



Weekly operational update for local general practice

Wednesday, 9 October

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

New LMC Recruitment and Workforce Lead role

There's a fantastic opportunity to join the LMC in a newly-created key role supporting recruitment, workforce planning and training for Devon's general practice workforce. More information is available [here](#).

Latest Yellow Card reports

The latest Yellow Card reports about secondary care issues flagged by GP practices in the [North](#), [South](#), [East](#) and [West](#) of Devon during September are now available.

The Pharmacy Quality Scheme – retinopathy checks and foot checks for patients with diabetes

One of the criteria contained within the 2019/20 Community Pharmacy Quality Scheme is that community pharmacies identify and engage with all patients who have diabetes who present at the pharmacy from 1 October 2019 until 31 January 2020.

Patients will be asked whether they have had foot and eye checks (for retinopathy) within the last 12 months and their responses recorded by the pharmacy.

For patients who indicate they have not had one or either check the pharmacy is expected to 'signpost or refer as appropriate'.

Rather than signpost all patients back to their GP practice, it is preferable (for patients and for practices) to refer patients on to the appropriate service. Devon Local Pharmaceutical Committee (LPC) has confirmed that pharmacies are able to refer patients directly into the Devon Diabetic Eye Screening Programme (DESP) and are in the process of distributing referral information to all pharmacies to encourage them to do so when the need is identified.

Once this information is circulated the only patients who will need to be signposted back to their GP practice are any patients identified who indicate to the pharmacy that they have not had a foot check in the last 12 months. Patients will be encouraged not to book an appointment of any type, but to discuss their needs with the practice as their first step.

Patient advocacy in primary care (duty to refer)

A reminder from Gillian Scoble, Primary Care Safeguarding Nurse at Devon Clinical Commissioning Group, that patients who lack mental capacity to make decisions about their treatment have a legal right to an advocate in certain circumstances. When this arises in primary practice, GPs have a legal duty under the Mental Capacity Act 2005 to refer for an independent mental capacity advocate (IMCA). Read more [here](#).

Healthy Lifestyle Service in Devon – new provider

Everyone Health will be providing the OneSmallStep service in Devon from 1 November, 2019.

The new service includes the specialist Tier 3 stop smoking service, as well as a wider offer supporting people to stop smoking, drink less, move more and maintain a healthy weight. More information can be found [here](#).

Debt and mental health form

A new debt and mental health form and process has been introduced following a [cross sector agreement](#) with the British Medical Association (BMA).



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New BMA [guidance](#) has just been published and a much shorter form has been introduced that can be completed by a wider range of healthcare professionals, thereby reducing the burden on GPs.

As part of the agreement, GPs in England can no longer charge a fee for completing the debt and mental health form. The only contractual requirement is to answer 'yes' or 'no' when asked whether the indebted person has a mental health condition and if the answer is 'yes' then to give the name of this condition. There is no obligation or expectation to complete the reverse of the form. All forms and accompanying guidance are available on the [Money Advice Trust website](#).

General Data Protection Regulations (GDPR) update

The Information Commissioner's Office provides a useful [live chat](#) facility where you can directly ask them about individual cases if you are unclear on who should have access to what. It has the advantage that the whole webchat is then sent as an email that can be attached to the patient record for future reference.

Survey on digitising old GP records

The Professional Record Standards Body has launched a new [survey](#), which asks GP practices, patients and carers about the benefits and challenges of digitising old GP records. The findings and recommendations will inform plans for digitising Lloyd George records.

Podcast – developing Primary Care Networks and their clinical leaders

Dr Robert Varnam, Head of General Practice Development at NHS England, considers the development of Primary Care Networks (PCNs) and how the learning needs of their clinical leaders might be identified and met in a new podcast. Listen [here](#).