public has not changed\*.

#### **My Diabetes, My Way -**

In April 2020 the North West Coast Clinical Network (NWCCN), commissioned a pilot of a digital structured education programme for diabetes, called My Diabetes, My Way. The contract was discontinued and replaced on 31st March 2021 due to low uptake, the decision has been made to no longer commission the programme for new patient service users but existing patients will be supported on a rolling monthly contract for as long as patients are using the platform. This means that use of My Diabetes, My Way for new patient service users has ended on 31 March 2022.

The NWCCN has completed discussions with the service provider to support existing patients moving forward. A message has gone out to patients who have been registered on the platform. This has been targeted at these patients by MyWay Diabetes.

There are other structured education activity programmes available to patients living with diabetes in the region and colleagues from [Healthier Lancashire and South Cumbria](#) are making this information available to service users via their websites.

This includes the nationally commissioned:

- [My Type 1 Diabetes](#)
- [Healthy Living](#)
- [DigiBete](#) (paediatric offer)

If you have any questions or queries about this, please contact Ian Carolan, Clinical Network Manager, [nwccn.diabetesnetwork@nhs.net](mailto:nwccn.diabetesnetwork@nhs.net)

#### **Office 2010 important end date 1 May 2022 -**

On 1 May 2022, Office 2010 will no longer be supported and will be switched off by Microsoft. If you're using this, or other unsupported products, your access to NHSmail may be disrupted.

If you are still using Outlook 2010 to access email on your desktop, this will no longer work. It is your organisation's responsibility to make sure you are using a supported product. If your organisation doesn't take action to upgrade you from Office 2010, your only available access to email will be to use Outlook Web Access via your internet browser at <https://portal.nhs.net>.

To check the version you're using and see whether you will be affected, please go to the Help menu within Microsoft Outlook and select About Microsoft Office Outlook > Verify the version info. If it looks like you're using an unsupported version, contact your organisation's IT team urgently through

your usual process to find out what action is being taken to avoid disruption to your email service and access to Microsoft products.

Please note, versions of Office 2013 and 2016 may be able to connect to Microsoft 365 services, but only the most current version is supported. If you continue to use older versions, you may experience performance or reliability issues. Using unsupported systems also makes your organisation more vulnerable to cyber security threats.

For more information about the products due to be unsupported by Microsoft, please visit the NHSmail support pages: <https://support.nhs.net/knowledge-base/office-2010-important-end-date-reminder/>.

### **Lancashire and South Cumbria Apprenticeship awards –**

Does your practice have an apprentice who deserves recognition for their dedication, hard work and enthusiasm? The Lancashire and South Cumbria Health and Care Apprenticeship Awards is taking place this year as the first system-wide celebration of our apprentices.

Nominations from the 11 award categories are open to a variety of organisations, including primary care. Nominees must be working towards or have recently (in the last 12 months) completed an apprenticeship in an NHS, health or social care organisation within the region of Lancashire and South Cumbria. The awards ceremony will take place at Stanley House in Blackburn on Friday 17 June.

For more information on each category, how to nominate and book tickets for the awards ceremony visit [www.nhsappawards.co.uk](http://www.nhsappawards.co.uk). Don't forget to follow [@nhsappawards](https://twitter.com/nhsappawards) for regular updates on Twitter. **Nominations close on Friday 29 April and the shortlist will be announced in May.**

### **Increase in hepatitis (liver inflammation) cases in children under investigation –**

The UK Health Security Agency (UKHSA) has published a [detailed technical briefing](#) on the investigations into a rise in cases of sudden onset hepatitis in children, with data and findings on cases resident in England. Information gathered through the investigations increasingly suggests that the rise in severe cases of hepatitis may be linked to adenovirus infection, but other causes are still being actively investigated. More information uploaded to GP team net.

### **End of Life MayFly training -**

The North West Coast Clinical Network for Palliative & End of Life Care has secured funding to deliver the Mayfly ACP and communication skills course for colleagues working in primary care. The free course is accredited with the Personalised Care Institute and delivery is facilitated on-line by experienced educators. Covering all aspects of Universal Principles for Advance Care Planning this one day course will prove invaluable to GPs, care coordinators, social prescribing link workers, physician associates, nursing associates and anyone who has a part to play in helping patients think about their future plans.

### **National flu immunisation programme plan 2022 to 2023 –**

The annual Tripartite flu letter has now been published by DHSC, UKHSA and NHSEI setting out further detail for the 2022/23 season:

<https://www.gov.uk/government/publications/national-flu-immunisation-programme-plan>

### **RCGP events in the North -**

[This link](#) provides direct access to the most recent course list for all RCGP events in the North.

### **Items uploaded to GP Team Net:**

- MSN/2021/053 Xylocaine 1 and 2 lidocaine with adrenaline injection

- Pharmacy opening times in Blackburn with Darwen and East Lancashire Monday 2 May 2022
- Veterans In Communities newsletter April 2022
- End of Life MayFly training flyer
- Dementia Awareness Day flyer – Padiham Town Hall 19<sup>th</sup> May
- Changes to Lancashire's MASH & CSSH Telephony Service
- UKHSA Q&A hepatitis inflammation in children
- Lancashire Recovery College timetable May
- Come and meet HARRI (Health Advice Recovery Resilience Information) May

Thank you once again for all your continued support and hard work.

Best wishes



Dr Mark Dziobon  
GP/ Medical Director