



# PENNINE LANCASHIRE TRAINING HUB

## Welcome from the HUB

We hope that you will find our first Newsletter interesting and informative. Despite the onset of the COVID 19 pandemic we have been working away at PLTH to ensure that once lock down is lifted we can hit the ground running. We are hoping to publish these newsletters quarterly and if you want to be sure of receiving your own copy then please sign up on our home page at [www.penninelancashiretraininghub.co.uk](http://www.penninelancashiretraininghub.co.uk)

## PROGRESS TO DATE:

Pennine Lancashire Training Hub was developed in September 2018 and we have spent the past 2 years forming the infrastructure and governance strategy to ensure we have sustained growth and sustainability. Our initial focus has been on increasing the amount of Nurse Supervisors and Assessors within General Practice and as a result increasing the amount of Student Nurse Placements within the practices across Pennine Lancashire.

## Road Show February 2020

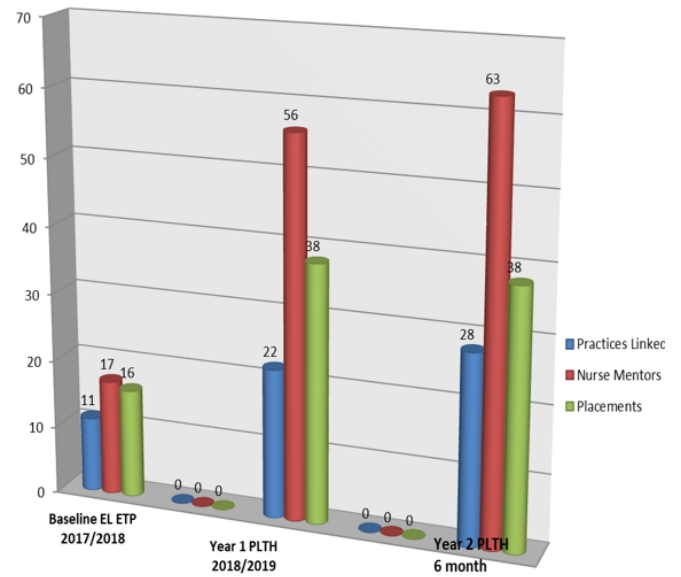
Our Roadshow in February at Stanley House in Mellor Stanley was well attended and the feedback received was very encouraging. The presentations were very informative and the experiences of everyone who had come in to Primary Care gave an indication that future placements will go from strength to strength.



## Sustaining Growth

We were able to demonstrate at the Roadshow how our growth had exceeded the baseline figures and despite COVID 19 we have been able to improve on the baseline

The current training year from August 2019 to September 2020 so 30 placements although we could have increased this to 41 without cancellations DUE to COVID 19



## Administration Update

Hi Everyone I hope you are coping well and all staying safe.

You may remember me from our Roadshow Event back in February, although it does feel like such a long time ago with the current Covid 19 situation.

I now work for Pennine Lancashire Training Hub Tuesday, Wednesday & Thursday and I am based in Darwen Health Centre. My direct line is 01254 226695 there is a voicemail option if I am out of the office and I will return your call on my return (although even when not in the office messages will be checked and if urgent your message will be dealt with). We are still encouraging you to use our generic email address [pl.th@nhs.net](mailto:pl.th@nhs.net) for any queries/ enquiries which is checked on a daily basis.

## Capacity Management

As you can no doubt imagine keeping tabs on placements, practice allocation etc. is complex A capacity management tool has been designed which brings together all the information in one spreadsheet work book. Because this uses a structure on the way data is stored it will allow us to produce reports more easily and put our finger on information quickly.

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I will sending a template across for practice to add on their details and then over the coming weeks we will be making Contact with practices to confirm the updated information. Hope to speak you all soon. Take Care

**Monique Marcolini** PL Training Hub Administrator

## Important Update

If you have any nursing staff who have been mentors in the past. The online transition training (Approximately 30 Minutes) is on the link below. It includes the emergency standards the NMC have put in action & how that affects assessors/supervisors. Its open to public use & users can print of a certificate at the end – here is the link: <https://nwpeg.uclan.ac.uk/resources/>

If existing assessors/supervisors wish to complete a refresher update now they can via the link and send a copy of the certificate to Monique Marcolini at [pl.th@nhs.net](mailto:pl.th@nhs.net)

General Practices that generally take Medical Students by now should have received communication from the Universities asking if they can facilitate placements from September. Although, we have not yet been advised when Student Nurse Placements will recommence some work has taken place on what Student Nurses are likely to expect on a Placement in General Practice during COVID 19: The link below will provide you and them with an insight into this:

STUDENT NURSE PRACTICE PLACEMENT PROGRAM:  
New Ways of working through COVID 19:

<https://www.lscthub.co.uk/spp/>

Feedback that we have received from patients who have had their Long Term Conditions review by video consultation or telephone have been extremely positive:

Patient A: The review was extremely pleasant, allowed me to concentrate from my own home, and the links sent later on inhaler technique and my care plan was fab!!

Patient B: I always get nervous going to the practice I work and if appointments are running behind I can often get stressed and do not really listen. However, this time the nurse telephoned me I didn't even have to leave work (I am a key worker) and was a much smoother way to have my review. No being stuck in traffic, or having to wait for the nurse etc.

Nurse Point of View: We asked a shielded nurse what was life like working from home:

Remote working has its advantages and disadvantages, but in general patients have been grateful that they can still contact me when have been dealing with their chronic disease and they want that continuity and reassurance that I know their history and our plan of care over the months.

In particular I can think of one of my young chronic asthma ladies who is also shielding she wanted to talk

to me to ask if she could sit in her garden. She had stayed inside the house for 7 weeks and felt she just needed some fresh air to help her asthma, as her neighbours were away for months we both agreed it would be safe and her relief was enormous, she also benefited in knowing I was also shielding so could empathise with her.

Sometimes it's difficult over a video to see some skin conditions or lesions and that is where face to face would be the ideal. Although getting patients to send photographs prior to the consultation time greatly helps and I am able to structure the consultation more, like a face to face although I can't touch a lesion.

Some patients do struggle with video consultations so we have to revert to telephones so that can sometimes be challenging, but this would be the same for those working in the surgery at the time. Being able to send inhaler video technique links and care plans and information sheets to patients via accurx has been great. Knowing the patient can look back anytime and check the information. I also like the way they can send response back.

It speeds up the reply rather than waiting a couple of days it tends to be within an hour so you can act on the information promptly.

Being at home gives me that sense of security with my low immunity that I will not catch anything from patients or being out shopping. For many, especially the elderly they can feel isolated but in the long run safety is paramount and I am lucky that I am still able to perform my role in this altered way.

Downsides of working from home are that you can't just nip and check something out with the team, or pop into someone's room, so we have adapted ways of using WhatsApp to support each other as a nursing team and being able to call GPs when clinical discussions are needed. In fact I have probably spoken to the GPs more while being at home than I do in work so I still feel part of the team.

I miss the face to face interactions but video does still give you that and many patients like it. It is interesting to see their home environment so you feel you know them that little bit better as they are inviting you into their home.

I think after Covid-19 we will keep video and telephone consultations and they will become a huge part of our working life. I feel that's for the better both for us and the patients. There will still be face to face where examination and touch is required or patients feel they need face to face.

## Student Practice Placement Programme New ways of working through COVID-19

### Long Term Conditions

During your practice placement, you will experience the care given for our patients who have a variety of long term conditions (LTC's) e.g.

- Asthma
- COPD
- Diabetes
- Cardiovascular Disease/ Hypertension
- Chronic Kidney Disease
- Currently these reviews are being undertaken remotely within practice by our GPN's. These are via telephone consultations or video consultations
- Minimising the risks and maintaining safety for our patients & Staff during COVID-19 is of utmost importance
- Care plans/ Care templates are being completed on EMIS
- The remote patient reviews aim to: Assess the patients current LTC, plan & implement care, evaluate the patients LTC, setting targets and follow up care planning
- Provide Health promotion/ advice to our patients with long term conditions
- Advise and educate regarding medications
- Advise and support regarding medical devices, e.g. inhalers, blood glucose meters etc.
- Provide support and reassurance to Patients and their families
- Following the patients remote LTC review, a follow up/ review date will be advised
- Once it is safe to do so we can arrange for patients to attend for any necessary:
- Blood tests
- Observations recorded, e.g. Height, Weight, BP, Pulse, Blood Glucose readings, Spirometry, PEFr

### Digital Technologies

During the COVID-19 Pandemic it has further emphasised the need to engage and promote digital technology

- Patients are now becoming more accustomed to remote telephone and video consultations
- During the patient's review online clinical resources, digital platforms and apps will be promoted as part of the health education process
- All patients will be encouraged to utilise home monitoring equipment as per NICE guidelines, e.g. hypertension, BP monitoring
- All patients will be encouraged to access GP services e.g. appointments, prescriptions, access to records via digital technologies
- Face to Face Reviews
- It is expected that digital advances will empower patients to self-manage their conditions
- Within General Practice it is essential for our patients well being and safety that some face to face reviews do go ahead
- In accordance with PHE guidance on PPE, these reviews are undertaken wearing the appropriate level of PPE
- 6 week post natal checks
- 8 week new born baby examinations
- Immunisations & Vaccinations following the PHE Childhood & Immunisation Vaccination Programme
- On the day of every Face to Face review mother & baby are triaged via telephone to assess if symptomatic of COVID-19

## Smears

- Currently in accordance with guidance from the Cervical Cytology Screening Programme, Smears are mainly being undertaken currently for those ladies who have had previous abnormal smear results, and are on the early recall schedule e.g. 6 months, 12 month recall.

## Injections

- Some patients' injections have to be administered for their safety and wellbeing and cannot be changed to an alternative drug or temporarily suspended
- The following injections are being administered as per recommended guidelines, and patients are triaged prior to their appointment for any COVID-19 symptoms
- PPE is worn as per PHE guidance

## INR Testing

- Patients who are taking Warfarin as an anticoagulant therapy will need to attend the surgery for INR testing
- In some instances patients have been risked assessed and switched to a NOAC/DOAC anticoagulant instead
- However for some patients this is not appropriate to do so e.g. safety, patients' choice, not licensed for their reason for anti coagulation
- Patients are triaged and risk assessed for COVID-19 symptoms on the day of their INR test
- INR testing is undertaken wearing PPE as per PHE guidance

## Wider Community Services

- As part of the General Practice placement, the student may be given the opportunity to spend time with local community providers, e.g. community nursing, to enhance their Primary Care placement experience

Smear Invites nationally are still being sent out to patients.

- Patients are triaged on the day of their appointment to assess for COVID-19 symptoms
- PPE is worn in accordance with PHE guidance
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- Injections
- Subcutaneous Hormone Agonist injections:
  - Zoladex, Prostag, Degralex
  - Anti-psycotic Depo injections e.g. Haldol, Clopixol, Depixol
  - Depo-Provera (in ladies where they cannot be switched to Progesterone only pill)
  - B12 Injections

- General Practice Setup
- Each individual organisation is different logistically
- Within each organisation safety is paramount and the triage, assessment for face to face reviews are utmost importance
- Organisations utilising their premises to offer face- to-face appointments deep-clean in between patients as per local infection control policies & procedures
- Support and training will be given to students wherever 'donning' and 'doffing' of PPE is required
- Some General Practices also support COVID-19 assessment

- Students will be expected to follow Public Health England advice in accordance with PPE and infection control policies
- Students in Pennine Lancashire will also receive a remote tutorial each week as per the Generic Induction.



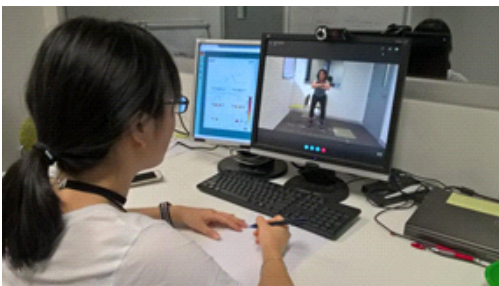
## Acceleration in the use of Video Consultations a good Legacy of COVID

The after effects of COVID are going to be with us for a long time yet. Possibly one of the best legacies was the acceleration of the use of video consultations, both for individual patients and group consultations.

The feedback from health professionals and patients has been very positive and shows their value as part of general practice offerings

Whilst there are many practices using or planning to start using Video consultations there are still those reluctant.

Many surgeries have signed up to the AccuRx software system which rapidly speeds up communications between healthcare professionals and patients. AccuRx allows text messages to be sent from the surgery and the patient can respond with a photo or text. AccuRx also allows for video consultations; it can be quite difficult for a clinician to properly consult with the patient via a telephone



consultation as they can't see the colour of a patient which is sometimes an obvious indication as to how poorly someone is, or to see a rash or mole for example.



Many patients have found video consultations much less stressful than having to physically attend the surgery, find a parking space then wait to be seen. Now patients can relax in their home environment and wait for the clinician to contact them. Read more at [www.accurx.com](http://www.accurx.com)

Another way patients are choosing to communicate with the surgery is via the MY GP app which is a quick and easy way to book or cancel appointments for the patient or family member, order repeat prescriptions and set up reminders. My GP also enables patients to view their medical records and can send messages to the surgery with any query they may have. The app also allows you to keep track of your weight and blood pressure readings. Read more at [www.mygp.com/for-practices](http://www.mygp.com/for-practices)

The RCGP have recently issued guidelines for video consultations at [www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0479-principles-of-safe-video-consulting-in-general-practice-updated-29-may.pdf](http://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0479-principles-of-safe-video-consulting-in-general-practice-updated-29-may.pdf)

## Health Education England to re-start medical rotations this summer



Health Education England (HEE) have announced that medical training rotations will take place this summer. Planned rotations were cancelled for May, June and July as a result of COVID-19. All trainees in Foundation and Core posts will rotate as usual at the start of August **More at** <https://www.hee.nhs.uk/coronavirus-information-trainees> Article published on HEE Website 16<sup>th</sup> May 2020 <https://www.hee.nhs.uk/news-blogs-events/news/health-education-england-re-start-medical-rotations-summer>

## Events and Training:

### PLTH LEAD NURSES:

Julia Mullaney, Based at Darwen Healthcare: c/o [PL.TH@nhs.net](mailto:PL.TH@nhs.net)

Claire Downes, Based at Irwell Medical: c/o [PL.TH@nhs.net](mailto:PL.TH@nhs.net)

### Pennine Lancashire Training Hub Nurse Assessor/Supervisor Meetings for 2020

Thursday 18 June 12:30 -2:00 pm

Thursday 11 September 12:30 -2:00 pm

Tuesday 8 December 12:30 -2:00 pm

Due to current lockdown arrangements all meetings will be by video using MS Teams, until further notice. Joining Invites will be sent 7 days prior to the meeting

### NEWS UPDATE:

**Calling All Nurses - Could you be a Supervisor or Assessor to Student Nurses?  
Would you like to play a part in shaping the future of General Practice Nursing?**

Supervisor and Assessor Training is currently available online/via a workbook rather than the face to face due to COVID 19. Funding is available for the course.

IF YOU ARE INTERESTED PLEASE CONTACT US AS SOON AS POSSIBLE VIA [PL.TH@NHS.NET](mailto:PL.TH@NHS.NET) and in the subject Box type : NEW ASSESSOR – SUPERVISOR WORKBOOK 20

## LaSC JTP

Many of you that attended the Road Show Launch in February spoke to Michael Redfern who was representing the Lancashire & South Cumbria Joint Training Partnership (JTP).

The JTP was formed by the LaSC Workforce Development Group which is working with the ICS on the Transforming Care Programme for those who have a Learning disability and/or Autism Spectrum Disorder (LD/ASD).

Like many parts of the NHS there is a shortfall in the numbers of staff required to support people with LD/ASD both in Care & "Health" settings. We have seen horrendous exposures on TV and in the press like Winterbourne in 2011 and yet despite all the efforts to improve that came out of the inquiry we are still seeing instances being reported, like Whorlton Hall in May 2019

The hope is to attract more people in to the sector ensuring the right training is available to those who see it as a career and want to progress their skills

The JTP is hosted by Pathways Associates and their aim is to offer shared training resources across LaSC to professionals in health, social care and also to family members supporting those with the conditions.

Most of the training is delivered at cost and with online training, in many cases, it is free, being shared by organisations and professionals within these fields.

You can find a list of all the courses on their website which requires you to register (FOC).

<https://lscjtp.org.uk/#join>



## Life during and after COVID 19

COVID 19 not only shook the world it accelerated the way we need to work in general practice to deal with increased demands on our services.

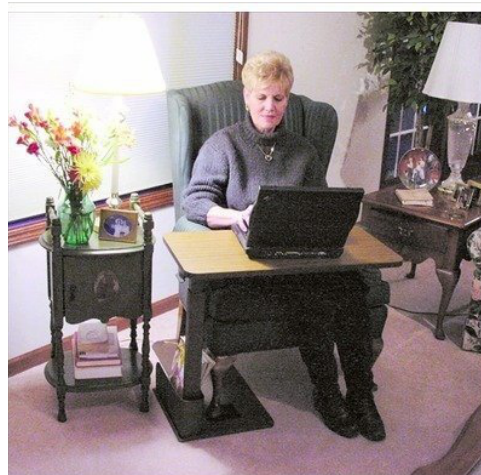
The use of Video consultations has accelerated, completed by GPs, most clinicians and nursing staff and we have seen that many patients see this as an accepted way of "seeing your clinician". This also helps many who are disabled or have conditions where anxiety is a factor, coming to the surgery is a major event in their lives

Pennine Lancashire, as we now know it, was once the leader in the industrial revolution and we can once more be leaders in the revolution, this time in general practice.

Like all Training Hubs, we are working with Primary Care Networks to develop and expand the number of practices participating in education and learning schemes, and are developing links with other learners and placement providers through federations, the ICP and CCG. But to take our place amongst the leaders we need practices and PCN's to embrace the changes and support each other.

If any GP Practices or PCN's want to find out more about taking Student Nurses Or Physician Associates or have any queries about primary care education and training, please have a look at our website and contact us for further information.

We also welcome you suggestions for what would work for you, how our website can be improved or just to hear from your in general with you thoughts



**Tel:**        **01254 226695**

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