

August 2016 Newsletter

Contents:

Hold the date! LLR LMC Annual General Meeting 2016	1
Advice on preventing telephone fraud	1
Dr Chris Hewitt – Leicester Mercury	2
Carr Hill funding formula and NHS England statement	2
LMC Medical Officer Dr Anu Rao speaks to BBC Radio Leicester	3
Nuffield Report on large scale general practice	3
Launch of Retained Doctor Scheme 2016 Guidance	3
General Practice Forward View – updates	3
North West Leicestershire and Rutland Coroners Event	4
BMA letter to NHS England – gender dysphoria	4
Take Time Our - Building Resilience, Managing Change and Working Differently Workshop	4
Leicester Primary Care Summit	4
Physician Associates Careers Fair	5
DocHealth	5
Primary Care Support Services and Ghosts in the system	5
General practice in the news	6
NHS Standard Contract	6

Hold the date! – LLR LMC Annual General Meeting – Wednesday 12 October 2016

We are holding our Annual General Meeting during the evening of Wednesday 12 October 2016, at the Banks Suite, King Power Stadium.

Our guest speakers this year are Dr Arvind Madan, Director of Primary Care, NHSE and Darren Mercieca, Regional Liaison Officer, GMC.

Light refreshments and a finger buffet will be provided and your attendance will automatically enter you into a prize draw to win a hamper!

Please register your interest with

susan.shaw@llrlmc.co.uk



Dr Arvin Madan, Director of Primary Care, NHSE

Advice on preventing telephone fraud

The GPC has been made aware that the telephone systems used by practices may be vulnerable to fraudsters hacking into them and making premium rate calls. In one instance £2500-£5000 of calls were placed over one weekend.

This is known as PBX/dial-through fraud, which occurs when hackers target Private Branch Exchanges (PBX) from the outside and use them to make a high volume of calls to premium rate or overseas numbers.

The victims are usually small to medium-sized businesses, but the National Fraud Intelligence Bureau has also noticed that a number of schools, charities and medical/dental practices are being targeted where fraudsters are taking advantage of flaws in security systems.

This type of fraud is most likely to occur when organisations are most vulnerable i.e. during times when businesses are closed but their telephone systems are

not, for example in the early hours of the morning or over a weekend or public holiday.

There are commercial organisations that will install software to prevent this and practices should consider whether this is a cost effective solution. However, a simpler alternative might be to place a block on international calls with the telephone system supplier.

This raises an issue of where, for example, a patient is hospitalised abroad and clinician to clinician communication is required, but the advice of GPC would be to ensure that an alternative mechanism for making and receiving such a call was in place, such as the mobile of one of the practice staff. Any cost to the individual could then be reimbursed.

LMC Chief Exec Dr Chris Hewitt quoted in the Leicester Mercury



Dr Chris Hewitt, LLM LMC

The LMC invests time and effort in making sure issues that affect GPs in Leicester, Leicestershire and Rutland are highlighted in the local and national media. You may well have heard our Medical Officer, Dr Anu Rao, speaking on the BBC Radio Leicester breakfast show recently. Our Chief Exec, Dr Chris Hewitt was also quoted in the Leicester Mercury earlier this month – the story was on the changes to the Extended Opening Hours Community Based Service in Leicester City. To read to article please follow the link:

http://www.leicestermercury.co.uk/gps-to-lose-money-as-surgery-hours-are-cut/story-29589390-detail/story.html?utm_content=buffer64dcd&utm_medium=social&utm_source=facebook.com&utm_campaign=buffer

Focus on MCO contract framework

The BMA has published **our focus on MCP contract framework**. This provides an explanation of the contract proposals in the framework, as well as highlighting GPCs views and alternative model.

Please click the link and download the document:

<https://www.bma.org.uk/advice/employment/contracts/gp-partner-contracts/mcp-contract-framework>

Carr Hill funding formula and NHS England statement – joint statement from NHS England and BMA



NHS England and the BMA want to ensure that we deliver on the commitments made in the General Practice Forward View – to deliver fairer distribution of funding. We want to achieve this in a way that does not threaten stability and in a way that does not cause financial uncertainty for practices.

We are now modelling the impact the changes would have on practices in view of other funding flows that are already in train (such as recycling of MPIG and seniority payments and PMS reviews for example). So, although NHS England and the BMA will now start the detailed negotiations on the new funding formula, we can confirm that we will not seek to implement any changes to the funding formula before 1 April 2018. We believe that this timescale will allow time for better forward planning by practices, better engagement with the profession and patient involvement, if this is required.

It is recognised that, due to the wide diversity of populations served by GP practices, a national formula will never be able to accommodate the workload needs of all practices. We know that a number of practices provide services to patient populations that have characteristics that affect the practice's costs or workload in a way that cannot be captured through a formula.

Therefore, in parallel to the development of the new national funding formula, we are in the process of developing national guidance for commissioners which will focus on three such population types. This builds on the proposal in the BMA's Urgent Prescription for General Practice that practices serving atypical populations should be supported through bespoke arrangements. These are:

- University practices
- Unavoidably small and isolated practices
- Practices with a significant proportion of the patient list who cannot communicate in English

This guidance will illustrate for commissioners the workload challenges that practices face and guide commissioners to relevant data sources or intelligence to assist them in making decisions regarding sustainable support.

LLR LMC comment: *Yet again the review of the Carr Hill formula is deferred for another year. We are disappointed. While we welcome the intentions of NHS England, we do wonder if they fully appreciate the magnitude of the crisis in general practice – as seniority, MPS and PMS transition payments dwindle and are channelled into the core payments practices receive based on this deeply flawed formula.*

LMC Medical Officer Dr Anu Rao speaks to BBC Radio Leicester



Dr Anu Rao, LLR LMC



Recently Dr Rao spoke to BBC Radio Leicester about the challenges of caring for patients with long term conditions in the community.

“We know that medical science has advanced so much over the years that actually we are very good at diagnosis and treatment of long term conditions. It is well recognised that people with long term conditions are managed effectively in the community.

The problem though, is the lack of resources, sometimes, to get all the healthcare needs put together for a patient. In terms of a practising GP, the frustrations can be about the idea of doing everything in 10 minutes. Sometimes it just seems impossible.

There is a lack of GPs. There is a lack of practice nurses. That puts a lot of pressure on the healthcare system and that can at times be detrimental to patients.

You can rest assured I, and all my colleagues at the LMC do everything within our power to support our GPs, practice managers and practice nurses with the challenges they face to provide high quality, holistic, person-centred care to their patients with long term conditions.”

Nuffield Report on large scale general practice

The Nuffield Trust has published a report on general practice entitled: *Is bigger better? Lessons for large scale general practice.* Please follow the link:

http://www.nuffieldtrust.org.uk/sites/files/nuffield/publication/large_scale_general_practice_web.pdf

The report looks at pooling GP resources and the impact that this will have.

Launch of Retained Doctor Scheme 2016 guidance



NHS England have announced a refreshed Retained Doctor Scheme. Please follow the link:

<https://www.england.nhs.uk/commissioning/primary-care-comm/gp-workforce/retained-doctors/>

General Practice Forward View - updates

NHS England made a number of announcements regarding the implementation of the General Practice Forward View at their last board meeting on 28 July. Our Development Manager, Claire Deare, has produced a

briefing paper for our practices, setting out the key elements with links to detailed guidance. There are a number of programmes that require an Expression of Interest to enable you to participate and links to these are also contained within the paper.

We hope you find this a useful resource. The document is an attachment to this newsletter and is also available on our website.

North West Leicestershire and Rutland Coroner's Event

Following our successful event last year with the Leicester City and South Leicestershire Coroner's Office, we will be holding an event in conjunction with the North West Leicestershire and Rutland Coroner's Office within the next few months (exact date and venue to be finalised).

Recently there has been a rise in the number of enquiries in relation to coroner's cases and the processes involved. Some topics on the agenda will be:

- Death certification
- DoLs
- Reports for coroners
- Reporting deaths to coroners

To reserve a place at this event please email susan.shaw@llrlmc.co.uk

The date and time will be circulated as soon as it has been confirmed.

BMA letter to NHS England – gender dysphoria – July 2016



The BMA have advised LMCs are at liberty to share the gender dysphoria letter, a copy of which is attached to this document and is also available on our website.

Take Time Out - Building Resilience, Managing Change and Working Differently Workshop

Due to the popularity of our previous sessions, we are running another Take Time Out seminar.



Here at the LLR LMC we know the daily challenges that you are facing in your practices, because you, our members, tell us.

Having listened to what you are saying, and recognising this is not sustainable, we want to support you with the opportunity to *take time out* to think about how you can **build resilience for yourself and your team**, reflect on how you deal with change and review your working practices now and in the future.

A one-day interactive, practical workshop, which is significantly subsidised by the LLR LMC will be offered to you at a cost per person of **£50 (lunch provided)**.

Aimed at: GPs with a leadership role, Practice Managers and Senior Nurses. To register your interest please email susan.shaw@llrlmc.co.uk.

The event will take place on Thursday 9 February 2017. **The venue will be announced at a later date.**

Leicester Primary Care Summit – 9 September 2016



Deputy City Mayor Rory Palmer

A summit bringing together health professionals, patients and decision makers to examine the future of primary care in Leicester due to take place on 9 September 2016, at City Hall.

The event will include patients, doctors, NHS and CCG members to address the issues and challenges facing primary health care.

The summit has been organised and will be chaired by Leicester Deputy City Mayor. Councillor, Rory Palmer, who also has responsibility for health integration and wellbeing.

If you wish to book a place, please click on the following link:

<https://www.eventbrite.co.uk/e/leicester-primary-care-summit-tickets-25990143218>

Physician Associates Careers Fair – Birmingham



Would you like to find out more about Physician Associates? Considering recruiting a Physician Associate to your practice?

Come along to Birmingham on 2 September and spend some time helping the LLR LMC team on the LLR LMC stall where we will be promoting our region as a great place to live and work – you will have the opportunities to have one to one conversations with Physician Associates about to complete their training and to tell them about your practice and why it could be the right place for them to work!

If you are interested in attending, please contact enquiries@llrlmc.co.uk

DocHealth

A new support service is being run by the BMA for all doctors. This new service has been launched with the support of the BMA and Royal Medical Benevolent Fund (RMBF) called DocHealth.

It is a confidential psychotherapeutic service for all doctors.

Please note BMA membership is not required and it operates by self-referral.

For more information:

<https://www.bma.org.uk/advice/work-life-support/your-wellbeing>

Primary Care Support Services and Ghosts in the system



There have been significant problems with support services for general practice. At the BMA's July meeting of the General Practitioners' Committee (GPC) a vote of no confidence was passed in Capita's handling of its contract to deliver Primary Care Support Services. LLR LMC and the GPC are working to resolve problems, to raise awareness and to advise practices of the practical steps which can be taken.

Capita has released figures which show that since 1 April 2016 their performance against expected demand has been suboptimal. It is also clear that the demand for primary care services has been higher than the activity forecast. Some practices have been waiting many months to receive the paper medical records of newly registered patients. Capita have acknowledged the problem with up to 380,000 sets of records delayed in this backlog and practices across the country have reported routine waits for sets of notes running to almost six months. This can present serious challenges to deliver safe care to patients.

Problems have included:

- Some practices have had to hold on to medical records for many weeks after patients have left their care.
- Issues with the electronic registration link has meant that some practices have been unable to register new patients to the spine. This can result in incomplete screening lists, which has led to reports of some patients not being called for routine disease screening such as that for bowel cancer and practices unable to perform vital screening tests such as cervical smears due

to the system refusing to log the request on the basis that the patient is not registered.

- Recent suggestions that Capita will be central to a national list cleansing process to remove so-called 'ghost patients' has caused widespread concern and vulnerable patients may be inadvertently de-registered.

LLR LMC advice to practices is as follows:

- *Notify patients by waiting room posters, etc. of the medical records difficulties being experienced, with examples of some of the consequences.*
- *Warn patients who ask to register of the likely delay in receiving their notes and the possible risks from providing months of care delivered without any access to their records*
- *Inform newly registered patients that any pre-employment medicals or private reports for life insurance relating to mortgage applications may be delayed. This might result in them losing job opportunities or house buying offers falling through.*
- *Mark temporary records with a clear record entry when the full record is received. This would make actions in the absence of notes more easily identifiable in retrospect which may provide more medico-legal protection in the event of a mistake being made due to lack of proper records access.*
- *Consider making an emergency closure of the practice list which you may believe can be justified by the concerns listed above. This is a serious step to take, but would ensure that practice staff are exposed to as little medico-legal risk as possible and would protect patients from GPs and practice nurses acting in an environment of 'record blindness'.*
- *Report instances of failures with primary care services to LLR LMC so that we can log and collate the scale and impact of any system failures.*

We advise that you consider all of the actions to mitigate the potential risks to GPs, staff and patients. Please contact LLR LMC if you wish to discuss any of these matters or to send us details

of any problems with which you have been dealing.

General practice in the news



Do you ever wonder if other people do not realise the pressure you and your colleagues work under and the state of the health and social care systems in general? The message is starting to get through and there are increasing numbers of sympathetic journalists locally and nationally who have listened to the lobbying and campaigning by LMCs and by the BMA:

www.theguardian.com/society/2016/aug/11/nine-in-10-gp-practice-staff-work-life-stressful-poll-mind

<http://www.express.co.uk/comment/expresscomment/702331/Life-draining-out-of-NHS-says-Dr-Mark-Porter>

www.express.co.uk/news/uk/702250/NHS-crisis-doctor-surgeries-shut-every-ten-days

If you find yourself feeling overwhelmed pick up the phone to us or drop us an email. Use us as a sounding board – sometimes it is good to have a chat with someone outside of your usual circle of friends and colleagues. We are still recruiting mentors and mentees to our peer mentoring scheme and we also have opportunities for high quality coaching to help you consider how you can have a balanced and sustainable work portfolio. Contact us on: 0116 296 2950 or email us at enquiries@llrlmc.co.uk.

NHS Standard Contract – many frustrations for patients and practices will now be breaches of hospital contracts

NHS contract holding organisations including all NHS hospital trusts need to work to comply with new contractual requirements which are aimed at reducing the unnecessary extra workload created by the lack of clear systems and processes for practices and their local hospitals to communicate with each other and their shared patients. Time taken in setting up and rearranging hospital appointments, as well as chasing up

delays in discharge letters and details of changes in medication accounted for 4.5% of GP appointments. Follow this link to read a letter from NHSE to accountable officers of CCGs and hospital trusts:

<https://www.england.nhs.uk/wp-content/uploads/2016/07/letter-contract-requirements.pdf>

Please send us details of examples of when these requirements are being breached so that we can gauge the size of this problem in Leicester, Leicestershire and Rutland and feed this information to a relaunched Primary and Secondary Care interface group.