



## Weekly operational update for local general practice

Thursday, 6 February, 2020

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

### **Devon LMC General Practice Alert State – important reminder**

The LMC's innovative new reporting system to highlight the pressure on local general practice is now 'live'. We will be publishing the anonymised data from this week's General Practice Alert State to key partners in the local healthcare system tomorrow (7 February).

If your practice has not yet completed this week's GP Alert State form, we encourage you to do so. Returns must be submitted by 9am tomorrow.

The new reporting system – believed to be one of the first of its kind in the country – will help provide robust evidence about the pressures faced by our local GP practices and generate greater recognition.

The pressures facing acute hospitals are well publicised and captured by the OPEL Framework. General practice has had no equivalent and so it is easy for the Government, other healthcare providers, commissioners and patients to assume that things are not so bad for local GP practices.

### **PCN service specifications and the Network DES: analysis of engagement**

NHS England and NHS Improvement (NHSE&I) has published the results of its engagement on the draft Primary Care Network (PCN) service specifications.

Major concerns were highlighted including:

- workforce implications and the investment general practice is being asked to make in new workforce roles.
- the level of resource available to support delivery.
- the level of specificity and length of the specifications and the aggregate effect of introducing all five services from April 2020.

A summary report about the engagement, which involved over 4,000 respondents, is available [here](#). Feedback is informing negotiations on the final GP contract package with the General Practitioners Committee (GPC).

### **Pension contribution rate for NHS Pension Scheme**

The employer contribution rate for the NHS Pension Scheme will remain at 20.6 per cent of pensionable pay, with an additional administration levy of 0.08 per cent, for the 2020/21 financial year.

As was the case for 2019/20, it has been confirmed that employers will be responsible for paying 14.38 per cent of this to the NHS Business Services Authority in 2020/21, with the remaining 6.3 per cent being funded centrally.

The employer contribution rate increased from 14.3 per cent to 20.6 per cent on 1 April, 2019. This increase followed a valuation process and was required to meet the cost of scheme benefits. The Government provided additional funding to cover this increase for employers in 2019/20, and NHS England and NHS Improvement (NHSE&I) has confirmed that this funding will also be available in 2020/21.

These central payments will apply to employers receiving funding from NHSE&I budgets or from the NHS to deliver NHS services. Member contributions will remain unchanged until April 2021.

### **Escalation of pension concerns**

A reminder that Primary Care Support England (PCSE) has a Service Level Agreement (SLA) to respond to all pension queries within 10 working days – and high priority queries within two working days. If an individual has not received a response within this time period, the member can raise a complaint. PCSE will have 40 working



## Weekly operational update for local general practice

days to respond. If they have not responded by within this time, an individual can escalate the issue to [england.pensionescalations@nhs.net](mailto:england.pensionescalations@nhs.net)

### Records of deceased patients

Primary Care Support England (PCSE) has issued a reminder about the management of the medical records of deceased patients as part of the ongoing work on the digitisation of records. For any deceased or deregistered patients whose medical records are moving into archive, the full complete medical record should be printed and placed in the medical record envelope, then sent to PCSE. This is in line with the Good Practice Guidelines for GP Electronic Patient Records. CDs and other portable media should not be used as there are issues with security of encryption, access to passwords and the long-term viability of the media. Any queries regarding the digitisation of medical records should be sent onto the NHSx's medical records digitisation team at: [pcdt@nhsx.nhs.uk](mailto:pcdt@nhsx.nhs.uk)

### Emergency treatment under the Road Traffic Act

Under the Road Traffic Act 1988, the first doctor to provide emergency treatment to the victim of a road traffic accident is generally entitled to charge a fee. Read more [here](#).

### Almost a third of doctors may be burnt out and stressed, new study suggests

Doctors working in general practice and emergency medicine are most at risk of exhaustion, stress and compassion fatigue, researchers have found.

The study, published in the online journal BMJ Open, found that nearly one in three doctors (31.5%) had high levels of burnout, while one in four (26%) had high levels of stress. Read more [here](#).

### Quality improvement in general practice

New research from the Health Foundation provides a unique insight into the state of quality improvement in general practice – and a better understanding of how to help the sector strengthen its improvement capability. Read more in a blog [here](#).

### Hike in GP appointments

New data reveals that there were an estimated 1.22million appointments in general practice every weekday in 2019 – 20,000 more per day than in 2018 – set against a falling number of full-time equivalent GPs. Read the NHS Digital report [here](#).

### What makes a GP service outstanding?

Dr Rosie Benneyworth, the Care Quality Commission's (CQC) Chief Inspector of Primary Medical Services, considers what makes a GP service outstanding in a new podcast. Listen [here](#).

### Local job and career fairs

Proud to Care are hosting four healthcare job and career fairs across Devon during March 2020.

Stands are available for interested providers to meet with potential candidates and younger people looking at careers in health and care. If you are interested in having a stand at one, or all, of the events please contact [proudtocare@devon.gov.uk](mailto:proudtocare@devon.gov.uk)

There will be representation at these events from general practice, NHS Trusts, social enterprise, local authorities, Devon Training Hub, NHS Devon, the LMC and the private, voluntary and independent care sector. More information about the events – including times and locations – is available [here](#).