

**North Yorkshire Branch Report
Issue 76 – April 2016**

Message from John Crompton, Chair, North Yorkshire Branch, YORLMC Ltd



Over the last month I have had a number of meetings with North Yorkshire County Council and City of York Council to address issues around Public Health Enhanced services. YORLMC continues to have concerns of how cuts in City of York services will affect access for patients and impact on practices now and in the future and local work on this is ongoing. In North Yorkshire we have ongoing negotiations around the new smoking cessation services and proposed new alcohol strategy. I have also met with NYY CCGs and both Local Authorities to develop a strategy around prescribing responsibilities for services that cross the GMS and public health interface.

One year on from the introduction of the **Building the Workforce – New Deal for General Practice** 10 point plan, the partnership between NHS England, Health Education England, the BMA and the Royal College of GPs, the BMA convened a special one day workforce conference offering practical support, advice and guidance for LMCs on how they can work with GPs locally to make the most of new workforce initiatives.

NHS England's [General Practice Forward View](#) will be a major focus of YORLMC's work for the next 12 months and ensuring the promised investment into General Practice is both realised and achieved equitably will be YORLMC's priority.

As mentioned by Dougy Moederle-Lumb in the accompanying edition of YORLMC news the LMC Conference which takes place on 19 & 20 May will provide an important opportunity for LMC conference representatives to consider and debate the Forward View. North Yorkshire LMC will be represented at conference this year myself, [Brian McGregor](#), [Caroline Lewis](#), [Sally Tyrer](#) and [Jim Woods](#)

Included within this Branch Report are further updates for your information - YORLMC's website also includes a frequent queries section.

Primary Care Support England (PCSE)

YORLMC shares the grave concerns that practices are expressing at the unacceptable and inadequate level of service that is being provided by PCSE. There are many issues, but communication, call centre activity, records and supplies are a universal problem for practices across England.

The GPC is also of the view that the service provided to practices in the last few weeks is unacceptable and is continuing to meet regularly with Capita, the organisation that has taken on responsibility for the delivery of NHS England's primary care support services, to discuss the very unsatisfactory state of affairs. Capita is fully aware of the considerable disruptions that have been caused to all practices. Following a recent GPC/Capita meeting, Capita provided the GPC with the following update on how it is dealing with the main current issues and this is summarised below.

1. Customer Support Centre

We absolutely recognise that the service currently provided isn't up to scratch and have put together a Customer Support Centre recovery plan to get us back to the point of delivering service levels. The

key elements of this are increasing the number of staff available to take calls and identifying the key issues that are driving calls to the CSC and fixing the root causes. A large number of new staff started this week and there are more in training to start work next week. As a result of this we have seen the percentage of calls answered increase and the average wait time continue to decline. There is still more work to do but the direction of travel is positive.

2. Medical Records

We continue to pilot the new approach in West Yorkshire and are collecting both quantitative and qualitative data to support the decision to go live across the rest of the country. Some aspects of City Sprint continue to cause concern and we have worked with them to reinforce their contractual requirements around ID and talked to them about the attitudes and behaviour of their staff. Across the rest of the country the contingency arrangements have largely bedded in with records flowing through the system. We are now producing a weekly update for GPs on medical records which will go out each Friday and answer the most frequently asked questions. As we now have over 92% of GP practices signed up on the portal (with email addresses) we have for the first time a quick and reliable way of reaching people with such updates.

3. Supplies

This is without doubt the biggest area of concern across all primary care contractor groups. We have experienced a level of demand that is several times above what would be expected, based on historical patterns. This has put enormous pressures on all stages of the supply chain (CSC, supplies ordering, City Sprint and our suppliers Xerox and NHS Supplies). We are up to date with supplies orders so the focus is on the fulfilment of these orders and dealing with issues caused where stocks are running low. The main area of concern is sterile products and we have worked with NHS England to put some short term practical solutions in place that allow us to buy direct from suppliers and, in extremis, allow practices to do the same and invoice NHS England.

A copy of the April 2016 Primary Care Support England (PCSE) Stakeholder Bulletin is enclosed ([Appendix 1](#)) for information/reference as is a communication from PCSE relating to supplies ([Appendix 2](#))

Also enclosed with this bulletin at [Appendix 3](#), again for information are notes from a meeting that took place involving representatives of Leeds LMC and Capita - practices will recognise the concerns raised with Capita at this meeting. A follow up meeting is being planned.

It is helpful to the Corporate Affairs Team to continue to receive information from practices relating to specific concerns as these are being shared with GPC who can record the evidence at a national level. Such information is also helpful for contractual monitoring purposes. Practices are also able to ask PCSE a question or tell them what you think about the new PCSE service and how it can be improved – this can be done through pcse.england.nhs.uk/about/

A FAQ section on the same website can be accessed at <http://pcse.england.nhs.uk/help/>

YORLMC is also discussing with NHSE Y&H the concerns constituent practices have of primary care support services

Management of abusive, difficult and violent patients by General Practices and other independent contractors (including potentially violent)

Under the umbrella of the Yorkshire & Humber LMC Alliance, YORLMC is now progressing the establishment of a working group that will involve representatives of Y&H CCGs and NHSE Y&H and which will consider the development of a refreshed/updated service that will support staff dealing with abusive, difficult and violent patients (including potentially violent)

GP Surgery Business Rates: Refunds received from Local Authorities

Practices should have received a letter from NHS England dated 14 March 2016 in relation to appeals lodged with Valuation Office Agency on behalf of many surgery premises against Rateable values (RV).

As detailed in the letter, Rateable values were being assessed on the basis of rental value rather than the cost of rebuild. After protracted legal and land valuation arguments, the ruling passed down last year was that RV should be assessed on the basis of rebuild cost rather than rental value.

Local authorities are in the process of issuing business rate refunds, together with supporting paperwork (in the form of credit notes, revised bills, letters, statements etc.). Where the GP Practice is the named ratepayer, these refunds - which in some cases may date as far back as 1 April 2005 - will be sent directly to the Practice (and not to NHS England).

A summary of the action required by practices can be found in the attached letter ([Appendix 4](#)).

YORLMC Corporate Affairs Team - Contact Changes

Please note that our Committee Liaison Officers (CLOs) have changed their areas of responsibility as follows:

- Simon Berriman is administering the North Yorkshire Branch, Liaison and Alliance of Federations - simon.berriman@yorlmcltd.co.uk
- Stacey Fielding is now administering the 4 North Yorkshire Divisions – stacey.fielding@yorlmcltd.co.uk

Simon and Stacey are therefore the first point of contact for all North Yorkshire & York related matters.

Kate Mackenzie is now administering the work of the Bradford & Airedale Branch of YORLMC Ltd.

Change of practice email addresses

YORLMC is aware that many practices are currently changing the email addresses of their GPs and practice staff. Please keep YORLMC informed of changes on info@yorlmcltd.co.uk

YORLMC Branch and Division Meeting Agendas – Contributions from GPs and Practice Managers

GPs and Practice Managers are reminded that their suggestions for items for inclusion on Branch and Division agendas are welcomed.

Meetings of the North Yorkshire Branch of YORLMC focus on issues affecting the North Yorkshire & York area as a whole. There are also four Divisions of YORLMC Ltd which correspond to the four North Yorkshire CCG areas. Division meetings focus on more localised discussion and, as co-commissioning gets underway, will become increasingly significant.

Agendas are circulated to Committee Members one week prior to meetings, following agenda planning sessions involving YORLMC Officers and YORLMC's Corporate Affairs team. Branches and Divisions meet bimonthly in alternate months and you can check the dates of forthcoming meetings [here](#).

We very much hope you will contribute to this process – your suggested items can be forwarded to the Corporate Affairs Team as follows: info@yorlmcltd.co.uk

YORLMC's Corporate Affairs Team (CAT) is responsible for keeping GPs and practice teams informed of current issues relating to primary care and beyond. The CAT leads on communicating important messages, producing regular guidance and newsletters to keep all GPs and practice teams informed, involved and engaged.

To help the CAT keep track of changes within practice teams it will be much appreciated if you can advise info@yorlmc Ltd.co.uk when email addresses change, when GPs join or leave your practice as well as when there is to be a change of Practice Manager.

Alliance of North Yorkshire General Practice Federations Listserver

By way of reminder, please note that a listserver email facility has been set up to facilitate communication/sharing of documents relevant to Practice Federations. This listserver will be open to GPs and Practice Managers to join – please email info@yorlmc Ltd.co.uk to request an invitation to join.

If a listserver user changes their email address or wishes to use a different address for the listserver they will need to email info@yorlmc Ltd.co.uk to request a new invitation.

YorTender

YORLMC would like to remind practices that local authority contracts that are out to tender will be advertised via the YorTender website <https://www.yortender.co.uk>

Registration is free and will allow you to become aware when new services become eligible for tender

Message from Julianne Haigh

Practice Manager Representative, North Yorkshire Branch, YORLMC

Just a reminder that I am the Practice Manager Representative co-opted to the North Yorkshire Branch of YORLMC. My co-option to YORLMC has been made with the intention of providing practices across North Yorkshire and York with an additional resource and acting as a link with practice manager colleagues. I attend Branch meetings and also liaison meetings with CCG leads and representatives of the Area Team so if you feel there are issues/themes emerging that would benefit from being highlighted at these meetings please let me know so I can ensure these can be considered for inclusion on meeting agendas. The easiest way to contact me is by email – julianne.haigh@nhs.net. When emailing it would be helpful if you could also copy your email to the Corporate Affairs Team - simon.berriman@yorlmc Ltd.co.uk

Pharmacy applications

The following applications have been approved by NHS England:

- Change of ownership - Sainsburys to Lloyds in the North Yorkshire area:
 - Sainsburys, Gallows Close, Falsgrave Road, Scarborough;
 - Sainsburys, Wetherby Road, Harrogate;
 - Sainsburys, Monks Cross, Huntingdon, York

Notification of a new pharmacy contractor

- Day Lewis PLC t/a Day Lewis Pharmacy, 9 Mount Farm Close, East Whitby, YO22 4HJ

This Bulletin is based on the best available information.
We will endeavour to ensure you are kept informed of any changes.

To help YORLMC's Corporate Affairs Team keep track of changes within practice teams will Practice Managers please advise info@yorlmc.co.uk when GPs join or leave the practice and when there is to be a change of Practice Manager

**LOOKING FOR WORK AND VACANCIES?
Advertise in the YORLMC Ltd Newsletter**

YORLMC's newsletter is circulated to all North Yorkshire & Bradford & Airedale Practices – if you would like to advertise your availability for employment then please contact info@yorlmc.co.uk for further information and advertising rates

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