



## Weekly operational update for local general practice

Thursday, 19 December, 2019

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

### General Practice Alert State

The pressures facing the Acute Trusts are well publicised and captured by the OPEL Framework. General Practice has had no equivalent and 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.

The LMC has designed a simple GP Alert State. The system relies on a weekly return from practices who will be asked to report their Alert Status and locality. The returns are anonymous, so are reliant upon honest and accurate self-assessment against the criterion which the LMC has specified on the Leadership Hub. Practices will be sent a survey link on a Tuesday with a 24 hour turnaround time (only two buttons need to be clicked). Every Thursday the LMC will publish a Devon wide and Locality Alert Status to practices, Devon Clinical Commissioning Group (CCG), Acute Trusts, Mental Health Trusts, Councils and NHS England. The intention is to test the system during December, trial it across all practices in January, with a go-live date of 4 February.

If you would like to look at the system it is now available on the Leadership Hub under 'GP Alert Status' and you are welcome to complete the test survey at the foot of the page.

### Two new resources

The LMC has published two new resources on the Leadership Hub – a decode of key meetings and a research resource. We envisage both growing as we identify more key meetings and research to add to each. Please have a look and if there is anything you would like added to either let us know.

### Leadership Hub status

The LMC has sent links to join the Hub to all Practice Managers and 75% of all GP Partners in the county. In January we will be sending out batches of links with instructions to the rest of Devon's GPs and also any key roles identified by Practice Managers – such as Business Managers or Lead Practice Nurses.

In the New Year we will be hosting the Sessional GP website and we are working with the CCG/Sustainability and Transformation Partnership (STP) to see if we can identify how we could bring their various bulletins into one easily accessible space. So we think that it is increasingly important for GPs and PMs to be familiar with the Hub, especially with the GP Alert Status we'll be introducing next year.

We are aware of a small number of users experiencing problems – if you are one of them please email us with the details at [office@devonlmc.org](mailto:office@devonlmc.org) and we'll aim to resolve the matter as quickly as possible.

### GPs sought for out of hours shifts

Devon Doctors are experiencing very serious challenges in providing intermediate urgent care over the Christmas period and are asking all GPs to consider volunteering to cover shifts.

If any GPs would be interested in working for Devon Doctors 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](mailto:ryanhewitt@nhs.net)

### Primary Care Support England online update

The new [Primary Care Support England \(PCSE\) online service](#) for submitting Performer List (PL) applications and changes is now live and replaces the old paper forms. Every doctor on the PL will receive an email requesting that they set up their own PCSE online account and all GPs will have received their invitation by Christmas 2019.



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This will enable GPs to check their details are correct and provide access to the new online system to make changes.

The email will be sent to the same email address used for professional communications with the General Medical Council (GMC) – any amendments to this email need to be made via GMC online. However, most GPs should receive an invitation from PCSE.

All GP practices will be sent a letter to their Care Quality Commission (CQC) manager, detailing how to register the practice for PCSE online. Only 20% of practices have so far registered; it is vital for the majority to register, otherwise the system will not work efficiently. Historically, significant problems have arisen by such delays, particularly affecting appropriate pension deductions and prescribing numbers, so it is worth checking that your practice has registered.

It is prudent to remind individual GPs that regulations require that a performer informs NHS England (NHSE) of change of status and details. Changes to contractual status also requires notification by the GP and confirmation from the practice and finally contract changes by NHSE, so both practices and individual doctors should sign up to PCSE online.

The new system will allow all GPs to check their details are correct, so it is worthwhile to log in to check the details, given the inaccuracies in the present list. There will inevitably be teething problems, but the General Practitioners Committee (GPC) is in regular contact with PCSE, so please highlight any issues by emailing [info.gpc@bma.org.uk](mailto:info.gpc@bma.org.uk)

### Legal action against NHS Property Services

The GPC has issued a new briefing outlining its stance against the unrealistic financial demands that NHS Property Services is putting on GP practices leasing its estates – many have seen significant increases in service charges and facilities management costs without prior agreement, while some report being billed for services they are not receiving. Read more [here](#).

### General Practice IT Survey

NHS Digital provides a framework (GPSoc and from 2020 Digital Care Services) for GP practices to obtain IT systems. GP practices are asked to complete a short [survey](#) to help NHS Digital understand the benefits realised through the use of these IT systems to help shape its future strategy.

### New quality improvement research

The Health Foundation (HF) has released a new report about quality improvement in general practice – providing an insight into the awareness, appetite and activity. Read more [here](#).

### Information Commissioner's Office chasing unpaid data protection fees

The Information Commissioner's Office (ICO) has launched a [campaign](#) to contact organisations who have not yet paid their annual data protection fee.

The data protection fee replaced the requirement to notify the ICO under the previous Data Protection Act 1998 and now, organisations that act as controllers when processing personal information must pay a fee on an annual basis, unless they are exempt. For most practices, this fee will be £40 (reduced by £5 if paid by direct debit), the fee amount that needs to be paid can be checked via the [self-assessment](#) tool on the ICO website. As part of their campaign, the ICO have sent out a template letter in the post to organisations they have identified as not yet having paid their fee, warning them of the consequences of non-payment which includes fines of up to £4,000. You can pay [online](#) at the ICO website.



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### **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.