



13th January 2021

Primary Care

Kent House
81 Station Road
Ashford
Kent
TN23 1PP

Private and Confidential

To all GP Practices in Kent and Medway

Sent via email

Email: billmillar@nhs.net
or Michelle.dore@nhs.net
www.kentandmedwayccg.nhs.uk

Dear Colleagues

RE: Prioritisation of the general practice workload

We recognise the tremendous work you and your colleagues are doing every day to support your patients in primary care during this most challenging time. We also know the enormous pressure the entire health system is under in Kent and Medway and the need for everyone to help each other. Building upon the [letter from NHSEI dated 7th January](#), we are setting out the further support the CCG is putting in place to help free up some capacity.

This will mean the cessation of non-essential work and continuation of only urgent/essential activities.

Services temporarily suspended

The following services will be **suspended** until 31st March 2021 in line with the [Royal College of GPs recommendations](#) and will be kept under review. The CCG commitment of income guarantee on CCG-commissioned services will continue as planned until 31st March when it will be reviewed dependent on the situation and level of prioritisation required. The CCG will continue to work closely with NHSEI about these timelines and in conjunction with the LMC will review the position by the end of February.

- IUCD checks and change
- Pessary change
- New patient checks
- Medication reviews in stable patients
- Frailty and over 75 routine annual review
- Minor surgery
- Non-urgent investigations
- Vitamin B12 injections unless clinically indicated
- Non-core and locally commissioned services, unless clinically deemed essential

Service Priorities

Practices should consider stopping all non-essential work and **prioritise** the following:

- Covid-19 vaccinations

- Covid+ pathways including pulse oximetry
- Care home support
- Serious acute illness and deterioration in long term conditions
- Support for people with mental health needs, LD and autism
- Ensure support for the digitally excluded/extremely clinically vulnerable patients with appointments
- Ensure essential drug monitoring
- Palliative and end-of-life care, including Advance Care Planning
- High risk or poorly controlled long term condition care, for example remote care and risk stratification for face-to-face care against Covid risk
- Postnatal care
- Continuing bloods for medicine monitoring to support high-risk long-term conditions, for example Type 2 diabetes checks if last Hba1c was high.

All NHSE-commissioned services must continue including immunisations and vaccinations, smears and the PCN DES.

Safeguarding

Remain vigilant around child and adult safeguarding concerns remembering the increase in vulnerable children in the first wave.

Learning Disability

Achieve 67% health checks by 31 March 2021. We know that all practices have received all of the supporting material on the process and coding.

Workforce

The CCG is reviewing how best clinical staff involved in CCG management could be made available to redeploy in support of practices or PCN work. We anticipate providing this information shortly.

PCN Clinical Directors

In recognition of the role of PCN Clinical Directors in managing the COVID vaccination response, NHSE/I will provide further funding for PCN Clinical Director support temporarily for Q4 (Jan-March 21), equivalent to an increase from 0.25WTE to 1WTE for those PCNs where at least one practice is participating in the COVID-19 Vaccination Programme Enhanced Service.

Complaints

The CCG will work with primary care colleagues on generic template responses to complaint letters received in general practice that are related to common themes such as vaccination queries and services that will be suspended. This offer of support would not be extended to include complaints related to clinical care.

GP Resilience Workforce Reporting

In order for practices to ensure that they are receiving all of the support that is available to them it is important that the CCG is kept informed of staff sickness. The primary care team will keep in touch on a regular basis.

Income Protection

- **QOF**

The Quality Improvement domain within QOF will be protected in full at 74 points per practice until March 2021.

The 8 prescribing indicators within QOF will be income protected on the same basis as the existing 310 points which have been income protected. Payment will be made on past performance against the relevant clinical domains. We will use the 20/21 recorded register size to apply the usual prevalence adjustment as well as the usual list size adjustment to 20/21 QOF payments.

- **Extended Hours and Improved Access**

The CCG recognises that local providers will now be able to repurpose extended hours and access this capacity to support the vaccination programme.

In addition, the CCG will amend the current contract arrangements to ensure that these are extended until 31st March 2022.

- **Medicines Management**

The Medicines Optimisation Scheme (MOS) 2020-21 requirements will be suspended, whilst payment will be made in full. The CCG commitment on income guarantee on MOS will continue as planned until 31st March when it will be reviewed dependent on the situation.

The CCG medicine optimisation team are available to help support general practice onsite and remotely. To take up this offer please contact your local medicines optimisation teams.

Kent and Medway CCG and Kent LMC will continue to work together to ensure that General Practice is protected and supported in these difficult times.

Thank you again for your continued dedication to the patients of Kent and Medway.

Yours sincerely



Wilf Williams
Accountable Officer
Kent and Medway CCG



Navin Kumta
Chair
Kent and Medway CCG



Dr Gaurav Gupta
Chair
Kent Local Medical Committee