

Welcome to our October Newsletter

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a. WELCOME

It has been a short while since we sent out our last newsletter, however we are back with the next edition.

We are pleased to introduce our newest recruit, Meera Tailor as the new administrator. Meera's role is to support with the running the LMC office, being the first point of contact for our members, as well as managing our website and social media.

b. CHANGES WITHIN LMC BOARD

Following the recent elections to join the LLR LMC for new LMC board members. We would like to congratulate and say a warm welcome to our new board members, Dr James Ward-Campbell, who was elected in August to the LMC board will be a County representative. Dr Amit Rastogi was elected in September to join the LMC board and will be a City representative.

We would like to thank both Dr Ghouri and Dr Rizvi for their time, contribution and commitment to the LMC over the years, and wish them the best of luck for the future.

c. LLR LMC SUB-CONTRACTING ARRANGEMENT AVAILABLE TO PRACTICES ON CHRISTMAS EVE AND NEW YEAR'S EVE

The Leicester, Leicestershire and Rutland Local Medical Committee (LLR LMC) is pleased to confirm that the three LLR CCGs have agreed the LMC proposal for practices to sub-contract their services to DHU on Christmas eve and New Year's Eve (4.00 – 6.30pm).

The arrangements of cover supplied by DHU, include:

- clinical triage service patients who call DHU
- provide the necessary telephone advice
- face to face reviews – these will take place in one of the hubs in LLR
- prescriptions including FP10 prescription collection
- home visits
- signpost onto an appropriate service

If you wish to opt-in to the sub-contracting arrangement, could you please complete the necessary form and return to the LMC office by Friday 29th November 2019.

d. PRIMARY CARE NETWORKS (PCN)

- **Primary Care Network Package launch**

The BMA have launched [a PCN package of support](#) this week. It is flexible and wide-ranging and allows different PCNs and Clinical Directors to pick and choose the guidance, support and assistance they need. This includes access to a PCN community App, a forthcoming PCN Conference on 8 February 2020, a package of learning & development services and support for legal, HR and insurance issues. Read the blog about it by Krishna Kasaraneni, GPC England Executive team member [here](#).

- **Additional Roles Reimbursement Guidance**

NHS England has now published the joint [guidance on the Additional Roles Reimbursement Scheme \(ARRS\)](#) that will commence in April 2020. We hope that by releasing it now, PCNs will be able to better prepare for the additional workforce from 2020. This guidance includes the process by which Primary Care Networks (PCNs) can claim reimbursement for additional staff.

- **PCN Data Sharing Agreements**

NHS England has published a data sharing and data processing template for PCNs, jointly agreed with the GPC England, which are available on the NHS England GP contract page - [click here](#).

While the use of these templates is not mandatory, and PCNs remain free to enter into different forms of data sharing and data processing agreements, their aim is to help PCNs develop their data sharing and processing activities when delivering services under the network contract directed enhanced service. If the template is used, it must be developed further between the members of the Primary Care Network.

Guidance notes are included at the end the template. For any further queries, please contact england.gpcontracts@nhs.net

- **PRIMARY CARE NETWORKS - NEXT STEPS FOR PRACTICE MANAGERS CONFERENCE**

NHS England and NHS Improvement are holding a series of dedicated regional events this autumn for Practice Managers. The day will focus on:

- Hearing from PCNs about the fundamental role of practice managers and what development support is available
- Providing an opportunity to talk to other practice managers who are working within PCNs and understand how their roles have developed
- Getting involved in interactive workshops that focus on:

- PCN leadership: Clinical Directors and Practice Managers
- Health & Wellbeing: work/life balance and resilience
- Proactive patient care and collaborative working
- Creating time and capacity: understanding your demand and future workforce needs

You can register by clicking on the appropriate regional link via the NHS England events page which can be found [here](#).

e. **CAPITA - INCORRECTLY ARCHIVED RECORDS**

Further to the recent comms relating to the PCSE incident whereby thousands of patient medical records were incorrectly archived instead of being sent to the subsequent GP practices. The GPC England was in discussions with NHS England to highlight the impact this would have on practices and their patients and agree on additional costs for practice to fill this piece of work.

No settlement figure was reached for the problems created by Capita.

As a result, the GPC are looking for practices to join our potential legal action. Practices will need to complete the attached [pro forma](#) and send them to the BMA via info.gpc@bma.org.uk in order to sign up to the case. We will then collate the necessary information to take forward a legal action.

f. **PCSE SURVEYS**

The GPC has asked if practices and individual doctors could fill in their short surveys about PCSE to see how things have developed since our previous surveys in December 2017.

This will enable us to influence operational issues on your behalf and give us the hard data to substantiate the anecdotal evidence we also receive.

- [Survey of GP practices](#) - please could you forward this to all your practices to complete.
- [Survey of all GPs including trainees](#) - we would appreciate it if you could share this with your members particularly with locum GPs and trainees.

The deadline for responding to the surveys is noon, Friday 25 October. The greater response we have, the

stronger our hand when discussing matters with NHS England. We really appreciate your help.

g. GP PENSIONS SURVEY

There has been a lot of debate recently in regard to GP pension and how it continues to work but remain beneficial to the GPs. This is certainly a topic that remains high on the agenda for the BMA.

For anyone wishing to engage and share your views, there is a national pensions flexibility consultation: <https://www.gov.uk/government/consultations/nhs-pension-scheme-increased-flexibility>

h. OTC MEDICINE TEMPLATE LETTER FOR SCHOOLS

The new school term has now started, which has led to parents requesting letters from their child's GP for OTC medicine. We have updated our template, which can be found [here](#).

i. CNSGP SCOPING DOCUMENT

The LMC often receives questions and clarity regarding the Clinical Negligence Scheme for General Practice (CNSGP).

NHS resolutions team have issued a useful [scoping document](#) which we hope provides some clarity.

k. METROLOGY REPORT – CLASS III WEIGHING SCALES

Leicester City Council's trading standards department has recently shared their report with the LMC on the findings from their visit to GP practices in Leicester City last year.

We have responded to Leicester City Trading Standards department following advice from the BMA that there is no legal requirement for practices to use class III weighing scales.

The BMA is now liaising with Leicester City Trading Standards department on our behalf to get this matter resolved.

Until practices are told otherwise, there is no legal requirement for practices to make any changes or accept a visit from Trading Standards.

i. UPCOMING LMC EVENTS

We are starting to put together the LLR LMC event schedule for the Autumn.

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

Wednesday 27th November 2019, 19:00-20:30

"How not to get your radiology request rejected?"

Areas covered include:

- Referrals into Imaging – Improving the process
- Why do rejections happen? Do they add value? How can we collectively ensure right investigation, first time?

The event will be facilitated by Matthew Archer, UHL Head of Operations

Venue: College Court Conference Centre, Knighton Road, Leicester, LE23 3UF

This is a free event and open to all LLR GPs/Practice Managers. Catering and refreshments will be available on arrival.

To reserve your place, email enquiries@llrlmc.co.uk

I. SHARED LEARNING FROM NHSE COMPLAINTS TEAM

Cathie Cunnington, NHSE Complaints Manager kindly shares themes and learning around recent complaints for the LMC to share with its members.

This month's key learnings are mainly around communication:

- Ensure patients are removed from practice lists appropriately, discuss with Contracts Manager to ensure the correct process is followed.
- To avoid complaints, ensure effective communication of management plans with patients.
- To avoid complaints, ensure effective communication with patient's if their appointments are delayed due to emergencies at the practice.

M. NEW REGULATIONS ON NOTIFICATIONS OF DEATH

The Government has introduced [regulations](#) that place a duty on registered medical practitioners to notify the coroner of certain deaths, and what information should be provided. They apply to England and Wales.

This became law on 1 October 2019. Read the Ministry of Justice's guidance on complying with the regulations [here](#).

n. FIREARMS GUIDANCE AND FLOWCHART

Our joint response to the Home Office consultation on statutory guidance to police on firearms licensing and a

flowchart to guide GPs and police through the licensing process are now available on the [BMA website](#)

o. GP PRACTICE AND CCG RESPONSIBILITIES FOR DATA PROTECTION OFFICERS (DPO)

The following statement was issued by NHSE to CCGs.

Since April 2018, CCGs have been required to provide IG advice and DPO support to practices. The [new GP contract](#) announced that this mandatory requirement would be extended. In 2019, CCGs are required to offer a Data Protection Officer (DPO) function to practices in addition to their existing DPO support services. This DPO function can be provided by the CCG direct or through its commissioning support service. Funding has been made available in CCGs' baseline to support this requirement. The new Primary Care (GP) Digital Services Operating Model, due to be published in July, includes detail about CCGs' responsibilities.

The requirements are as follows:

Mandatory Requirements for CCGs

a. IG advice and Data Protection Officer (DPO) Support:

- Provision of advice, guidance and support on IG related issues including existing operational processes and procedures or new business initiatives to support practice designated Data Protection Officers including existing operational processes and procedures or new business initiatives. This includes:
 - Access for practices during normal service hours to specialist qualified advice on GDPR matters;
 - Advice on compliance with GDPR obligations;
 - Advice reflecting national guidance on GDPR compliance as it is published;
 - A review at least annually to identify and improve processes which have caused breaches or near misses, or which force practice staff to use workarounds which compromise data security. This may for example be a facilitated workshop at CCG level which would encourage shared learning;

- Advice to support practices develop and maintain best practice processes that comply with national guidance on citizen identity verification;
- Advice to support practices achieve mandatory compliance with the [National Data Opt-Out](#) policy by March 2020.

b. DPO Function (New requirement from April 2019):

- As data controllers and "public authorities" general practices are legally required to designate a DPO.
- CCGs are now required to provide a named DPO for practices to designate as their Data Protection Officer. The named DPO could be shared between practices.
- Practices may choose to make their own DPO arrangements. CCGs are not expected to fund alternative arrangements, if a DPO service has already been offered by the CCG. However, a CCG may at its discretion offer to fund these alternative arrangements.

We believe now all three CCGs are complying with the guidance issued by NHSE. However, please notify the LMC if you have any issues.

p. CERVICAL SCREENING PCSE GUIDE TO UPDATING PRIOR NOTIFICATION LISTS ON OPEN EXETER

A guide on updating Cervical Screening Prior Notification Lists on Open Exeter. This guide is available on the PCSE Website [here](#).

q. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS: GENERAL PRACTICE REPORTING

NHS England has sent a letter to CCGs asking for assurance that children and vulnerable adults are effectively safeguarded. STPs and CCGs should be working together with local GP provider representatives and review their local arrangements in 2019/20 and where necessary implement changes, to ensure that safeguarding activity in general practice is supported.

A copy of the letter can be viewed [here](#).

The LMC has raised this with the three CCGs and we anticipate a response in due course.

r. RECRUITMENT

If you have a vacancy within your practice, we are happy to advertise the position through our website for no charge.

Simply send us a copy of the advert and job description to enquiries@llrlmc.co.uk.

s. LMC/LEICESTER CITY CCG LIAISON

The LMC has regular liaison meetings with senior representatives of the CCGs. We were made aware that have sent Leicester City CCG has sent the following comms to practices:

a. Practice “back door” telephone number

The Directory of Services (DoS) is a directory which provides NHS 111 call handlers with real time information about services available to support a particular patient. The DoS is not publicly available, as it contains information such as private telephone numbers for use by healthcare professionals. To ensure that your practice’s non-public “back door” telephone number is up to date on the DoS, please complete the very short and simple survey found via this link <https://www.surveymonkey.co.uk/r/7SPWS8L>

b. Accessible Information Standard

Practices are requested to complete the attached template on accessible standards. There is a briefing note that provides practices with some information on this.

Please return the completed template to Nafisa.Bhana@nhs.net.

c. Business Continuity plans

Leicester City CCG is carrying out a refresh of business continuity plans in GP practice, the exercise was last completed in 2017. This exercise was carried out to provide assurances to NHS England that providers have robust plans in place respond to a wide range of incidents and emergencies that could affect health or patient care.

The Civil Contingencies Act (2004) and Health Social Care Act (2012), requires NHS organisations, and providers of NHS-funded care, to show that they can deal with such incidents while maintaining services to patients, and therefore is it essential that all practices are asked to submit an updated version of the business continuity

plan by the 30 September 2019 to Nafisa Bhana – Primary care support officer to the following email address: Nafisa.Bhana@nhs.net

NHS England has made available an example of a “Good Practice” template for a GP Practice Business Continuity Plan which is designed to be adapted to any practice. You can of course use what you already have but your plan must cover the elements mentioned in the attached example.

Please ensure that identifiable staff information such as personal telephone numbers is not included in the plan when you submit this.

Further Resources: NHS England has produced a management toolkit with examples for practices to consider:

<https://www.england.nhs.uk/ourwork/eprr/bc/>.

t. EXTERNAL OPPORTUNITIES

NHS Resolution is offering a free half day event to raise awareness on:

[Keeping your patients and workforce safe – Midlands regional event](#)

- Clinical Negligence Scheme General Practice (CNSGP) – An overview – what it is and isn’t, opportunity to ask questions
- Safety and Learning – An overview of how the Safety and Learning team in NHS Resolution have worked in NHS Hospital Trusts to keep patients safe and reduce the potential for claims and how this might transfer to general practice
- Appeals – primary medical care contract breaches, a case study and NHS Resolution’s role
- Practitioner Performance Advice – An overview of how the Advice Service can help primary care colleagues to identify and respond to performance concerns arising in the primary care sector

When: Tuesday 19 November

Where: Midlands – Signing Tree Venue, Deaf Cultural Centre, Birmingham

Who should attend: GPs, Practice Managers, general practice, primary care providers, federations, CCGs, PCNs, LMCs

Time: 09:15 – 14:00

How to

book: <https://resolution.nhs.uk/events/keeping-your-patients-and-workforce-safe-midlands-regional-event/>

Manda Copage is leading on this event for NHSE and can provide any further information - manda.copage@nhs.net

LMC CONTACT DETAILS:

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Email: enquiries@lrlmc.co.uk