

## January 2017 newsletter

### Contents:

LMC Buying Group	1
Update on PSSS documents	1
Revalidation of staff	3
Seasonal Flu Vaccine Offers 2017-18	3
Firearms - Frequently Asked Questions	3
LMC staff update	3
Resilience Workshop 9 February 2017	3
The future of Primary Care – transforming	4
General Practice Services Conference	
Update on North West Leicestershire &	4
Rutland Coroner’s Event	
Heart failure service expanded across	4
Leicester, Leicestershire & Rutland	
Zoladex update	5
Midlands and East General Practice	5
Nursing Conference 2017	

### LLR LMC Buying Group



Practices in Leicester, Leicestershire and Rutland benefit from the Buying Club through the relationship between LLR and Notts LMCs.

The Buying Group has come a long way, as they now work with over 20 suppliers, 92 LMCs and have over 6,500 members but they are still very committed to their original mission of helping GP practices save time and money on the products and services they regularly buy.

With the ongoing financial challenges facing general practice, the Buying Group wanted to make sure that practices knew who they were and how they could help them save time and money on their purchasing.

The Buying Group guarantees that their suppliers won't just offer you a great price one week and then ramp up the price the next so you can be assured that if you order from the group's suppliers you'll get a great price every time you shop.

The Buying Group negotiate with their approved suppliers to provide you with the best price available so if you decide you want to order from any of the suppliers, you just contact them directly. However, the Buying Group are here to help you if you have any questions about the Buying Group or problems with any of the suppliers.

Their office is open Monday to Friday, 9am-5pm.

Tel: 0115 979 6910

Email: [info@lmcbuyinggroups.co.uk](mailto:info@lmcbuyinggroups.co.uk)

Website: [www.lmcbuyinggroups.co.uk](http://www.lmcbuyinggroups.co.uk)

Or follow the link on our website:

<http://www.llrlmc.co.uk/llrlmcbuyinggroup>

### Update on PCSS documents

The LMC are pleased to inform that we are now in a position to provide you clarity around the repatriation of missing documents that were sent to practices across Leicester, Leicestershire & Rutland in October.

We have made it clear that whilst practices may need to communicate with individual patients following assessment of the correspondence, GPs can in no way be made liable for the failure and delays in the service provided by NHS SBS.

Details of the process, support and financial compensation are as follows:

## The process

- We have been assured by NHS England that all items have been triaged by GPs contacted nationally by NHS England and those identified as carrying a potential risk of ongoing harm have already been returned to practices over the summer, where they were reviewed.
- The items that practices received in October are deemed 'low risk' and the vast majority of these items will be DNAs, TR forms or other items with little clinical information – therefore much of the documentation will not have resulted in harm. All of the correspondence needs to be assessed to ensure that the interests of patients are protected and potential harm is either identified or ruled out.
- We believe some practices may receive further such documents. The correspondence will be clearly identified, in a white plastic wallet which has NHS England's address on.
- If it becomes evident that the patient's record is no longer at the practice, please contact NHS England using the contact details below and they will arrange for TNT to collect the item and deliver to the new practice.

## The support

- Where the practice identifies items of high priority, they should complete the general response form and return it to NHS England as soon as possible.
- NHS England will support practices with the completion of a clinical review where harm is suggested and will provide template correspondence to use in communicating with patients who may have suffered harm.
- NHS England local and regional teams are aware of this process and can be contacted if there are any issues.
- NHS England has also provided a dedicated phone line and email address on which practices can contact them with queries – telephone: 0800 028 9723, email: [england.pcsadmin@nhs.net](mailto:england.pcsadmin@nhs.net).

## The payment

- In order to support GP practices affected by this incident, GPC England has worked with NHS England to agree appropriate payment. Practices will receive payments related to the number of items received as follows:

<20 documents - fixed payment of £50

20-50 documents - fixed payment of £100

>50 documents - £50 for each batch of up to 10 items

A document is defined as a single complete instance of correspondence, consisting of one or more pages. A document is likely to include a communication such as a letter of notification. Any attachments or enclosures to that communication are regarded as part of the same document.

The above work out at £5 per document for >50 documents.

- These payments are intended to provide recompense for the time required to review the correspondence in the context of the medical records, communicate with patients about the incident where necessary and report items of high priority to NHS England.
- To remove any administrative burden on practices, they will not be required to submit a claim. Payments will be made through the automated process in January/February.
- This process is outside of the normal PCSE process and is being directed and overseen by NHS England therefore we have been provided with assurances that there should be no problems with the payment process.
- NHS England will write to all affected practices with details of their payment and timescales in the coming months.

## Next steps for practices

- Identify the timeline required to start and finish the review of these documents
- Separate documents that do not belong to the practice and contact NHS England phone line/email address for them to make arrangements for the documents to be collected.
- In the event of any concerns or queries contact the dedicated phone line/email address.

- Await details of payment in early January.
- Please send us any issues that you might come across in the review process.

## Revalidation of staff

Recently there has been a rise in cases where revalidation of staff has been overlooked. The LMC strongly advise that you have a system in place for regularly checking that you have up to date details on registration and insurance checks in relation to any employees or contractors you may use.

## Seasonal Flu Vaccine Offers 2017-18



The LMC Buying Groups Federation has concluded negotiations with flu vaccine companies for the 2017-18 season and we can now announce that our joint first preferred suppliers are **Pfizer** and **MASTA**. Our second preferred supplier is **Mylan**.

Given the occasional occurrence of problems in the manufacture and delivery of vaccines we are pleased to be able to offer Buying Group members a choice of reliable suppliers as well as the best profit per dose in the market and excellent sale or return terms.

Pfizer is offering a maximum discount of **60.7%** on their trivalent vaccine (which offers a Profit Per Dose of £7.21) on orders confirmed before 23 December 2016 and **58.7%** thereafter (PPD of £7.06). Pfizer also offer excellent profit per dose on a lower priced alternative vaccine (Enzira) which is a maximum **47%** discount (PPD of £5.37) on orders confirmed before Christmas and **45%** (PPD of £5.24) thereafter.

MASTA can offer members a choice of vaccines including a quadrivalent. They are offering a **50%** discount on the quadrivalent vaccine (which offers a PPD of £7.21) and **56%** (PPD of £6.84) on the trivalent throughout the season.

Our second preferred supplier, Mylan, are offering **56%** (which offers a PPD of £6.84) on orders confirmed before Christmas and **55%** (PPD of £6.76) thereafter. Mylan also offers a lower priced alternative, Influvac.

More information is available on our website [www.lmcbuyinggroups.co.uk/members](http://www.lmcbuyinggroups.co.uk/members). You will be required to log in or register to access this information.

## Firearms – Frequently Asked Questions



There is now a link from the current firearms guidance on the BMA website to a series of FAQs drafted to help clarify the obligations of GPs with regard to the licensing process:

<https://www.bma.org.uk/advice/employment/ethics/ethics-a-to-z/firearms>

## LMC staff update

We would like to inform our members that Claire Deare, Development Manager at the LMC, has moved onto pastures new. We wish her all the best for the future thank her for all her efforts.

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



**\*\*\*LAST FEW SPACES LEFT\*\*\***

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.

The event will take place on Thursday 9 February 2017, at the Salvation Army (Leicester South), Ladysmith Road, Wigston, Leicester, LE18 4UZ.

To register your interest please email: [susan.shaw@llrlmc.co.uk](mailto:susan.shaw@llrlmc.co.uk).

### **The future of Primary Care – transforming General Practice Services Conference**



**Venue:** Grange Wellington Hotel, London

**Date:** Thursday 23 February 2017

#### **Key Speakers:**

**Virendra Sharma MP** - Vice Chair, All Party Parliamentary Group for Primary Care & Public Health

**Professor Jim Parle** - Professor of Primary Care, University of Birmingham

**Nina Pearson** - Chair, Luton CCG

**Professor Ashok Soni** – LPN Pharmacy Chair, NHS England

**Elizabeth Wade** – Director of Policy, Pharmacy Voice

**Jacob Lant** – Head of Policy, HealthWatch

**Rebecca Rosen** – Senior Clinical Fellow, Nuffield Trust

**Dr Jim Kelly** – Chair, Ashford Clinical Providers

Please follow the links below for further information.

[Event Details](#) [Website](#) [Register to Attend](#)

### **North West Leicestershire & Rutland Coroner's Event – an update**

Last month, in conjunction with North West Leicestershire & Rutland Coroner's Office, we ran an event on a practical guide to death certification.

Some of the topics discussed were:

- Causes of death vs modes of dying
- A general overview of the death registration process
- Completing the MCCD

Thank you to those of you who attended and we hope you found it beneficial.

### **Heart failure service expanded across Leicester, Leicestershire & Rutland**

A specialist NHS clinic treating patients with heart failure has been expanded so that patients across the whole of Leicester, Leicestershire & Rutland can be treated quickly and conveniently, directly after being referred by their GP.

The Rapid Access Heart Failure Service was launched in West Leicestershire as part of the Better Care Together Programme in April 2014. Following a successful pilot that demonstrated that the scheme provided faster care and received a positive response from patients, the decision was taken to extend the service across the rest of Leicester, Leicestershire & Rutland.

During 2015/16, the pilot highlighted the hospital admissions for patients with symptoms of heart failure, from West Leicestershire, fell compared to the national average.

The service means that instead of patients being referred by a Heart Failure Nurse (HFN) or GP directly into hospital and admitted to a ward, the patient will be assessed either at a daytime or evening clinic when referred by their GP. The majority of these patients don't need to be admitted to hospital but require their condition assessing or monitoring to ensure they stay well.

The service gives the patient and their family peace of mind, in an outpatient setting, in a much more timely and convenient manner.

If a GP suspects that a patient has heart failure or they already have heart failure and their condition has deteriorated, their GP will refer them for a rapid review by a Consultant Cardiologist at a specialist clinic at Glenfield Hospital within 72 hours.

In some cases, where patients are too poorly and need acute hospital care, they will still be admitted to hospital.

Dr Kapur, lead on long term conditions and a GP board member at Leicester City Clinical Commissioning Group speaking on behalf of the three CCGs said, "Due to local success, the pilot scheme has been extended across the city and county to provide a service to those patients that are currently experiencing suspected heart failure."

"West Leicestershire has experienced some fantastic results and we hope the scheme will contribute to keeping people healthier for longer in the City and East Leicestershire and Rutland."

"We want to ensure patients receive the care and support they need in the right place and in a timely manner. The majority of these patients don't need to be admitted to hospital but require their condition assessing or monitoring to ensure they stay well. This service allows this to be carried out as an outpatient in hospital so their condition is managed safely and effectively."

Dr Loke, leading clinician from University of Hospitals of Leicester NHS Trust explained, "Patients are referred directly by their GP via an online process (PRISM) and are seen by a consultant cardiologist at the Glenfield Hospital."

"We piloted the service for 18 months with GP practices in West Leicestershire and following its success it has now been formally commissioned to provide the service for GP practices across East Leicestershire and Rutland and Leicester City clinical commissioning group as well. We saw over 120 patients in the first 12 months, with extremely high satisfaction ratings from users and patients and also

reduced the number of patients needing an emergency admission."

Mr Bird had a heart scan arranged by his doctor which showed severe heart complications. The GP contacted the service who saw the patient the following morning.

Mr Bird, 72 from Loughborough said, "I was feeling very poorly and had begun to retain a lot of water which started in my legs and meant I found it difficult to do simple things like get in and out of the car. I went to see my GP and was referred to have a heart scan at Loughborough Hospital. The following day I saw Dr Loke and was prescribed some stronger tablets to help reduce the extra three stone in water I was carrying. Four weeks later to the day I had my new pacemaker fitted, which has probably saved my life – the whole process was so quick. I can now do the things I like and I enjoy spending time working in my garden, something I couldn't do before."

Patients in East Leicestershire, Rutland and City can now benefit from the service. For more information on heart failure visit the NHS Choices pages at <http://www.nhs.uk/conditions/heart-failure/pages/introduction.aspx> or if you have any concerns speak to your GP Heart Failure Nurse.

## Zoladex update

We are expecting an update from AstraZeneca UK Limited in the near future to advise us where member practices can purchase Zoladex in the most affordable way.

Once we have this information we will of course pass it onto our members.

## Midlands and East General Practice Nursing Conference 2017

Discussions and workshops on hot topics for the general practice nursing community:

**When:** Wednesday 1 and Tuesday 2 March 2017

**Where:** UK Centre for Carnival Arts, Luton, LU1 3JA

Hot topics to include: The General Practice Forward View, CQC inspection framework, HEE General Practice Nursing Plan

Workshop topics to include: cultural competence, nursing associate pilots, advanced practice, promoting self-care

For further information and to register:

<https://www.eventbrite.co.uk/e/general-practice-nursing-conference-1st-and-2nd-march-2017-tickets-28636637955>