



## A monthly newsletter for North Yorkshire & Bradford & Airedale practices



YORLMC represents all GPs and their practices in:

- Bradford, Airedale, Wharfedale and Craven
- North Yorkshire and the City of York

Providing:

- ◆ Support & Advice
- ◆ Pastoral Care
- ◆ YORLMC Law
- ◆ HR & Employment
  - ◆ Training
  - ◆ Events
- ◆ YORLMC News
- ◆ YORLMC Buying Group
  - ◆ Regular updates

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## Messages from Dougy Moederle-Lumb, Chief Executive, YORLMC Ltd



### YORLMC Conference - 17 October

It is not long now until YORLMC's first ever conference on 17 October 2017 at the Pavilions of Harrogate, Great Yorkshire Show Ground. Please do book your place via <https://www.yorlmcltd.co.uk/events/3360>. There is a great programme which will deliver a informative, inspirational, interactive and entertaining day—please see the flyer at [Appendix 1](#)

We are also looking at the options of again holding locality roadshows in 2018. During spring 2017 YORLMC held 6 locality based roadshows across the NYY and BAWC patch to which all GPs and Practice Managers were invited to attend free of charge. Over 100 GPs and Practice Managers attended these roadshows; feedback received was extremely positive with numerous attendees calling for future roadshows. We would like your views, whether you attended a past event or not, on the type of event and information you would like YORLMC to provide to make the events most beneficial to our constituents. Please complete the short survey at <https://www.surveymonkey.co.uk/r/97KF3BW>

### THE ROLE OF YORLMC

Amidst all the changes taking place within the NHS one question that repeatedly gets raised is who represents general practice both locally and nationally?

My attached guide ([Appendix 2](#)) clarifies the remit and roles of the range of professional bodies including YORLMC that affect the day to day working life of GPs and their practice teams. I hope you find this useful.

### Practice staff mandatory training guidance

There are so many different and conflicting demands on GP practices in England, from commissioners or practice inspectors, to undertake mandatory training that it can be hard to know what's what. In some instances, what is described as mandatory or statutory training may not actually be the case. To help practices make informed decisions the BMA has produced new guidance [here](#).

YORLMC have a [Education, Training and Development](#) arm so please contact Leanne Ashton ([leanne.ashton@yorlmcltd.co.uk](mailto:leanne.ashton@yorlmcltd.co.uk)) for all your practice training needs

## Results of GP practice list closure survey

The full results, broken down by region, are included below and further information is provided on the BMA [website](#). With a turnout of 23.9% (similar to previous surveys of the profession), the results show that a small majority of those responding would consider temporarily suspending new patient registration, but only a minority would be in favour of applying for a formal list closure.

While the results may not be definitive (when combining the turnout with the results it shows less than 13% of all practices support temporary suspension of patient registrations), the strength of feeling shown by those who responded means GPC are calling on the government to urgently address the current crisis. Practices have judged that the GP Forward View is failing across England to make general practice sustainable or indeed to provide the support that practices need right now and so the government and NHS England must do more and must do it immediately.

<b>Turnout</b>	<b>23.9%</b>			
	<b>Yes</b>	<b>Yes</b>	<b>No</b>	<b>No</b>
	<b>(% of re-spondents)</b>	<b>(% of all practices)</b>	<b>(% of re-spondents)</b>	<b>(% of all prac-tices)</b>
Temporary suspension of patient registration	<b>53.74%</b>	<b>12.84%</b>	46.26%	11.05%
Application for formal list closure	43.96%	10.5%	<b>56.04%</b>	<b>13.39%</b>

Region	YES (temporary suspension of patient registrations)	YES (application for formal list closure)	Response rate
East Midlands	61.08%	54.05%	30%
East of England	56.61%	45.50%	25%
London	69.89%	49.40%	12%
North East	44.05%	32.14%	22%
North West	52.04%	42.53%	18%
South West	40.38%	33.58%	38%
South Central	56.90%	51.69%	25%
South East	60.75%	50.97%	36%
West Midlands	57.50%	43.04%	25%
Yorkshire & the Humber	40.21%	37.04%	26%

Following discussion with the GPC England executive, policy leads and sessional GP executive members, GPC will not, at this stage, be making a decision about moving to a formal industrial action ballot of the profession, but using the results to support GPC negotiations and to call on the government to deal with the current crisis with far greater urgency.

There is much the government needs to do but key areas include:

- a swift resolution to the indemnity crisis
- a limit to workload levels so that no patient or doctor is put at risk
- a sustainable expansion of the general practice and community workforce (with an end to short term schemes with non-recurrent funding)
- surgery buildings that are fit for the 21st century

The LMC England Conference in November followed by the GPC England meeting the following week, provides GPC with a timeframe for negotiating with Government to seek the resolutions.

## Results of GP practice list closure survey (continued)

Regardless of the results of this survey, GPC know that many practices face real and unsustainable pressures today and need to act now to protect their current patients. In such situations practices have always been able to temporarily suspend patient registration of their own accord, as long as they have reasonable grounds that are not related to the characteristics of the patient.

The BMA's guidance on temporarily suspending patient registrations can be [found here](#)

## GPC Chair monthly bulletin

The GPC Chair monthly bulletin is available [here](#) and which focuses on what's new for GPs in the UK

## Reimbursement for use of GP practice services by external providers

Reimbursement for use of GP practice services by external providers. Following recent queries, YORLMC reminds practices that in 2009 £10.54 per room, per session, was a rate YORLMC, NHS North Yorkshire and York and NHS Bradford & Airedale considered to be a reasonable and proportionate service charge. Please note that this is not a "YORLMC rate and practices are at liberty to negotiate their own rate for their own circumstances and inflation. The amount of £10.54 took into account heating, lighting, wear and tear etc and it would also be appropriate for practices to adapt their charges, where applicable, to include other overheads such as use of telephones, receptionist time etc. This is a service charge and not a rental amount - any rental received by a practice could have an immediate negative effect on notional or cost rent.

For the avoidance of any doubt, practices are reminded that:

- YORLMC agreed with the former NHS North Yorkshire & York and the former NHS Bradford & Airedale in principle that a charge for use of GP practice services by external providers was reasonable
- YORLMC is not in a position to negotiate a reimbursement scheme on behalf of all practices
- It is for individual practices to decide whether or not to offer space to external providers, and if they do whether or not they wish to charge for this.
- Individual practices are responsible for contacting external providers directly to negotiate Reimbursement. Practices should not submit invoices to external provider organisations until agreement has been reached between the practice and the external provider. If the external provider does not wish to agree a reimbursement rate for use of GP practice services, it is for individual practices to decide whether or not to accommodate those external providers in the future

## CQC - Registered Manager checks

It's been brought to our attention that CQC is investigating compliance with its registered manager requirements in GP practices. We have been informed that letters (see template attached as [Appendix 3](#)) have been sent to a number of practices in CQC's central region, and that it is CQC's intention to look at all regions in due course. It is unclear at this stage if the practices affected received previous communications from CQC regarding its intentions prior to these letters being sent out. For background, under the regulations all providers must have a registered manager, except where the service provider is an individual who manages the service day-to-day and who is fit to carry on the service. Some single handed GPs will meet this criteria and will not need a registered manager. Any GP practice registered with CQC as a partnership or as an organisation is required to have a registered manager. Further information is available on the [CQC website](#)

Whenever a registered manager leaves/is replaced, CQC [must be notified](#). A practice must apply to register a manager within 12 weeks of the previous manager leaving. With this CQC activity in mind, we would like to remind practices of the legal obligations relating to registered managers.

## PCSE claims guidance

GPC England is aware that practices and individual GPs continue to experience unacceptable incidents relating to PCSE (primary care support services in England), commissioned by NHS England and provided by Capita. The issues have been ongoing for some time and YORLMC and the GPC are aware of cases where practices have not received payments, or have received incorrect payments. It is never acceptable for payments to be delayed and

we advise following the process described [here](#) if a practice or individual has experienced an issue due to PCSE.

Additional guidance is available on YORLMC's website [here](#)

For information the PCSE August bulletin is available at [Appendix 4](#)

## GP Wellbeing Survey

YORLMC circulated a survey to all our constituent GPs in June and received over 250 responses, so many thanks to those who took part. The results of the survey are available in the two reports attached for Bradford, Airedale, Wharfedale & Craven ([Appendix 5](#)) and North

Yorkshire & York ([Appendix 6](#)). The survey highlighted that mentoring is a service GPs are particularly keen to be able to access and YORLMC is giving consideration as to how that need can be addressed.

## YORLMC pastoral support

YORLMC has a comprehensive [pastoral care team](#) with many years' experience of defence bodies and GMC procedures and is able to provide personal and confidential support for individual GPs in difficulty or experiencing major change. For example it can include helping an individual GP through difficulties linked to contractual, financial or performance concerns, including attendance at performance meetings and/or support getting appropriate medical care when required. Importantly this confidential support is also available for the wider practice team. YORLMC cannot stress enough how important it is for colleagues to contact YORLMC for help as early as possible when difficulties arise so that as much support as possible can be provided. However, it is never too late to make contact. YORLMC can be contacted in the first instance through any member of the Corporate Affairs Team – contact details can be found [here](#).



## Update on SBS incident

We have received an update from NHS England about the NHS Shared Business Services incident, whereby correspondence in the mail redirection service did not reach the intended recipients.

Correspondence ([Appendix 7](#)) was sent to GP practices in December 2016, March and May 2017 asking practices to complete and return a response form to indicate whether any patient may have suffered potential harm as a result of the error. NHS England have said that approximately 30% of practices have yet to return these forms and will be writing to Heads of Primary Care to inform them of practices that have yet to respond, and CCGs will also be aware.

GPC would encourage practices to undertake this in a timely manner as they are best placed to do it, and should be paid for such work. Payments for work undertaken in March and May 2017 will be paid in August or September 2017.

All cases of potential harm are now being reviewed by NHS England GP national Clinical Directors to confirm whether further clinical review is required. NHS England are contacting practices to obtain patient details, and can offer support to practices if required. In recognition of workload on practices, local area teams may be asked to assist with providing information.

NHS England has provided GPs with a dedicated phone line 0800 028 9723 and email address [england.sbsincident@nhs.net](mailto:england.sbsincident@nhs.net) on which they can use to contact the Incident Team with any queries.

## NHS Property Services—update

Further to the entry in the [May Newsletter](#), please see the attached letter ([Appendix 8](#)) from Dr Ian Hume, GPC premises lead which provides an update on the ongoing issues faced by practices

## Changes within practice teams

To help YORLMC's Corporate Affairs Team keep track of changes within practice teams will Practice Managers please advise

[info@yorlmcld.co.uk](mailto:info@yorlmcld.co.uk) when GPs join or leave the practice and when there is to be a change of Practice Manager

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The **Cameron Fund**

*The GPs' own charity*

BMA House, Tavistock Square, London WC1H 9JP, Registered Charity No. 261993

BMA House, Tavistock Square, London WC1H 9JP, Registered Charity No. 261993 The Cameron Fund is the medical benevolent charity that provides support solely to GPs in the UK. It provides grants and loans to assist doctors and their families experiencing financial difficulties due to short or long-term illness, relationship breakdown or hardship following the actions of regulatory bodies or former partners. An increasing number of requests are being received for assistance from GPs during re-training. Interest-free loans may be available towards the expenses encountered during a return to professional work.

Anyone who knows of someone experiencing hardship is urged to draw attention to the Cameron Fund's existence.

You do not need to be a member of the [Cameron Fund](#) to benefit from this charity but please consider becoming a member – it is free to join and the membership form can be downloaded <http://www.cameronfund.org.uk/sites/default/files/MembershipApplicationForm.pdf> and returned by email to [info@cameronfund.org.uk](mailto:info@cameronfund.org.uk) General contact details are:

Phone: 020 7388 0796

Email: [enquiries@cameronfund.org.uk](mailto:enquiries@cameronfund.org.uk) Web: <http://www.cameronfund.org.uk/content/link-us>

## New FREE job advertising service for practices & GPs

A reminder that we have now launched a new job page on the YORLMC website <https://www.yorlmc.co.uk/jobs>. NHS Practices in the YORLMC seeking to fill GP and staff vacancies and GPs seeking work can place adverts on the job page free of charge. Please see the flyer at [Appendix 9](#) for further information.

## YORLMC Buying Group & 'Buying Group Plus' for Federations and Provider Companies

YORLMC has been a member of the LMC Buying Groups Federation since 2010. This means that all practices are eligible to access the discounts the Buying Group has negotiated on a wide range of products and services.

If you're not sure if your practice is a member of the Buying Group you can call them on 0115 979 6910, email [info@lmcbuyinggroups.co.uk](mailto:info@lmcbuyinggroups.co.uk) or put your practice code into their website: <http://www.lmcbuyinggroups.co.uk/members/> find out. If your practice isn't a member, you can contact them directly to sign up.

If you're not sure what the Buying Group is all about then this short video explains what they do: <https://www.youtube.com/watch?v=tfQ6eE7qdV8>

By registering with the Buying Group's website: [www.lmcbuyinggroups.co.uk/members/](http://www.lmcbuyinggroups.co.uk/members/) you can view all the suppliers' pricing, contact details and request quotes. The Buying Group also offers any member practice a free cost analysis which demonstrates how much money your practice could save just by swapping to buying group suppliers.

And if your practice is part of a GP Federation group then the Buying Group Plus initiative could help you save additional money as a group. This short video explains what Buying Group Plus does: <https://www.youtube.com/watch?v=BXpQmb7pVUo>.

Contact:

Tel: 0115 979 6910

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