

21/10/2021

Dear Extended Access/Minor Illness Service GPs,

Please find below some important information regarding the Extended Access and Minor Illness Services.

This email covers:

- F2F working
- Coding
- MHRA updates

### **Face to Face working**

I wrote last month highlighting the gradual introduction to direct F2F appointments. We have now started this at the weekends and will be closely monitoring how it goes. I know that there are mixed opinions - some doctors would prefer to see most patients F2F and others prefer to contact patients by phone first but moving forward a hybrid model seems most sustainable in the medium to long term.

Chambers clinics are monitored very closely by the commissioners. Our move to remote working, and ring fencing of F2F appointments, reduced capacity by over 20% overnight and this is unsustainable. We have resisted removing these blocked appointments for F2F appointments but moving forwards we need the efficiency of cold patients who want F2F appointments being able to book directly into them.

At the weekends the Chambers reception team will, for patients without infectious symptoms, offer a choice of telephone or direct F2F. The patients booking directly in for F2F will have gone through Covid Screening and that information is stored in their notes. Once this system is operational, has had time to bed in and be reviewed we will look to start a similar process for the midweek evening clinics.

If you work weekends please do feed back to me how these changes are working.

### **Coding**

When auditing notes I have noticed some doctors still coding every consultation with:  
*'telephone consultation in the context of Covid-19 pandemic (NHS England recommends total telephone triage and remote working'*

While this was true in the initial stages of the pandemic it is no longer NHS England policy and we should therefore not use this code anymore. Please use a code appropriate to the condition – this allows us to audit much more effectively.

### **MHRA / Medicines Management**

Medicine management have launched a new website, It does have a link to some guidelines, freestyle libre, wound care, food supplements, but it is not exhaustive in terms of guidelines

Here is the link to save

<https://swlimo.swlondonccg.nhs.uk/>

More useful is the Kingston formulary. In particular, this has the link for the primary care infection guidelines, which have just been updated again. They have also added an index page so it is quicker to search for any given condition. The changes to this version include hydrogen peroxide for impetigo, minor management changes for leg ulcers, cellulitis, diverticulitis, bites and infected eczema.

<https://www.kingstonformulary.nhs.uk/page/29/5-infections-guidelines>

No relevant MHRA updates this month

Bw

Rick

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