



# Kent Local Medical Committee

8 Roebuck Business Park, Ashford Road Harrietsham Kent ME17 1AB  
Tel: 01622 851197 Fax: 01622851198 Email [info@kentlmc.org](mailto:info@kentlmc.org)

## Highlights from Kent & Medway Partnership Trust/Kent Local Medical Committee Interface Meeting November 2019

Drs Simon Lundy, Mark Ironmonger, David Lawrence, Katja Philipp, Dan Kerley and Zishan Syed joined Caroline Rickard and Loraine Kay at the bi-annual KMPT/LMC interface meeting. Dr Afifa Qazi and Nigel Ashurst attended on behalf of KMPT.

### **Incorrectly addressed letters**

KMPT are still awaiting further information on operationalising the system so that the patient/referring GP can easily be identified. KMPT will feedback to the LMC via email before the next meeting.

### **Feedback from meeting with Nigel Ashurst and Afifa Qazi**

The issue of referral rejection rates is a work in progress, and it was noted that KMPT had carried out a 6-month audit in the first half of the year. The Audit results showed that:

- 60% of referrals contained no Risk Assessment
- 72% of referrals contained no medical history
- 80% of referrals contained no Medication History.

The Audit points showed that triage is not getting the information they need to make referrals, and recommendation was for KMPT to arrange local engagement meetings.

It was noted that the GP Advice Line provided by KMPT is only available between 12pm and 2pm and that this was not working for GPs. There was also a poor response from this service. It was suggested that KMPT look at increasing the hours that this line is open for. KMPT responded that there is funding going into the Crisis team so they can give a 4-hour response time which should help close the gap, although this is not yet live. KMPT agreed to investigate other means of contact.

### **GP Requirements for Dementia Referral**

Medway CCG reported referral rates being down to 52%.

It was suggested that KMPT communicate with GP's when referrals were not processed correctly and suggested that KMPT attended the PLT Meetings in order to develop personal relationships with GP's.

### **Crisis Intervention**

KMPT reported that there is increased funding going into the Mental Health Services. In East Kent Invicta Health will be providing additional services. Funding is due to be invested in:

- Liaison Services and Crisis Teams (In order to provide services for higher risk areas)
- Drop In centres
- Safe Havens for assessment
- Section 136 of the Mental Health act
- Crisis Cafes which are being set up in Margate and Ramsgate

Concerns were raised regarding the crisis intervention in West Kent, and the failure of staff working within A&E to refer on appropriately to mental health services instead of referring life-threatening situations back into primary care.

### **SPOA Quality Visit**

Referrals from the SPOA were known to be rejected and sent back to the GP. Examples were given of high-risk patient's where this had occurred and where they felt there was no alternative but to send the patient to A&E. KMPT agreed to investigate further.

KMPT look forward to embarking on a collaborative partnership and a mutual supportive journey that patients will get a great deal of benefit from.

### **Date of Next Meeting**

Tuesday 5th November 2019

Loraine Kay  
Senior Administrative Officer (Finance)