

Welcome to our July 2018 Newsletter

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REGIONAL

A. CQC STATUTORY NOTIFICATIONS FOR GP PROVIDERS

Following the recent CQC event hosted by the LMC there was a discussion around statutory notifications for GPs as this was unclear from the presentation.

Leicestershire and Lincolnshire CQC have since provided information on [Statutory Notifications for GP Providers](#).

B. LEARNING AND SHARING FROM THE NHS ENGLAND COMPLAINTS TEAM

The NHS England complaints team, Cathie Cunnington (Complaints Manager, NHSE) has shared June's key learning points that would be beneficial for the wider GP Community:

- When considering a removal of a patient from a practice list, discuss with the contract manager at the CCG before removing the patient, to ensure that the practice is not breaching any of their contractual obligations.
- Consider a review of prescription collection processes, particularly in relation to the signing out of pharmacy collections.
- If a patient has a medication preference, e.g. liquid form, mark on the home page of the patient's records to assist with repeat prescribing.
- Review of overseas visitor guidance to ensure patients are provided with most up to date guidance.

C. CQC DRIVING IMPROVEMENT PUBLICATION

The CQC have released a publication "[Driving Improvement.](#)" This consists of Case Studies from 10 GP Practices, 7 of which are from Midlands & East and demonstrate where significant improvements have been made.

D. SARS SURVEY

The LMC are aware of several issues raised regarding Subject Access Requests (SARs) and the impact this is having on workload within general practice that is already stretched.

The BMA is currently working tirelessly to find a better resolution with the ICO for general practice.

The BMA have published a survey to be completed by practices. They ask this [survey](#) is completed once, and does not have to be necessarily done by a doctor, contractor or partner.

The LMC have been informed that the BMA are intending to send out a much more detailed formal survey on SARs and related issues in the next few weeks.

E. LMC MEETING WITH SOCIAL SERVICES

On the 22nd June, Dr Nainesh Chotai and Charlotte Woods from LLR LMC met with Ruth Lake (Divisional Director, Adult Social Care and Safeguarding at Leicester City Council), Richard Davies and Jon Wilson (Director of Adults & Communities, Leicester County Council) following emails from our levy payers regarding the requests for health assessments that GPs have received from adult social care, as well as an opportunity to improve communications and engagement with social care representatives.

This was deemed as a successful meeting with both general practice and social care understanding the challenges each face.

The main outcomes of the meeting were:

- Integrated Locality Teams are seen as a benefit and should be supported.
- Social care has agreed to review social worker referral forms to ensure they are brief and ask for only relevant medical information.
- To improve working relationships between the social workers and GPs. Social care staff are encouraged to speak to the GP directly when requesting a medical assessment. GPs should try to facilitate this contact.
- A commitment to explore IT system access for ILT social workers attached to a practice, to allow them to access patient records.
- Some practices may choose to offer ILT workers honouree contracts as a way of giving them

access to patient records, however practices will need to give careful consideration to the governance of these contracts.

F. LMC MEETING WITH CAPITA (PCSE)

On Wednesday 4th July, LLR LMC met with Robert Ramsden (Head of Customer Engagement, Primary Care Support England) and Julie Powdrell (National Engagement Team) to discuss how LMC can work with PCSE to support levy members to get issues resolved specifically around pensions.

PCSE recognise the issues surrounding their service and have recently appointed a new Chief Operating Officer who will focus on communication and getting the issues resolved even if that is just providing time frames and contact with PCSE.

The tips in which PCSE provided in getting your issues resolved included:

- If you have a query with a process, the best place for information is the PCSE website. The regular eBulletins that are sent to practices also include information on Hot Topics and useful sources.
- We have attached links you may find helpful including [FAQs for all service lines](#). Where relevant the Pensions FAQs will ask the customer if they have completed the NPL process and direct them to the NPL guidance.
- Copies of the [eBulletins](#) are stored on the PCSE Website.
- If a practice has not been able to self-serve to resolve the issue they are to raise the matter with the PCSE Customer Service Centre (CSC) by either;
Phone - **0333 014 2884**
Using the [contact form](#)

CSC staff will either answer the query, or triage and create a case assigning it to the relevant service line. A

case reference number will be generated in the format of CAS-12345-67891.

Please note; When using the contact form for GP Payments and GP Pensions, triage and case creation happens automatically. Choosing these enquiry types from the drop-down list will cause the form to reload and appear slightly different (see below) There are checks and balances built into the new form which means the team will have all the information they need to resolve the query

Should the matter fall into one of the attached 'high

Enquiries form

When submitting information online, best practice standard is to use an internet browser that supports Transport Layer Security 1.2 (TLS1.2). Currently the following browsers, and all subsequent versions (v) after those stated in the list below, support TLS 1.2.

- Chrome - v30 and later
- Firefox - v27 and later
- Internet Explorer - v11
- Opera - v17
- Safari - v5 on iOS and v7 on OS X

Please be aware that earlier versions of TLS, used by unsupported, older versions of internet browsers, are regarded as insecure. [Click here](#) for further information.

Please select the type of enquiry *

(required)

Practice mergers and closures notifications

Your name *

(required)

Your email address *

Primary Care providers, please provide your work email address

Your telephone number *

Primary Care providers please provide your work telephone number

Practice/pharmacy address (if applicable)

(Primary Care providers only)

Primary Care Support England



GP Payments & Pensions Enquiry

Please use this online form to:

- Submit your all payments and pensions forms to PCSE including annual certificates of pensionable pay/profit, type 2 self-assessment forms, GP Solo and Locum A & B forms
- Send a query regarding a particular claim or payment
- Find guidance and information on payment and pension topics

The online form will ensure the quickest possible response time to your requests and queries. You will be prompted for all the information PCSE needs to process your request.

Once you submit your form, you will receive an acknowledgement email and a copy of your query.

Begin

priority' categories then the case will be marked as such and resolved within 10 working days.

High priority for pensions category would fall into the following:

- Payment is Overdue by >7 calendar Days
- Value or payment or deduction is >£10,000
- Urgent Retirement Application issue
- Urgent Death in Service Issue
- Urgent Ill Health issue
- Practice is in financial difficulty
- Patient Safety

If it falls within any of the above categories, the LMC is able to escalate on your behalf to either PCSE to investigate or the BMA.

G. DR ANU RAO ELECTED ONTO GPC FROM BMA ARM



We are pleased to confirm that at the recent BMA ARM (Annual representative Meeting) Dr Anu Rao (LLR LMC Board Member) was elected onto the GPC.

H. LLR PRACTICE MANAGER ACADEMY

The LMC is pleased to hear about the ongoing work undertaken by the Practice Manager's Academy as we feel it could be a real benefit to support new and existing Practice Managers.

The programme will focus on delivering the following areas:

- Competency framework
- Bespoke induction Course
- Mentoring Support
- Personal Appraisal Support
- Coaching

To read more about [the PMA promotion](#) and [PMA framework](#) click on the appropriate links.

I. UPCOMING LMC EVENTS

The LMC will be hosting a range of events for our members over the next few months. These are free events, but you need to reserve your space.

Full details of the events are on our website.

- **Wednesday 15th August 2018 (1:00pm-5:00pm)**- Beginners guide to be a Data Protection Officer (DPO)
- **Wednesday 19th September 2018 (7:00pm-8:30pm)**- Multiple jeopardy in medical practice- talk from Michael Devlin (MDU). A review of the medico-legal jeopardies doctors face in their clinical practice
- **Wednesday 26th September (7:00pm-8:30pm)**- *REPEATED EVENT* LMC/CQC Event
- **Wednesday 17th October 2018 (7:00pm-8:30pm)**- Medical and Health Coaching Workshop- with Dr Zahida Adam and Lesley Thompson.
 - Do you have patients coming back time after time, and not making any progress?
 - Do you sometimes find a patient leaves and you feel disappointed that you haven't made an impact?
 - Are your consultations running over time?
- **Wednesday 7th November 2018 (Details TBC)**- LMC AGM (Annual General Meeting) With guest speaker Richard Vautrey.(BMA GP Committee Chair)
- **Wednesday 21st November 2018 (7:00pm-8:30pm)**- *REPEATED EVENT* Complaints workshop in conjunction with NHSE

If you wish to view these events in more detail, please click [here](#). In order to reserve a place for any of the events, please email enquiries@llrlmc.co.uk

J. JOB VACANCIES

To view current vacancies, click the '[vacancies](#)' page on our website.

Advertising any vacancies your practice may have is free through the LMC. Just send the details of the vacancy to enquiries@llrlmc.co.uk

SHARED LEARNING AND KEY ISSUES RAISED WITH THE LMC THIS MONTH:

The LMC would like to share with our members some of the queries that have been asked of the LMC over the last month, to share learning and information.

- **Support for GP Practices - Agenda for Change pay deal:**

Recently the LMC have received queries regarding the new Agenda for Change 3 year pay deal. There are some concerns how Government funding will translate to individual practices.

LMC Response: Our understanding is that this issue was discussed at a National level with the GPC, which no agreement was met in regard to helping general practice contracting supporting the agenda for 2018/19. However, they did agree and have almost doubled the indemnity contribution from £0.52p to £1.00 for 2018/19

The proposal submitted to the GPC for 2019/20 to increase the global sum by 2% to support practices with the inflation of salaries.

The LMC will continue to push for a better outcome through our national networks.

NATIONAL

K. THE POTENTIALLY AVOIDABLE APPOINTMENT AUDIT TOOL

The BMA have issued the above tool for practices. They have released the following information on the audit tool.

“A simple tool for reviewing workload within the practice and exploring how things might be managed differently in the future. So far, nearly 500 practices have received reports and a new, fully automated web- based tool is now available at no cost to all practices across England.

Four reasons to get involved:

1. It's a really simple tool for practices to use to look at how the current workload picked up by GPs could be done in other ways – whether that's by other members of the team, or outside the practice
2. It helps you look at the differences in the way your clinicians see their work – showing variation within your team and letting you compare yourselves with others across the Country – as soon as you complete the audit you can immediately download a report
3. Auditing your appointments not only offers a way of tackling mounting pressure in the practice, it also fulfils your requirements for GP appraisal and audit as part of revalidation
4. And its free for any GP Practice in England to use – the costs of developing and running this audit have been funded in full, from the General Practice Forward View, NHS England”

For more information, please click [here](#).

L. NOVICHOK GUIDANCE

Due to recent events, the BMA has issued guidance on potential Novichok exposure. To view this, please click [here](#).

M. GP PARTNERSHIP REVIEW

In February the Secretary of State announced a review into the partnership model of general practice. Dr Nigel Watson (Wessex LMC Chief Executive) is leading this review.

It is important that you are able to have your say. This [link](#) to the LLR LMC homepage, gives further details into the review, the key lines of enquiry and how to contact the team.

N. ADVICE ON CRIMINAL FINANCES ACT

We would like to thank the ICAS (Justine Riccomini, Head of Taxation at ICAS The Institute of Chartered Accountants of Scotland) and GDPF for the publishing an article with [information on the Criminal Finances Act](#).

O. UPDATE FROM THE BMA

Richard Vautrey (BMA) has published his update for LMC's. Below are the key issues he discussed.

Future of QOF in England and responding to digital-first primary care

NHS England discussed the review of QOF and a consultation on digital-first primary care providers at its board meeting this week. They are now inviting feedback on these two reports and I would encourage LMCs to do this. Both documents and more information on how to send feedback can be found [here](#).

We have worked with NHS England, RCGP and others to review QOF and expect the report to stimulate further discussion. Our intention is that any changes to QOF must provide stability for practices and better enable them to better respond to the needs of their patients. The review document and the feedback we receive will inform, but not determine the outcome of negotiations which will begin shortly.

While we recognise the many advantages that technology and innovation can provide for general practice, we have serious concerns about the model used by providers, such as GP at Hand, that unfairly exploits the out of area registration arrangement, cherry picking

largely health young adults who often only want brief episodes of care, and which risks destabilising other practices and the funding they receive to treat patients in their local community. However, the suggestions made by NHS England to reduce the funding such providers receive have wider implications and therefore GPC England will carefully consider them as part of our response to the consultation.

Read NHS England full press release [here](#).

NHS App

This week the government announced plans to release an app that will be available to everyone in England in December 2018. The new NHS app will give patients safe and secure access to their GP record and will allow patients to make GP appointments, order repeat prescriptions and state their preferences relating to issues such as data-sharing and organ donation. I highlighted in the [Mail Online reports](#) [The Daily Mirror](#) and [ITV News Online](#) that whilst it might help book GP consultations it cannot create appointments out of nowhere and that GPs understand and shared the public's frustration at not always being able to get an appointment because of the workforce crisis we currently experience. Our response was mentioned on news bulletins on commercial radio stations across the country and in an interview, I did for BBC Radio Sheffield.

One in six GP posts vacant

Pulse's annual vacancy survey of 658 GPs found that 15.3% of GP positions are currently empty, up from 12 per cent last year, and 11 per cent in 2016. I responded to this and said: "The fact that so many surgeries are unable to recruit GPs provides yet more evidence of the scale of the crisis impacting general practice. The Government must prioritise general practice and urgently invest in it to address this growing crisis which is threatening to undermine the foundation on which the wider NHS is built. We cannot allow a situation where patient safety is being compromised by a lack of

political action. This is placing an intolerable pressure on local GP services, especially as they increasingly need to deliver intensive, specialist care in the community to the growing number of older patients with complex health conditions." This was covered in [The Daily Mail](#), [The Daily Telegraph](#) and [The Daily Express](#).

ARM Election results

At last week's BMA Annual Representative Meeting, the following members were successfully elected to GPC UK.

- Om Parkash Aggarwal (Wales)
- Stuart John Blake (Scotland)
- Annapurna Rao
- Surendra Kumar
- Bethan Roberts (Wales)
- Gaurav Gupta
- Fay Wilson
- Thomas Shaun Micklewright
- Punam Krishan (Scotland)
- Ronald William David Ross (Northern Ireland)

Read the latest GP UK newsletter [here](#).

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