

LMC EXPRESS

Monthly Bulletin Issue 8: 1-30 September 2021

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Abuse in General Practice

In recent weeks, GPs and their practice teams have been subjected to a systematic and cruel smear campaign by sections of the media, this has directly resulted in rising incidences of abuse and aggression being experienced by general practice. This has left many in the profession feeling totally demoralised and under siege.

Kent LMC is working with the CCG to develop a pro-active media and comms campaign to highlight the hard work of practices and to counter the negative campaigning in the media. We would really appreciate some information from you which will help progress this work. We will send a short survey which we hope you can support.

We will shortly be sending a range of resources that practices can use, and we will be meeting with local MPs this month and have extended an invite to them to visit a practice in operation in person. A media campaign is underway to demonstrate all of

the good things that are happening in general practice. We also ask that when you experience incidents in which patients are abusive, threatening or violent you provide us with a brief outline of what happened via info@kentlmc.org. The data collected will be used to support concerns already raised with the CCG, specifically lack of security and the risks associated with home visits.

Full LMC Meeting

Members discussed general practice pressures at length at the recent Full LMC meeting, and reviewed the action plan produced by the CCG in response to the LMC's [General Practice Recovery Principles](#). The action plan looks at the backlog and increased demand in activity in primary care and the associated drivers. Areas the CCG are looking at are issues with patients contacting general practice for advice relating to secondary care appointments, dedicated patient telephone lines for secondary care, issues with discharge medications, implementation of EPS in acute trusts, eConsults being diverted to eHubs and complaints support.

Michelle Webb, Lead Medical Examiner and Sarah Swindell, Project Manager, EKHUFT joined the meeting and provided an overview of Medical Examiner (ME) Service which was introduced in April 2020. The purpose of the ME service is to provide independent scrutiny of all deaths that do not go to Coroners. It is anticipated the ME service will improve accuracy of death certification, will give families a voice, will facilitate learning from deaths and improve ONS statistics. The service currently has 3 officers and 13 medical examiners. All hospital deaths, hospice deaths and community hospital deaths are currently being scrutinised, and over the last couple of months deaths in several practices are now being scrutinised. Moving forward the plan is to roll out the service to 1-2 practices each week. It was agreed that Michelle attend a future meeting to provide an update.

Housebound flu, Equality & Diversity, PCQS, Covid Boosters, PLTs and the Community Services Review were also discussed at the meeting, along with issues following recent CQC inspections.

Sessional GP Sub-Committee Meeting

The LMC Sessional GP representatives met on the 9th September and discussed ongoing issues with the remote clinical desktop, conflicting advice for household contacts with covid, ongoing issues with the PCSE online pensions portal, blood bottle shortages and the DDRB 3% uplift for salaried GPs. The next meeting of the Sub-Committee is on Thursday 11th November 2021.

GP Staff Training Team Oversight Board Update

The Board met with the Invicta Health team on 7th September. The team have updated the training matrix on the Learning Pool website to reflect recent changes. They are starting to reintroduce face to face training sessions as appropriate but will also continue to provide virtual training sessions as this is often more convenient and saves staff time and travel. The Board were a little concerned to see that DNAs have increased to 31% of all booked spaces. We would be grateful if you could ensure the Team are advised if any of your staff are unable to attend a course for whatever reason as there are waiting lists for most courses and others could be offered a place. We had an interesting discussion about a General Practice Assistant pilot that is being funded by Health Education England. We will provide more information in due course if the pilot is deemed successful.

Darent Valley Hospital Trust (DVH)/LMC Interface Meeting

The LMC and DVH discussed the Covid Recovery and System Transformation. DVH was experiencing pressures in A&E and has been operating under strict infection control procedures. The number of Covid inpatients was also mirroring forecasts. The UTC in Gravesend was being expanded which will help to meet some of the expected winter pressures. The Trust was also working with Dr Koria from East Kent on the End of Life pathway; and was setting up a telephone number for patients to use to chase up appointments instead of contacting their practices. It was hoped this would relieve some of the pressures in general practice.

Medway Community Trust (MCH) /LMC Interface Meeting

LMC officers and representatives for Medway and Swale met with colleagues from MCH and discussed the current pressures in the system. MCH noted that the pressures have not abated over the Summer. It was still operating strict infection control procedures across the organisation. Workforce recruitment and retention has been challenging too. On a more positive note MCH and PCNs have continued to build relationships focusing on Community Nursing.

Kent Local Medical Committee

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Staff Wellbeing Support

Has the Covid-19 pandemic left you feeling low, anxious, or out of sorts?
Is your sleep disturbed, or are you finding it hard to concentrate?

There is no doubt that throughout the past 18 months many of us have experienced far greater pressures than usual, whether that be concern about the health of a loved one or for the wellbeing of ourselves. If you do feel your mental health and wellbeing has been adversely impacted in any way our new service is here to support you.

Come and visit our website at <https://www.kentandmedwayccg.nhs.uk/staff-wellbeing-support> and find out how our team of trained clinicians can help you. You'll also find self-help tips, information about local services, and a chat function to help you easily access our services. So, if you are struggling in any way please don't put off contacting us because this might be just the service you need to help pick you up.

Dr Lona Lockerbie, Consultant Clinical and Forensic Psychologist, Strategic & Clinical Lead, Staff Mental Health Wellbeing Kent and Medway NHS and Social Care Partnership Trust

Firearms Update

I met virtually with the lead for firearms at Kent Police and felt I should update practices. The main headline is that until pending new legislation is passed nothing has changed. There are 28 000 firearms holders in Kent & Medway and on the whole GP practices are completing and processing the standardised medical information proforma for which he was grateful. For firearms licence renewal owners are sent a reminder at 8 and 12 weeks before its due, during the pandemic there was an additional 8 week grace period, this has now ended.

Once a firearms licence is issued by the police the GP practice is sent a letter advising of such and advising to enter the correct 'flag' SNOMED code into the notes. This is to help practices identify if a patient develops a condition which may indicate they are unfit to hold a licence eg depression, neurological condition or terminal illness. If this is the case the onus is on the patient to inform the police but if needed the GP should inform the police. This will enable an updated risk assessment to consider if the licence should be revoked or remain. This is currently not statutory but covered by an Memorandum Of Understanding July 2019. <https://www.kentlmc.org/firearmslicensingupdateaugust2019>

I will endeavour to update practices if and when new legislation comes into being possibly later this year. If you have any queries please email me directly on jack.jacobs@kentlmc.org.



Cancer Screening Programmes and Cancer Pathways: Equipping the Primary Care Admin and Reception Workforce

Are you and Administrator/Receptionist in Primary Care?
Do you want to become a cancer screening champion?

This course has been designed to **upskill the primary care administration and reception workforce** to provide foundational knowledge of the three main **cancer screening programmes and the cancer referral pathways**.

This course will develop your primary care workforce to give them knowledge and methodology to **improve the patient experience** from screening to personalised care.

This is an 8-hour training programme consisting of 4 hours of e-learning and a 4-hour instructor led session.

Upon completion of the course each attendee will be empowered to develop and action plan that the practice can then use to effect changes to support improvement of cancer screening programmes uptake and patient experience for those going through a cancer referral pathway.

Each delegate will also be given the honorary title of Screening Champion!

How to register your interest:

To sign up to the Cancer Screening Waiting List please login to your Invicta Health Learning account and visit the course page: <https://invictahealth.learningpool.com/course/view.php?id=979>

PLT Event?

Let us know if you are interested in booking this training for a PLT afternoon by emailing: Learning@invictahealth.co.uk

#becomeascreeningchampion





Kent LMC Annual Conference Team GP

14th October 2021
Ashford International Hotel

Our **FREE** Conference is open to all GPs and Practice Managers across Kent & Medway, and is a chance to hear important information about the future direction of the national and local NHS system and what the future might hold for general practice.

To view the programme and book your **FREE** place please register on our website [HERE](#)

Workforce Resilience—tell us what you need!

The CCG, LMC and Training hubs are working together to understand what resilience support to roll out to practices in the future and we would value your input on the way forward. There have been several options on offer (<https://tinyurl.com/2rtw25hv1>) and we would like to understand more about what has worked for you and what you'd like to see benefit your colleagues and teams.

You are invited you to join a virtual meeting with CCG colleagues, chaired by Dr Farnaaz Sharief, at 1.00pm on Wednesday 3rd November to gather feedback to enable us to roll out resilience programmes that meet your needs.

To register a place to attend please click [HERE](#). A Microsoft Teams link will be sent to all those registered a few days prior to the meeting.

Before you join the meeting please share your thoughts by clicking on the following link and answering four simple questions: <https://www.surveymonkey.co.uk/r/>

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