

NEEDS - Diabetes care in NEE is among the best in England!

People living with Type 1 and Type 2 diabetes in North East Essex are receiving some of the very best care in the country. New figures recently published by the NHS National Diabetes Audit, which tracks how well local areas are performing, show that the North East Essex Diabetes Service (NEEDS) is delivering an outstanding level of support and care to local people – achieving excellent results which are better than most other areas in England.

Highlights of the latest audit include:

- NEEDS is the top achiever in England for the number of personalised care plans delivered.
- Having diabetes means you are more likely to develop problems with your feet, so an annual foot check is vital. Locally 81% (Type 1) and 83% (Type 2) of patients had a foot check, compared to an England average of 51% and 59%
- Regular educational events are important to inform and motivate patients to keep well. NEEDS is the best in England for reaching patients, with 65.1% of Type 1 diabetes patients participating in an educational programme, compared to an England average of 37.9%.

The full article can be found [here](#).

A huge well done to the NEEDS team, who have continued to find new ways of working, achieving fantastic patient outcomes.



Flu – Get your vaccination!

There are increasing national concerns that flu will see an increase in cases during the 2021/2022 flu season. We strongly encourage all staff to accept a voucher where eligible and get vaccinated. We will be using the flu voucher scheme again this year. Reasons to be vaccinated;

- Flu is a dangerous infection even without the additional risk of Covid: Public Health England reports around 10,000 excess mortality events attributed to flu in the UK.
- There is no easy way of knowing if you are infected with seasonal flu or covid-19; the symptoms are very similar. If you want to avoid the disruption to you and your families – get vaccinated against flu.

Vouchers are offered to all staff under the age of 50. People over 50 and those with long term conditions will be eligible to get the vaccination at their registered GP surgery. To register yourself for a free flu vaccination voucher, please complete this online form by **Friday 12th August 2022**: <https://forms.office.com/r/JfMu9KreCZ>

Spotlight on Policy – Duty of Candour Policy

For the full policy click [here](#).

The CQC has recently updated its [guidance](#) regarding the Duty of Candour:

Top 5 tips

1. Remember saying sorry is not the same as admitting fault.
2. We all have both a statutory (legal) and professional responsibility to be open and transparent when things go wrong.
3. So we can support you with this, you should report incidents as completely as possible, including details of harm caused.
4. The Governance Team will help with deciding where a notifiable safety incident has occurred. This will allow us to meet our duty of candour.
5. The CQC defines a notifiable safety incident as meeting the following 3 criteria:
 - It must have been unintended or unexpected.
 - It must have occurred during the provision of an activity CQC regulate.
 - In the reasonable opinion of a healthcare professional, the incident already has, or might, result in death, or severe or moderate harm to the person receiving care. This element varies slightly depending on the type of provider.

Need to talk?

Our mental health champions:

MHchampions@suffolkfed.org.uk

The HR team:

HR@suffolkfed.org.uk

HR Manager:

Sarah.Moody@suffolkfed.org.uk

Our Freedom to Speak Up Guardian:

Vinni.Mallen@nhs.net

Active Bystander Training - Challenging racism

Have you ever been in a situation where you want to challenge someone's behaviour, but you didn't know how to do it or what to say?

Health Education England (HEE) has commissioned twelve 90-minute training workshops facilitated by the 'Active Bystander Training Company'. The sessions cover:

- Helping colleagues challenge poor behaviours which may have become normalised over time,
- Self-coaching techniques to help you keep a cool head when you're faced with a challenging situation
- Assertive language devices which you can use to make sure your voice is heard if you want to raise a concern.

To book a place at one of the sessions click on the date most convenient for you - [Sept 21](#), [Oct 11](#), [Nov 16](#), [Dec 8](#), [Jan 10](#), [Feb 22](#), [Mar 2](#). If you have any questions, or have to cancel a booking, please email primarycare.eoe@hee.nhs.uk.

Exec Visits

The Exec Team have been visiting various services over the past few months. The teams have been overwhelmingly welcoming. Some of the Exec's observations and reflections are captured here:

- Ruth attended the MIC team meeting in May and discussed previous teaching sessions and how these fit in with the conversations around developing the New Urgent Treatment Centre at Ipswich Hospital. They had a useful recap around head injuries and Ruth is planning a further teaching session in Autumn with the MIC team.
- Vini visited the Urgent Care Team and felt instantly welcome at Riverside. He was informed of the rota complexities that the team deal with on a day-to-day basis and could see the team members were passionate about their roles.
- Julie joined the Podiatry Clinical Staff Meeting in July. The meeting was very impressive, and it was clear that good preparation had been done by everybody. The meeting was very succinct with effective communication – the meeting lasted 30mins! A good example of how meetings should be done!
- Sarah went to see the Bladder and Bowel Service team in June. The team explained the challenges of supporting patients across the whole county which can be quite rural. The team have a clear sense of unity and are looking forward to welcoming their new colleagues.

Performing Spirometry – Training Opportunity

We have 6 places available for HCAs/ healthcare technicians to undertake Performing Spirometry Tests training. The session lasts 4 hours and will take place on Monday 15th August 2022 at Walton Clinic, Felixstowe. For more information or to book on please email emma.harold@suffolkfed.org.uk

Community Ultrasound Update – New Location, New Machines & New Uniforms!

The community ultrasound team will soon be operating a weekly clinic out of East Bergholt (Constable Country Medical Practice). This will be more practical for patients living in the surrounding area, rather than having to travel to Riverside Clinic in Ipswich or further afield and will also save appointments in Ipswich for those who can't travel to any of our other sites. We now have 4 new ultrasound machines and have enjoyed branded new uniforms, perfectly modelled by the team!



Cervical Screening Update

The Very Important Invitation Team attended Latitude Festival in Suffolk. We were able to reach a diverse range of people who were curious and engaging with us about the very important topic of Cervical Screening.

The Cytology training team have secured Royal College Of Nursing accreditation for the new Cytology initial and update training programs. We look forward to supporting individuals become skilled sample takers in general practice.



Have your say in our staff survey!

More information to come soon

Everyone has a voice that counts. Opening in September 2022