



North Yorkshire Branch Report

YORLMC represents all GPs and their practices in North Yorkshire and the City of York

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



In March myself, [Aaron Brown](#), [David Hickson](#), [Brian McGregor](#), [Tillmann Jacobi](#), [Sally Tyrer](#) and GP colleagues from the [Bradford and Airedale branch](#) of YORLMC attended the one day [LMC UK conference](#) in Liverpool on 9 March.

At the Conference there was a passionate opening speech from GPC Chair Dr Richard Vautrey, who called for an increase in funding for general practice after 10 'lean years' which have left doctors facing unsafe workloads, a staffing crisis and rising costs of indemnity and managing practice premises. The full speech is available at <https://www.bma.org.uk/news/2018/march/gps-furious-with-austerity> and a webcast of the full event [here](#). For the first time in a number of years there were increasing calls for a new GP contract, realising that GPFV is not and will not deliver the solutions general practice needs.

There were also debates on the situations facing General Practice including workforce/recruitment and retention, practice closures, online GP services, education and training and primary & secondary care interface. More information, is available on the [BMA website](#)

YORLMC Annual Conference

Following on from the success of the first YORLMC conference we would like to invite you to the 2018 event. We are in the process of pulling together another exciting agenda and are delighted to welcome back the very popular Mr Andy Cope from The Art of Brilliance. We aim to provide Practice Managers and GPs with support, guidance and inspiration with speakers from across the NHS but also from local projects and initiatives. Please book your place [here](#)

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Contact details – YORLMC’s Corporate Affairs Team

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.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.

Simon Berriman is administering the North Yorkshire Branch and Liaison -

simon.berriman@yorlmc.co.uk

Stacey Fielding is administering the 4 North Yorkshire Divisions –

stacey.fielding@yorlmc.co.uk

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

YORLMC Branch and Division Meeting Agendas: Contributions and attendance is welcomed 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 Agendas are circulated to Committee Members one week prior to meetings, following agenda planning sessions involving YORLMC Officers and YORLMC’s Corporate Affairs Team. All GPs and Practice

Managers are welcome to attend their respective Division meetings.

Branches and Divisions meet bi-monthly 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 sent to the Corporate Affairs Team as follows:

info@yorlmc.co.uk

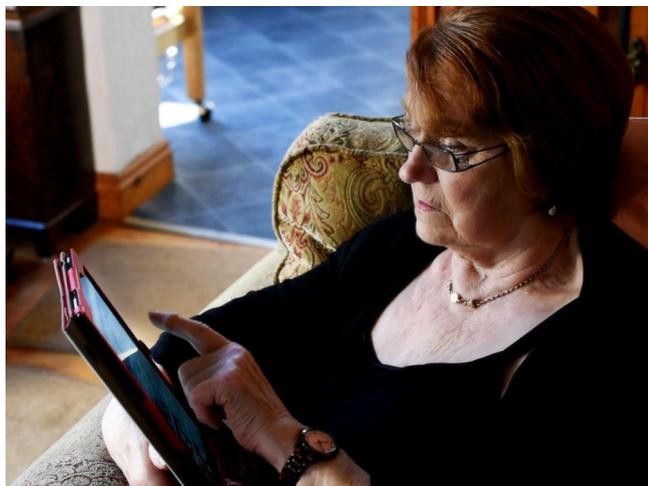
If you wish to attend your local Division meeting please contact: Stacey.fielding@yorlmc.co.uk

Message from Berni Judge, Practice Manager Resource, North Yorkshire Branch, YORLMC

Just a reminder that I am the Practice Manager Resource 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 will be attending 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 – berni.judge@nhs.net. When emailing it would be helpful if you could also copy your email to the Corporate Affairs Team - simon.berriman@yorlmc.co.uk



NYCC—Help patients to find out about care and support online



Online patient questionnaire developed by North Yorkshire County Council

North Yorkshire County Council has developed an easy to use online tool designed to help patients and their carers find out for themselves about the support available to help with daily living tasks. The online assessment tool is on North Yorkshire County Council's website [here](#). It's a series of multiple choice questions designed to help people make informed choices about how they can meet their care and support needs.

With around 140,000 people out of a population of 600,000 aged over 65, and 19,000 aged over 85, the County Council has to use resources as efficiently as possible to help manage their daily needs. The online questions help people to find out quickly and conveniently about what support is available; ways to help themselves; and recommends useful sources of information. The self-assessment tool is suitable for anyone who thinks they may need some help with daily living - relatives, friends and neighbours can also fill in the assessment on behalf of someone, with their consent. The tool can be used by patients who live in North Yorkshire (excluding the City of York area).

Depending on the answers given, patients or their representatives are directed to sites and tools such as North Yorkshire Connect, which offers local information, advice and support (www.northyorkshireconnect.org.uk) and 'AskSara', which provides useful information about products that make daily living easier (<https://www.northyorks.gov.uk/advice-and-support-help-daily-living>)

Please direct patients and their carers to the online assessment as a first port of call – they can find it by going to the www.northyorks.gov.uk home page and clicking on 'Help with daily living'. The questionnaire will help them to find out what support is available – it's easy to do, in their own home, at a time to suit them. Anyone who doesn't have access to the internet can go to their local library to do the assessment. They can also ring ahead to request help to complete the form.

NYCC Public Health Newsletter

Attached at [Appendix 1](#) is the latest edition of the NYCC public health newsletter.

North Yorkshire Complaints Advocacy Service

Please see the below from NYCC regarding the complaints advocacy service:

“The service we provide is the Independent Health Complaints Advocacy Service in North Yorkshire. We were appointed to deliver the Independent Health Complaints Advocacy Service by North Yorkshire County Council. The service is available to anyone who is a resident of North Yorkshire. The NHS works hard to provide a high quality service but sometimes things do go wrong and people may wish to raise a complaint. The Independent Health Complaints Advocacy Service is for those who wish to have support to make a complaint about a service they have received from the NHS. The service is free, confidential and independent.

NHS services include hospitals, doctors, dentists, pharmacists, ambulances and opticians. These services can be delivered in hospitals or in the community and include NHS funded nursing homes. An advocate will support people through the NHS complaints procedure. Their role is to provide people with information and explain the options which may be available to them in relation to the NHS complaints procedure. Advocates will not make choices or decisions for people or investigate complaints on their behalf. “

By post: Independent Health Complaints Advocacy Service, 4 Devonshire Court, Clifton, York, YO30 5PQ or **By phone:** 0300 012 4212. We are open Monday to Friday 9am to 5pm. Answerphone at other times

By email: helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk and **web address:** www.helpwithnhscomplaintsnorthyorks.org

YORLMC Locality Roadshows—NYY

Following the success of our 2017 roadshows, YORLMC is again hosting a series of free events within individual localities to provide information and updates on:

- The negotiated contract changes for 2018/19
- YORLMC's work to ensure the programmes and funding pledged in the GPFV are delivered locally, including GPFV training programmes being delivered by YORLMC
- The Primary Care Network programme which CCGs are being encouraged to develop to ensure complete geographically contiguous population coverage as far as possible by the end of 2018/19
- Local examples and success stories of General Practice transformation and working at scale
- New care models being developed or considered in local areas
- YORLMC's work over the last year including negotiations and engagement with local stakeholders

We would like to encourage all practices to have representation at these events. Whether you're a Salaried GP, a Principal, Locum GP, Registrar or Practice Manager this is an opportunity to speak freely, ask any questions and be involved in influencing the local plans which affect your daily working life. These events will count towards CPD and are free to attend.

Harrogate & Rural District—<https://www.yorlmcld.co.uk/events/6684>

Hambleton, Richmondshire & Whitby—<https://www.yorlmcld.co.uk/events/6685>

Scarborough & Ryedale—<https://www.yorlmcld.co.uk/events/6649>

Vale of York—<https://www.yorlmcld.co.uk/events/6671>

Midwifery Safeguarding Process

YORLMC is aware of a new process that has been implemented across NYY to improve communication between midwives and practices. We understand that the process has been implemented following a number of concerns regarding safeguarding of pregnant patients, and their unborn children, some of which have resulted in reports of Serious Incidents.

YORLMC does recommend that practices have a procedure in place to ensure safeguarding of pregnant patients, and to liaise with the midwifery team as required. When this process was initially introduced we raised concerns that practices were being told how such policies must be implemented. Following discussions with the safeguarding team we have negotiated that the safeguarding team will not mandate how practices should implement such policies, and will allow practices to decide how best to review/report safeguarding concerns.

YORLMC also requested that the new process be trialled before being rolled out across all NYY areas. The trial commenced in HRW and HaRD last year; feedback from practices was positive overall, although it was noted that many midwives are still not sending notifications to practices when they see a pregnant patient. As the feedback from practices was positive it was agreed the process would be rolled out in SR and VoY.

We are aware that there have been instances of midwives requesting safeguarding information for the pregnant patient's partner and other children. We have raised concerns about the legality of this where consent is only provided by the pregnant patient, and not by partners or other children. We understand that the safeguarding team has requested a legal view on this matter. In the meantime YORLMC's recommendation is that where there are safeguarding concerns, sharing of information should be a prioritised over consent, however where there are no specific concerns consent should be requested. GMC guidance on this matter is as follows:

Confidentiality and sharing information

Ask for consent to share information unless there is a compelling reason for not doing so. Information can be shared without consent if it is justified in the public interest or required by law. Do not delay disclosing information to obtain consent if that might put children or young people at risk of significant harm.

Sharing information for direct care

Most patients understand and expect that relevant information must be shared within the direct care team to provide their care. You should share relevant information with those who provide or support direct care to a patient, unless the patient has objected.

To summarise:

- YORLMC acknowledges that implementing this new process places additional workload on practices, however practices are obliged to take a proactive approach to safeguarding.
- In order to minimise the additional workload pressures, YORLMC has requested that the safeguarding team allows practices to implement their own policies/procedures in relation to safeguarding pregnant patients, and does not mandate that practices follow a set process.
- YORLMC requested a trial of the process with feedback from practices, before this was rolled out across the NYY area. Feedback from practices was positive therefore we had no objections to the further roll out.
- YORLMC understands that legal clarification is being sought regarding the sharing of information relating to partners and other children. In the meantime YORLMC suggests that practices consider the GMC guidance above.

YORLMC TRAINING - Upcoming courses

For a full list please see training courses please see <https://www.yorlmc Ltd.co.uk/events>. Please contact Leanne Ashton (leanne.ashton@yorlmc Ltd.co.uk) for all your practice training needs.

Lunch & Learn training packages provide a different way for practices to train their staff as it enables you, on behalf of the practice, to deliver training over a lunchtime, by giving you all the materials you need. When you purchase the Lunch and Learn package your payment will trigger access to a PowerPoint presentation and all the relevant accompanying training materials. The training packages which have been developed by Wessex LMCs are accessible [here](#). You will need to create an account and use the code **YORLMC** when you purchase in order to access the preferential rates offered to practices in Bradford, Airedale, Wharfedale, Craven, North Yorkshire & York.

YORLMC now offers a helping hand for practices who would like to deliver Lunch & Learn sessions to their staff. Some may not be comfortable in delivering this training themselves or simply just don't have the time. By providing a trainer we can help deliver this in your practice. Please email leanne.ashton@yorlmc Ltd.co.uk if you would like more information about this.

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Changes within practice teams

To help YORLMC's Corporate Affairs Team keep track of changes within practice

teams will Practice Managers please advise info@yorlmc Ltd.co.uk when

GPs join or leave the practice and when there is to be a change of Practice Manager

FREE job advertising service for practices & GPs

NHS Practices in the YORLMC area seeking to fill GP and staff vacancies and GPs seeking work in YORLMC area can place adverts on the job page free of charge.

To place an advert please contact the Corporate Affairs Team via info@yorlmc Ltd.co.uk

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