



CALDERDALE LMC

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Wednesday 23 September

Provision of Face to Face Appointments in General Practice

On behalf of Calderdale LMC, I am writing to you all to express our thanks for your continued hard work and commitment at a time of increasing demand during this period of reset for General Practice. At what is already a difficult time, you will be aware of the recent NHSe open letter reiterating 'the importance of providing face to face appointments for those who need them'.

We are concerned about the implication from NHSe that General Practice is not seeing patients and how recent media reports concerning this view may impact on the morale of our practice staff

Throughout the pandemic we have worked closely with the CCG to ensure that all of general practice has been supported in both the continued delivery of quality care to our patients and a focus on individual wellbeing for all staff. This latest letter from NHSe puts at risk both these important priorities. The response to NHSe from the BMA gives a clear challenge to this recent letter and is available on our website.

The contractual position is that GPs *should provide medical services in a manner determined by the contractor's practice in discussion with the patient and with a physical examination undertaken as part of any consultation, if appropriate, for the purpose of identifying the need, if any, for further treatment or investigation.* This is the same for both GMS and PMS practices. Throughout the pandemic NHSe encouraged all General Practices to operate a 'total triage' model where no F2F consultations should occur without a preliminary remote consultation. This triage position was confirmed in the 'Phase 3 Recovery' letter but adding that F2F consultations should take place if appropriate. We would also wish to re-iterate the importance of logging all patient contacts as appointments on the clinical system. This will ensure that we can demonstrate how busy we are in general practice (<https://www.england.nhs.uk/gp/gpad/more-accurate-general-practice-appointment-data/>)

The LMC position is that patients should continue to be advised that they should not attend GP practices unless they already have a pre-booked appointment. We would also encourage practices in liaising with their PPGs to ensure they are aware of what services are currently safe and appropriate to offer and that practices are open.



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As your colleagues and representative organisation we know that you will continue to provide the high-quality care you always have. To support you in this, we wish to remind you of the individual wellbeing support services that are available through our website.

Please do not hesitate to contact us if you need any further information or support, this is both individually or as a practice.



Dr Richard Loh
Medical Secretary – Calderdale LMC