

July 2016 Newsletter

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Preparing for a CQC Registered Manager Interview

We have received a number of enquiries relating to issues with the Care Quality Commission (CQC) regarding changes to practices registration status. We thought it would be helpful to share the following guidance with practices, which is also available on our website for your future reference.

If a single handed GP enters into a partnership or a partnership moves to be single handed GP status, as well as notifying the CCG under the terms of your GMS/PMS/APMS contract you must also separately notify the CQC. Registration issues can be complex and we advise you to

contact the CQC for advice as soon as possible to ensure your registration remains valid.

The CQC treats individuals, partnerships and organisations as separate legal entities.

Where the CQC deems necessary, the practice may be required to complete a registration as a brand new provider and this will require you to evidence the registered manager is a fit and proper person to provide services. Practices may nominate more than one person to provide services. Practices may nominate more than one person as a registered manager.

The CQC may well elect to conduct a face-to-face interview with the registered manager(s) prior to accepting the changed registration.

You can expect to provide assurance that the registered manager is:

- of good character
- is able to properly perform tasks that are intrinsic to their role
- has the necessary qualification, competence, skills and experience to manage the regulated activity
- has supplied documents that confirm their suitability

Our website links to a very helpful document developed by our colleagues at Wessex LMC to help registered managers prepare for the interview, including some potential questions you may be asked. This should be read in conjunction with the CQC Mythbuster No 35 – Fundamental Standards of Care. The Wessex document still references the 'old regulations' i.e. the Essential Standards of Quality and Safety that were replaced by the Fundamental Standards – but it is still a really simple, practical guide to preparing for the interview and the kinds of questions the registered manager will be asked.

The Fundamental Standards ensure compliance with the following two pieces of legislation:

- The Health and Social Care Act 2008 (HSCA 2008) (Regulated Activities) Regulations 2014 (as amended)
- Care Quality Commission (Registration) (Regulations 2009 (Part 4))

Regulation 7 focuses on the requirements of a registered manager – this is what the CQC are trying to access throughout the registration process.

The interview is not a formal inspection, but the interviewer may well ask to see:

- Individual policies, e.g. recruitment, training, medicines management, controlled drugs, cold chain, infection control, disposal of clinical waste, single use of instruments – have all policies at hand, either in paper or online format (they are happy to read from a screen)
- Samples of meeting minutes (staff meeting, clinical meeting, PPG meeting)
- A personnel file
- Your training matrix
- Your own patient satisfaction survey
- Copies of certificates of staff training
- Evidence GPs and Nurses are up to date with their appraisal/revalidation
- Evidence staff who requires DBS checks have had them. (You should NOT keep photocopies of staff DBS checks in staff HR/Personnel files. The CQC requires you to note the following details: date of disclosure, disclosure type (standard/enhanced) and disclosure number. A matrix or spreadsheet is acceptable)
- Cleaning schedule
- Infection control audit
- Risk assessments
- A clinical record

The interviewer may well ask for a tour of the practice, so make sure all rooms are in good order. They may look in cupboards and fridges, so make sure thermometers and temperature logs are in situ and working. Make sure

review dates on policies are recorded and are fairly recent.

It is advisable to ensure all policies reference the practice as named on their CQC registration, e.g. if the practice is known as Dr XXXX and Partners and also The XXXX Health Centre – make sure your policies reflect the practice as it is named on the CQC registration.

Make sure all doors that should be locked are locked, sharps bins are stored appropriately and not over-filled, disposable curtains are labelled with the date and are within date.

Remember you can always call us at the LMC to ask for help and guidance in this and all matters CQC on 0116 296 2950 or email us on enquiries@lrlmc.co.uk

We are of the view the CQC's requirements are onerous and disproportionate, however, their powers are enshrined in the Health and Social Care Act and getting it wrong can be hugely stressful and time-consuming for an individual practice. We can be present to observe inspections or registered manager interviews, subject to the availability of an LMC officer.



NHS Property Services – lease and service charges

We regularly receive enquiries from practices regarding NHS Property Services (NHS PS), leases and service charges. The BMA have recently agreed a template lease with NHS PS, and provided some helpful guidance and explanations of things you need to know and actions you need to take. Please see their website and at a glance guide.

GP Forward View Review and Planning Workshops

NHS England are holding a series of General Practice Forward View Review and Planning Workshops. There is an event at the Holiday Inn, Leicester on Wednesday 31 August 2016, 7:30pm – 9:30pm.

This is aimed at GPs and Practice Managers. For more details and to book a place:

<https://www.events.england.nhs.uk/nhsengland/frontend/reg/thome.csp?pageID=39668&eventID=179&eventID=179>



East Midlands Leadership Academy – LMC membership

The LMC has recently set up a group arrangement with the East Midlands Leadership Academy for 50 memberships. This means GPs and Practice Managers can book onto any of the course/programmes in their directory (subject to availability of places) – bookings are taken on a first come first served basis: <http://www.leadershipeastmidlands.nhs.uk/sites/default/files/EMLA%20Programme%20Directory%202016-17.pdf>

When booking onto a course please name Claire Deare at LLR LMC as your sponsor, and the costs of the programme will be covered by the LMC membership. Other LMCs in the East Midlands have been running this arrangement for some time with positive feedback received, so we are very pleased to be able to extend this offer to the GPs and Practice Managers in our patch.



LMC Medical Officer Dr Anu Rao quoted in Pulse Magazine

Our very own Dr Anu Rao has been quoted in Pulse Magazine, in a story they have run on CCGs putting pressure on GPs not to prescribe OTC meds for minor illnesses. The three CCGs in LLR have been running a

patient consultation in this regard, which is the local angle for us.

<http://www.pulsetoday.co.uk/clinical/prescribing/gps-come-under-pressure-to-stop-prescribing-otc-drugs-for-minor-diseases/20032166.article>



Lincolnshire Practice Managers Conference 2016

Our colleagues at Lincolnshire LMC have extended the invitation to attend their Practice Managers Conference to all Practice Managers in Leicester, Leicestershire and Rutland. It is an excellent event running over two days on Thursday 13 and Friday 14 October 2016. There is a fee of £295 to attend for both days, but it is possible to attend for just one of the two days.

<http://lpmdg.co.uk/lincolnshire-pm-conference-2014/>

We highly recommend the event – there will be a varied mix of speakers and sponsors and it is being chaired by the excellent Dr Phil Hammond.

NHS GP Health Service Procurement

This service is currently out to tender via Arden & GEM Commissioning Support Unit – for more click [here](#). The service is advertised to commence from October 2017.

The closing date for bids is 10 August, the contract start date is 17 October and the contract duration is four and a half years (terminating on 31 March 2021).

The Commissioning Support Unit running national procurement is inviting 'suitably qualified and experienced providers' to bid for the contracts, i.e. those who already have experience in running mental health services. It will be open to any organisation who believe they can deliver the contract, as per EU Regulations.

The service being commissioned will focus specifically on support for GPs who may be suffering from mental ill health, including stress and burnout and supporting those wishing to return to clinical practice after a period of ill-health.

A pdf version of the specification and the background information pulled together by the Commissioning Support Unit leading the development and procurement of the service is available. We are told the General Practitioners Committee has been heavily involved in influencing the specification.

The contract summary also confirms the additional £16 million, on top of the initial £3.5 million committed in the GP Forward View (published in April 2016).

This service is not to be confused with Occupational Health – National Primary Care Service, which is for GPs, dentists, pharmacists and opticians. Full service specification for that service, which has a much wider remit, can be read [here](#).

LMC contact details update

Earlier on in the year, the LMC moved out of cramped quarters in Fosse House and into our own offices at Narborough Wood Business Park.

Our previous telephone supplier had been Vodafone, but we have moved to BT which means we have a new telephone number for our main office – 0116 296 2950.

Ways of getting in touch with us:

- Email: enquiries@llrlmc.co.uk
- Website: www.llrlmc.co.uk
- Telephone: 0116 296 2950 – one of our team will take a few details from you and pass your enquiry on to the most appropriate LMC officer.



Interested in undertaking a MSc in Medical Leadership, Education and Research at De Montfort University?

Are you interested in applying for the September intake of the MSc in Medical Leadership, Education and Research? This part-time course is suitable for doctors looking to develop their careers, with a real-world approach to quality improvement, leadership, teaching

and research. It offers an opportunity for doctors from all specialities to study together in a supportive and flexible environment. For more information, please see the attached documents or follow the link:

<http://www.dmc.ac.uk/study/courses/postgraduate-courses/medical-leadership-and-advance-professional-skill/medical-leadership-education-and-research.aspx>



Five Big Issues for Health and Social Care after the Brexit vote

The LMC is an impartial and apolitical organisation. The recent referendum on membership of the EU has stirred up strong feelings on both sides of the in/out debate.

No one can ignore that the consequences for the NHS will be far-reaching. We therefore draw your attention to an [excellent analysis](#) by Helen McKenna of the [Kings Fund](#). (The Kings Fund is an independent charity working to improve health and care in England). This is a very readable summary.



Leicester Mercury

LMC Board Member Dr Nick Simpson features in the Leicester Mercury

The LMC was contacted by the Health Correspondent at the Leicester Mercury recently after they read about changes from PMS to GMS funding in Pulse Magazine. We were able to put her in touch with a GP who was happy to talk to her about the reasons the practice had decided to make the switch. Dr Nick Simpson, who is one of the LMC Board, talked about the greater security of

working under a nationally negotiated contract, whilst providing reassurance to his patients.

<http://m.leicestermercury.co.uk/gp-loses-40-000-to-protect-patients/story-29440816-detail/story.html>

GPs and Practice Managers can often understandably feel worried about appearing in the local or national press. At the LMC we can provide you with advice if you are approached by a journalist. We believe patients can often be practices' best advocates and there are times when some media coverage can be very helpful.



BMA/GPC news update

The latest edition of Dr Chaand Nagpaul's newsletter can be accessed [here](#).

In this edition he talks about an LMC Reference Group for the GPFV. The representative on this for the East Midlands is Dr Kieran Sharrock of Lincolnshire LMC.

We meet our colleagues from the East Midlands on a regular basis and we were involved in discussions as to what issues Kieran should raise regarding the implementation of GPFV. He is a powerful advocate for GPs and we are sure he will do a fine job of speaking up on your behalf in this regard.