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Items marked * in orange on the content list are highlighted either because of their importance or because they contain information you may not have seen elsewhere.

HOT TOPICS

This Month's Hot Topics

Winter Access Fund Announcement

This month the government [announced a £250million Winter Access Fund](#) which they say is designed to increase capacity in general practice, address variation in general practice, and improve communication with the public. The LMC has summarised the document - [Access Improvement Plan LMC Summary](#)

Our response, like that of most people in general practice, is that the announcement will do nothing to address the very real issues facing primary care. 1800 GPs have been lost since 2015 and many practices are unable to recruit the GPs and other practice team members they need. £250million access funding cannot recruit GPs that do not exist.

The package asks general practice to increase face to face consultations and at the same time they have failed to remove metrics in the contract that force GPs to increase online consultations. None of the workload initiatives mentioned in the support package can be delivered quickly and will make little to no difference in supporting general practice workload. We are concerned that the government is out of touch with the reality of general practice, where long-term problems of recruitment, funding, and workload, combined with the impact of the pandemic, have placed unsustainable pressures on the system.

We met with HCV ICS leaders to discuss this on 18 October and took part in a special GPCE meeting on 21 October. You can read [our latest update on our website](#) and we will continue to provide updates on this issue on our web page and in weekly bulletins.

If you would like to take action about the issues facing general practice, the BMA has published a [template letter to send to your MP](#) (Word doc). The [BMA general practice factsheet](#) provides useful summary information about the reality of the pressures general practice is under which you may find useful for communications, letters, and social media posts.

Our Primary Care Support Offer

The LMC is here to support GPs and practice teams - if you need support please get in touch or take a look at the help available on our website. We have a wide range of support which can be accessed via our [support pages](#). A one-page summary of our current primary care support offer can be found [here](#).

PRACTICE MANAGEMENT

Update on Local CAS Provision

For Yorkshire and Humber, the 111 service is provided by YAS and, as part of this, a Clinical Assessment Service (CAS) using nurses and paramedics (and a subcontract with Vocare for additional clinical support) is provided for patients who need advice from a clinician.

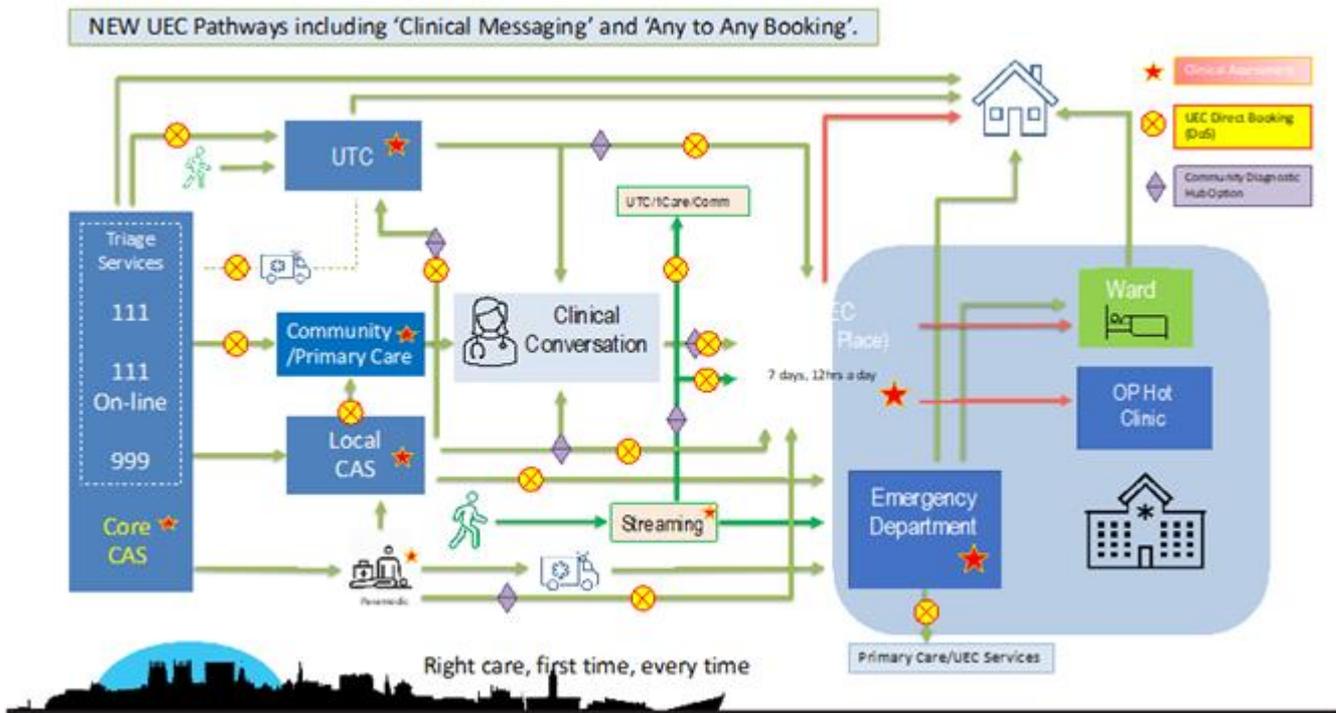
This service supports decision making to ensure patients reach the right disposition/triage outcome for their need as described in the call to 111 or use of 111 online. Patients go through to this clinical assessment service if the disposition is unclear or if NHS pathways tool recommends a clinical review.

The **local CAS** – an enhanced offer of the existing HCV wide service – **is now managing Primary Care 1 and 2 hour “speak to” dispositions through NHS 111**. This part of the service went live on Monday 27 September, with further ED and online dispositions to go live in the coming weeks.

This means that all NHS111 calls (during core GP hours) - for which the outcome is the need to speak to Primary Care within 1 or 2 hours - will be triaged initially by a GP working on behalf of the CAS service.

- The advantage of this approach is that 70% of volumes are either closed as self-care or redirected to alternate provision for face to face (e.g. UTC).
- Using GPs to deal with this primary care call ensures consistency of approach and seamless services, leading to a reduced number needing physical face to face care.
- The service will operate between Monday to Friday 8am to 6pm, in line with primary care core access.
- This service is expected to handle 150 cases per week and redirect / close 70% of these (105 cases) that would historically have attended and called upon primary care GPs.

Ultimately the CAS should reduce the number of GP one and two-hour dispositions from NHS111 to primary care and ensure that those which are signposted to General Practices genuinely require a face-to-face appointment. The new pathways should work as below:



Veteran Friendly GP Practices

RCGP is working with NHS England and NHS Improvement to accredit GP practices as 'veteran friendly'. This programme enables practice to deliver the best possible care and treatment for patients who have served in the armed forces. Nearly 1,000 GP practices in England are already accredited through this programme. Practices are supported to identify and code their veterans, and to appoint a clinical lead who undertakes training and other activities related to veteran healthcare.

Key to improving healthcare for our veteran population is asking the question *"Have you ever served in the military"*. There are an estimated 2.4 million veterans in the UK, some of whom have complex needs. There are veteran-specific services tailored towards this potentially vulnerable patient group. Veterans may also be entitled to priority treatment for conditions related to military service. Becoming a veteran friendly accredited practice is a simple online process and helps to raise awareness, improve understanding and better equip and facilitate GPs in their duty of care to veterans. Further information can be found at <https://www.rcgp.org.uk/clinical-and-research/resources/a-to-z-clinical-resources/veteran-friendly-gp-practices.aspx>

LMC Buying Group Update

Membership of the LMC Buying Group entitles your practice to discounts on products and services

provided by the Buying Group's suppliers. Membership is free and there is no obligation on practices to use all the suppliers. However, practices can save thousands of pounds a year just by switching to Buying Group suppliers. The Buying Group offers a free cost analysis service that aims to show member practices how much money they could save just by swapping to buying group suppliers. Practices are encouraged to register their details with the Buying Group directly so they can continue to provide member information. This can be done by completing this [form](#).

The group has published updated information for practices on [flu vaccines for the 2022/23 season](#).

Medicine Supply Issues Update October 2021

The Department of Health and Social Care have published the [latest edition of their regular update](#) on current primary and secondary care medicine supply issues they are working on. This information is confidential to the NHS; please do not upload to websites in the public domain. Please do share with relevant colleagues and networks.

Additional Flu Stock Ordering

NHS England North East and Yorkshire have provided some additional information regarding ordering of flu vaccine stock this autumn/winter.

Please note that the stock is expected to be available from early November onwards with practices now being able to place orders via the Public Health Commissioning Team. Providers should note that this additional stock will only be available for this season (2021/22) only and that providers will be expected to order their own supplies for future seasons as they normally do (without any reliance on additional supplies being made available).

With regards to the extended cohorts (i.e. healthy 50-64 year olds), the central team advise that they recognise the financial risk to practices of over-ordering to allow for this cohort. Currently discussions are ongoing between the central team and ministers regarding cohorts and vaccine reimbursement for next season, and outcomes from this will be shared as soon as they receive them. The message at the moment seems to be to plan for the historic/traditional cohorts, recognising that if there is any extension to cohorts, this will need discussions centrally as to how to deal with and address this.

Vaccine supply and the sale or return arrangement is a commercial arrangement between the provider and the supplier and NSHEI have no involvement or influence over that arrangement. Pharmacies in the main order their vaccines via wholesalers rather than direct from the supplier and this can affect their



timeframes/call off for vaccines and unused stock (as they only call off orders when they need them, unlike practices who have pre-set quantities and delivery dates)

With regards to the scaling back (30%) of supply experienced by some practices, again this was a manufacturer/supplier decision, most likely done in order to ensure most providers had some stock as opposed to some having all of their stock whilst others had none.

NHSE advise they fully appreciate the complexities and challenges of delivering both flu vaccine to an expanded cohort along with Covid-19 vaccines. They are working closely with CCG flu and Covid leads and are receptive to any suggestions as to how to make the system work better, which should be fed in to the ICS immunisation board.

EVENTS

Estates Strategies and Planning Across PCNs in the Current NHS landscape

Wednesday 3rd November 2021, 13:00-14:00

Online event

This webinar hosted by law firm Capsticks will be discussing estates strategies and planning across primary care networks (PCNs) from a legal, accountancy, tax and surveying perspective. Tailored for GPs and practice managers, the panel will explore the following:

Legal

- Key legal issues to consider when developing an estates strategy
- Internal housekeeping tips
- Legal approaches to collaboration on estates strategies

Accountancy and Tax

- Could notional rent ever be paid at PCN level
- What does the NHS Long Term Plan say about estates
- The risks and rewards of property ownership for an individual GP

Finance

- Bank risk assessment and segmentation
- Finance for owner-occupied surgeries
- Finance for estate model

Surveying

- What is an estate strategy?
- To merge or not to merge property interests?

- When is action required?

This is a free event and places can be reserved online [here](#).

GUIDANCE & RESOURCES

Integrated Care Boards Guidance

NHSE/I has published some [additional resources](#) (log in to NHS Futures required) on supporting system leaders to establish integrated care boards (ICBs) which are broadly centred around effective partnership working within ICSs.

The following documents can all be found on the NHSE website [here](#):

- Guidance on the development of place-based partnerships as part of statutory ICSs
- ICS implementation guidance on effective clinical and care professional leadership
- ICS implementation guidance on partnerships with the voluntary, community and social enterprise sector
- ICS implementation guidance on working with people and communities

NHS X has also published: [ICS 'What Good Looks Like' Framework \(Digital & Data\)](#).

BMA Guidance - Abuse on Social Media from Patients

The BMA have recently published [new guidance covering steps that GP practices can take against patients who leave abusive comments on social media or websites](#) - including what to do first, reporting content to the provider and criminal and civil actions. The guidance includes practical steps to take, reporting abuse, and involving the police.

COVID-19 Medical Exemptions

A systematic medical exemptions process has been introduced from 30 September 2021 to ensure that those who, for medical reasons, should not be vaccinated (and/or be tested) for COVID-19 are not disadvantaged across certification use cases. Given the need for clinical judgement and access to patient records, the Department of Health and Social Care are asking GPs, secondary care clinicians and midwives to assess applications. No appointment is needed and there is a pre-screening process. [Read the guidance detailing the process](#).



We Are Primary Care Campaign Resources



All the campaign materials developed for the #weareprimarycare campaign can be downloaded free from our website. The campaign promotes the message that we can't tolerate abuse in primary care. Resources include graphics, animations and an audio phone message.

Newly added this month is a short summary of contractual guidance for practices on removing abusive patients from your practice list. It includes information on when removal is appropriate, the removal process, PCSE's responsibility for excluded patients, and the special allocations scheme (SAS). View and download all the #weareprimarycare campaign materials from [Humberside LMC: Primary Care Campaign](#).

GENERAL NEWS

PCN Clinical Director Survey Results

The LMC has published the results of our survey of PCN Clinical Directors which was conducted in August 2021. The survey was conducted to help us understand the situation on the frontline in primary care. We wanted to gain the insights of our area's PCN leaders into how networks are developing, including additional roles recruitment, relationships with the wider NHS, and support needs.

Key findings from the survey:

- The additional roles most recruited for have been Social Prescribers, Clinical Pharmacists, First Contact Physiotherapists and Pharmacy Technicians.

- A lack of suitably qualified or experienced candidates was the most quoted barrier to recruiting for additional roles.
- A lack of adequate premises was the most quoted barrier to future success for PCNs, followed by being able to recruit sufficient wider workforce.
- Improved collaborative working with secondary care and developing relationships with stakeholders were the most requested areas for the LMC to develop to support PCNs.

The responses will help the LMC plan how we can tailor support to ensure we meet the needs of PCNs, and in our discussions with healthcare leaders.

[Download PCN Clinical Director Survey Results](#)

New LMC Staff to Support Health and Wellbeing Services

Two new staff joined the LMC team this month in administrative roles which will support and promote health and wellbeing services benefitting our constituents in the Humber area.



Claire Fratson



Jessica Jeans

Claire Fratson and Jessica Jeans are both working as Team Administrators and will be supporting three new projects funded by NHS England:

- Primary care front of house support programme – developing a specific package for all frontline staff working in general practice and community pharmacy across the Humber region.
 - Leadership Programme for GPs from Black, Asian and Minority Ethnic backgrounds – delivering this programme, successfully piloted this year, to further cohorts of learners.
 - Vulnerable locum support programme – a pilot programme to devise and run a scheme to support locum GPs.
- 

Look out for more news on these programmes in the coming weeks.

GP Contract Changes - October 2021

The following amendments were made to the GP contract from 1 October 2021:

- The introduction of a requirement for the disclosure of information about NHS earnings which will begin for individuals who have NHS earnings of over £150,000 in 2019-20. Further information is available in the [general practice pay transparency guidance](#).
- Changes to the process of registering with a GP practice for Crown Servants posted overseas and their family members.
- The removal of the requirement for individual patient consent when moving a patient with an electronic repeatable prescription on to electronic repeat dispensing.
- New requirements regarding the digital offer which all practices must provide to patients.
- The introduction of exemption confirmation requests for patients who should not be tested for, or vaccinated against, coronavirus.
- A requirement for the transfer of patient records between GP practices within 28 days of receiving the request.

The [amendment to the regulations](#) is available online. The [Statement of Financial Entitlements](#) (SFE), [Alternative Provider Medical Services](#) (APMS) Directions and [Directed Enhanced Services](#) (DES) Directions have also been updated.

COVID-19 Vaccination Boosters for Health Care Staff

Health and social care workers can now book their COVID-19 vaccination boosters through the [National Booking Service](#) or by calling 119. As part of the booking process, staff will need to self-declare they are a frontline health or social care worker, and they will also be asked to provide as proof of employment as an eligible health or social care worker using a workplace photo ID. Booster vaccinations can be administered no earlier than six months after completion of the primary vaccine course.

Medicines Delivery Service Extension

An extension of the medicines delivery service has been announced by NHSE/I. The [announcement letter](#) explains that to help provide support to people who have been notified of the need to self-isolate by NHS Test and Trace, the Community Pharmacy Home Delivery Service and the Dispensing Doctor Home Delivery Service is being commissioned from 1 October 2021 to 31 March 2022 (inclusive) for anyone living



in England who has been notified by NHS Test and Trace to self-isolate.

LMC Report on Primary-Secondary Interface

You may have missed our announcement this month regarding this major new report which highlights continuing issues with the interface between primary and secondary care which are causing significant extra workload for GPs and practice teams.

The report, [270 Appointments a Week: A report on the Primary-Secondary Interface](#), is based on a survey of GPs, practice managers and other practice staff conducted over two weeks in August 2021. 401 responses were received, highlighting a number of areas where there is a significant impact on primary care including:

- requests for primary care to arrange follow up tests or investigations on behalf of secondary care (these were most commonly blood tests but did include radiology investigations also)
- issues with onward referral to another team
- medication issues

We asked survey respondents to estimate how long addressing each interface issue had taken them, and which role within the practice had needed to deal with it. Over the 10 working days of the survey, the total time spent addressing interface issues in general practice by all roles was almost 101 hours. The total time spent by clinical staff on resolving these was almost 54 hours. This equates to at least 270 appointments every week in primary care being lost to managing interface problems that should have been dealt with by other providers in line with their NHS standard contract. Primary care reception staff are losing 70 hours a week to dealing with interface workload – this is time when they are unavailable to answer patient phone calls, arrange appointments, and respond to email queries, or support their clinicians in delivering care.

Read more on the report on our website [here](#).

ICS Clinical Lead Update

Dr Nigel Wells, Clinical Lead for Humber, Coast and Vale ICS, has shared an update on the partnership's work which can be downloaded [here](#).

The Cameron Fund Video Introduction

The Cameron Fund is the GPs' own charity and the only medical benevolent charity which solely supports general practitioners and their dependents. They have recorded a short video to introduce their work



which can be viewed on [YouTube](#).

The charity has also launched a Christmas appeal to raise funds to support colleagues experiencing hardship. Full details of the appeal and how to contribute can be found on the [appeal letter](#) (pdf).

Urgent Intercultural Therapy for Staff

Due to the recent crisis in Kabul, Afghanistan, North East and Yorkshire NHS Equality and Inclusion Team are offering a therapy bereavement service of three sessions for people affected who work in health and social care, initially without an assessment. This offer is an interim arrangement. Nafsyat can take referrals through their [online form](#), via email: admin@nafsyat.org.uk or by phone 020 7263 6947. Referrals will need to mention their organisation name and job title.

Celebrating Black History Month

Throughout October we have joined the celebrations marking Black History Month to recognise the incredible richness and diversity of Black and Brown heritage in the UK. People from African and Caribbean backgrounds have been a fundamental part of British history for centuries, but many people believe this contribution to society is often overlooked, ignored or distorted. Black History Month gives everyone the opportunity to share, celebrate and understand the impact of black heritage and culture. All this month we have published stories illustrating the great contributions made to medicine by people of Black and Brown heritage, and also highlighting important medical stories and issues which many people won't be aware of. [Visit our Black History Month page](#).

Speak Up Month

October is also Speak Up Month which raises awareness of the importance of speaking up to raise a concern or to offer a suggestion for improvement. We have been sharing resources and short song clips to reinforce this message which can all be found on our [website](#) and our [Twitter feed](#). The LMC offers the Freedom to Speak Up Guardian service which means we have trained staff members who can help people to speak up about concerns they have that they feel are not being listened to by their own management reporting – [find out more](#) about our guardians and how we can help.

DHSC Consultation on Extending Free PPE – Closing Soon

The DHSC public consultation on extending free PPE to the health and care sector beyond 31st March 2022 will be closing on **Sunday 31 October 2021**. Please find a link to the consultation here:



<https://www.gov.uk/government/consultations/extending-free-ppe-to-the-health-and-care-sector>. The LMC has submitted a response supporting the extension.

LMC Podcast Explores Sessional GPs

The latest episode of the Humberside LMCs podcast explores being a sessional GP.

Sessional GPs now make up almost half of the total GP headcount so what do GPs doing sessional work (either salaried or locum) need to know? In this edition we're joined by Humberside LMC Medical Secretary Dr Rolan Schreiber to explore the pros and cons of working as a sessional GP including:

- Stability of work and income
- Employment rights
- Work commitments and control over workload
- CPD and revalidation Portfolio career opportunities

You can listen online at [Anchor](#) and subscribe to our podcast on all major podcast platforms including Apple, Google and Spotify - search for Humberside LMC.

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