



Weekly operational update for local general practice

22 May, 2019

Welcome to Insight, Devon Local Medical Committee's short weekly operational update for GPs and practice managers.

Expressions of interest sought to become a co-optee of the Devon LMC Board

The LMC is inviting expressions of interest from its elected GP membership to become a co-optee on its Board. See the [letter](#) from our Director of Operations for more information including the role and remit, how to apply and the remuneration package.

Microtest Issue

The LMC has been trying to resolve the recent problems with Microtest which have left some practices facing financial loss. Microtest is expected to release a 'fix' sometime next week. Devon and Kernow LMCs are working together to resolve the matter.

Seek legal advice when tailoring and entering into PCN agreements

The LMC re-iterates its advice to local GP practices to seek legal guidance when tailoring and entering into an agreement to form Primary Care Networks (PCNs). There have been some discussions about locally produced MOUs and these would not be legally-binding. The General Practitioners Committee (GPC) has negotiated a good deal with BMA Law for a service which will provide a legally sound option. Dr Mark Sanford-Wood's letter can be found [here](#) for more detail.

PCNs and second bank accounts for lead practices

The GPC is seeking urgent clarification from NHS England (NHSE) after reports that Primary Care Support England (PSCE) indicated it could only recognise one bank account per lead PCN practice for payments. This is contrary to what was negotiated nationally between the GPC and NHSE.

PCNs and sessional GPs

The GPC has published [guidance](#) about how sessional GPs and PCNs should interact with each other.

GPs sought for out of hours shifts this weekend

If any GPs would be interested in working for Devon Doctors this weekend, or in future, please contact their team on 01392 823159. Tell them you are looking to sign up to work out of hours shifts; you will need your GMC number and some other basic information (similar to items required when working as a locum). Alternatively, you can email Devon Doctors Chief Operating Officer at: ryanhewitt@nhs.net

Electronic reporting to HM Coroner

GPs now have the facility to report deaths electronically to HM Coroner. This allows for 24/7 access to the service. The report will be acknowledged and processed by the Coroner's Officers and contact will be made with the reporting doctor if there is any additional information required. The forms and guidance have been circulated to all surgeries. There will still be a dedicated reporting line, operating during the usual hours. This will allow for reports to be taken verbally whilst the new process beds in and also to provide continued advice and support. It is desirable that all doctors are now reporting electronically.

As outlined in last week's bulletin, the LMC has concerns over this process and is liaising with HM Coroner.



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Google reviews and the CQC

Practices may not be aware that there is a further platform within Google where patients can leave reviews – and the Care Quality Commission (CQC) is asking practices in telephone interviews if they are aware of it and have posted replies. To do this, set up an account as follows:

1. Google name of GP surgery and location (this should bring relevant surgery up on the right-hand side)
2. Click on maps at the top bar under search bar (all, maps, news, etc)
3. It should say on the left, add your business, click this to make a Google account.
4. Make a Google business account, using generic practice email and mobile number (Google will either email or post a pin out to verify this is business)
5. Sign into account and click my business, you are then able to reply to reviews, amend opening hours, etc.

Primary care safeguarding update

There is reduced capacity in NHS Devon's Primary Care Safeguarding Team and they request that colleagues in primary care send queries and requests for support to their generic email address at

D-CCG.SafeGuardPrimeCare@nhs.net Please make it clear whether this relates to an adult or a child.