

## Our latest newsletter

### Message from Chief Executive David Pannell

Welcome to the September edition of our staff newsletter. I hope you find the content of interest – there are some important updates relating to HR, CQC inspections and sharing best practice.

It's certainly been a busy summer. Our 'Fit for November' programme continues to gather pace as we get ready to take on the Out Hours GP contract for Suffolk. It's a big challenge but one we should all very much be looking forward to as it puts the Fed at the forefront of change in primary care. Do watch this space for more details.

In other news, we will be holding the next staff council meeting in October – so do please let your representatives know if there is anything that you would like to raise.

## Staff access to patient records

In line with its obligations under data protection law, the Fed will be undertaking regular audits of staff access to patient records.

Records should only ever be accessed in relation to a legitimate relationship with the patient, which includes wider administration of healthcare services.

Staff should not access their own records or those of family members or friends without the explicit consent of their line manager.

To access a record without clinical justification is a disciplinary offence and can constitute gross misconduct.

If you are uncertain about whether to access a record, please ask your line manager.

## Feedback and comments

If you have any comments on this newsletter, please email David Pannell ([david.pannell@suffolkfed.org.uk](mailto:david.pannell@suffolkfed.org.uk)).

## Appraisals

We are aiming to complete all employee appraisals by the end of December.

Please book a slot with your line manager. You need to complete the pre-appraisal form beforehand. This will allow you to reflect on your performance and set aims for the next year.

Each year we benchmark everyone's salary against similar roles in our organisation, with adjustments being made where necessary.

If you would like to be put forward for benchmarking, you will need to be fully compliant with all mandatory training and have had an appraisal.

## Reminder about staff indemnity

The Fed will no longer be paying for indemnity cover for our staff other than GPs.

Staff are covered by the Fed's membership of the Clinical Negligence Scheme for Trusts (CNST). This is run by the NHS and is the same indemnity scheme used by hospitals, community services etc.

From next April we are expecting GPs to also be covered by CNST so will also stop paying their fees. Any queries please contact David Pannell ([david.pannell@suffolkfed.org.uk](mailto:david.pannell@suffolkfed.org.uk)).

## Learning from incidents – lone working

A member of our podiatry team recently undertook a home visit. Whilst in the patient's home their son locked the front door and the podiatrist felt unsafe.

Any future domiciliary appointments will only be booked with the agreement of the Podiatry Service Manager. They will risk assess the situation and they or a team leader will also be in attendance.

If further visits are not deemed safe, further action will be taken, possibly alerting other teams that may attend the property.

If you would like more information, then the Lone Working policy is on the Sharedocs section of your server.

## Learning from significant events – threatening and abusive patients

We have noticed an increasing number of incidents involving patients threatening our staff and other patients. In one case a patient damaged a door. Anecdotally there also appears to be a growing number of incidents across Suffolk as a whole. A GP was attacked by a patient in Bury St Edmunds earlier this year for example.

The Federation has an absolute zero tolerance to threatening or abusive behaviour.

### What to do if a patient threatens or is violent:

- Do not take any risks. If you, a colleague or patient feels threatened or a patient is violent, call 999 immediately. Take a police incident number as we need this to remove patients from our services.
- Tell your service manager and report the incident via Datix.

### There is online training available on conflict resolution. The key points are:

- Do not take risks – stay behind locked doors if possible.
- Remain calm, listen to what the patient is saying, ask open-ended questions.
- Reassure the patient and acknowledge their grievances.
- Provide the patient with an opportunity to explain what has angered them.
- Maintain eye contact, but not prolonged.
- Keep an adequate distance from the patient.
- If possible, move the patient to an area away from public view.

## Buzz of the month – congratulations Sam and Daniel!

We are keen to showcase some of the great things that our staff do – both inside and outside of work. From raising money for charity, to taking part in special events or celebrations, we want to hear from you!

This month it's the turn of RBS Administrator Sam Watson (now Watson-Eaton) who tied the knot with fiancé Daniel on July 21st at Rushmere St Andrew Church near Ipswich. Congratulations to you both!

To let us know about anything that you're up to, please send your stories and a photo to Craig Robinson ([craig.robinson@genesisp.co.uk](mailto:craig.robinson@genesisp.co.uk)).



## Getting ready for CQC inspections

Over the summer two of our GP practices were inspected by the Care Quality Commission – Kirkley Mill in Lowestoft and Christmas Maltings and Clements in Haverhill. All of the Fed will be inspected in early January.

It is important we obtain a positive rating from the inspections. Our services currently offer very good and compassionate care; however, the inspections cover many other areas. We have two areas of concern:

- **Team learning from significant events** – following feedback our governance team is now sending back outcomes once staff have logged an incident on Datix. Please email [governance@suffolkfed.org.uk](mailto:governance@suffolkfed.org.uk) if this does not happen. However, not all learning is being discussed at team meetings. We will be chasing managers to ensure this happens.
- **Demonstrating our staff have completed their mandatory training, have a Disclosure & Barring Service (DBS) check and clinical staff can evidence HepB status.** Your manager will be receiving a list of staff for whom we do not have evidence of these essential checks. In the meantime, if HR has already sent you a link to order a new DBS please action this immediately. Your service manager will direct you to mandatory training and HepB. Please note that staff without all three will be suspended without pay as these are essential checks for working in the Fed.

## More praise for NEEDS

The Fed's North East Essex Diabetes Service has once again been shortlisted for several awards. It's innovative 'Virtual Ward' project has been named as a finalist in the Health Service Journal's Optimisation of Medicines Management category. It has also been shortlisted in three categories of the Quality in Care Diabetes Awards 2018 for Diabetes Education Programmes, Best Practice Dissemination and Sustainability and Diabetes Team Initiative of the Year.



The NEEDS Virtual Ward team (L to R) Jo Danbury, Annie Johnston, Ceri Jagger and Lucy Gaffney.

Who's who in the Fed

