



## Weekly operational update for local general practice

Thursday, 12 December, 2019

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

### **General Practice Alert State – new LMC initiative**

The pressures facing Acute Trusts are well publicised and captured by the OPEL Framework. General Practice has had no equivalent and so it is easy for the Government, patients and other health care providers to assume that things are not so bad in your part of the Primary Care system.

In order to raise awareness of the pressures facing General Practice the LMC has designed a simple GP Alert State. The system relies on a weekly return from practices who report their Alert Status and locality. The returns are completely anonymous (and not subject to FOI) so the system is reliant upon honest and accurate self-assessment. Practices will be sent a survey link on a Tuesday with a 24 hour turnaround time (only two buttons need to be clicked). The LMC will then publish a Devon-wide and Locality Alert Status every Thursday to practices, NHS Devon Clinical Commissioning Group, Acute Trusts, Mental Health Trusts, NHS England, et al. During the week commencing 16 December all Practice Managers will be sent a link to access a description of the Alert states and an example of the electronic survey form. The LMC will start a one-month pilot from 7 January to assess how the system works, before making it live in February when we'll start publishing the GP Alert State.

### **Police warning after burglaries and subsequent frauds at Devon GP practices**

Police are warning local GP practices to be vigilant after two recent burglaries and subsequent frauds in Devon. In both incidents, someone entered a consulting room when the GP had stepped out and stole their wallet. They subsequently contacted the GPs pretending to be the bank and obtained the PINs of the stolen cards to withdraw money.

Police are advising GP practices to be vigilant, protect their property and challenge people they don't recognise in areas they shouldn't be in the surgery.

### **Direction to Administer (DTA) in North and East Devon – update**

The LMC is aware of DIY forms that have been set up on SystmOne – you are under no obligation to use these and a simple email will suffice. Using multiple different templates may confuse GPs and Nursing Teams. The LMC recommends following the process that has been developed via its Negotiations route. More information is available [here](#).

### **RD&E facing practices – My Care Link**

The LMC has been made aware of the Royal Devon and Exeter Hospital's (RD&E) email to GP practices on 3 December about an opportunity to sign up for access to the My Care Link. You will note that whilst this subject has been presented for information to the Negotiations Committee it has not been reported on the Negotiations Update and has not been assessed as GREEN.

Signing up to the link is voluntary and you can of course withdraw at any time. We would recommend that before signing up you are fully familiar with the responsibilities and are clear on the data sharing protocols and potential impact on workload. This level of detail has not been through the Negotiations process.

### **Shared learning from the GP Performance Advisory Group**

The latest shared learning from the regional GP Performance Advisory Group (PAG) attended by the LMC – where concerns are reviewed – is available [here](#).



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### Local Data Protection Bulletin now available

The latest Local Data Protection Bulletin includes advice for GP practices about providing online access for patients to their full clinical records. Read more [here](#).

### NHS 111 Data Sharing Agreement

As you are aware under the 2019/20 GP contract practices are obliged to make available [1 appointment per 3,000 patients per day for NHS 111](#) to book directly into practice appointments. This is provided that the functionality and governance exist. The General Practitioners Committee (GPC) has been informed that practices have been sent Data Sharing Agreements (DSAs) by NHS 111 providers to enable direct booking. The GPC's understanding is that a DSA is not necessary for the purposes of assigning an appointment only, as it does not require access to the patient's medical record and the NHS 111 appointment booking contract agreement is not an agreement for NHS 111 to access medical records. Furthermore, DSA is not required when one independent data controller (in this situation NHS 111) is sharing personal data with another independent data controller (ie the GP practice). This also reflects usual practice in the health service when data is continuously shared between primary and secondary care for direct care purposes, such as referrals, without the requirement for a DSA. The GPC has raised concerns at a national level and once there is further clarity will share this with practices.

### Electronic Prescription Service update

The [Electronic Prescription Service](#) (EPS) allows prescribers to send prescriptions electronically to a dispenser of the patient's choice. Phase 4 of the EPS is currently being rolled out on TPP SystemOne. Read more [here](#) and see the FAQs attached. The General Practitioners Committee (GPC) IT Policy Group Lead, Anu Rao, has also written a [blog](#) about EPS and the other workstreams that the group is involved in.

Currently, dispensing practices are unable to use the EPS for medicines dispensed by the practice dispensary. Further information for dispensing practices has been produced by the Dispensing Doctors' Association (DDA) and is available [here](#). The GPC continues to urge NHS England (NHSE) to enable the implementation of EPS for dispensing practices.

### National General Practice Profiles: 2019 annual update

Public Health England (PHE) has published a data tool presenting a range of GP practice-level indicators using the latest available data in the [National General Practice Profiles](#). This is designed to support GPs, clinical commissioning groups (CCGs) and local authorities to commission effective, appropriate healthcare services for their local populations. Users can search for and view data for individual GP practices and compare them with others in CCGs and across England.

### Festive closing dates for the LMC office

And finally....Merry Christmas and a Happy New Year to all GPs, practice managers, practices and stakeholders in the county on behalf of everyone at the LMC!

Our office will close over the festive season on Tuesday, 24 December and will reopen on Thursday, 2 January. If you have an urgent issue during this period, please ring the office on 01392 834020 and leave your number, which will be routed to the appropriate person – this includes those seeking pastoral support.