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| **Issue: 24 June 2022** |

Dear Colleagues

### Wessex LMCs News Update from the Team. . .

**Wessex LMCs Intro. . .**

*Lisa Harding*

*Director of Primary Care*

*Wessex Local Medical Committees Ltd*

**Introducing the LMCs’ Secretariat**

****The three Committees of Wessex LMCs ([Hampshire and Isle of Wight](https://www.wessexlmcs.com/thehampshireiowlocalmedicalcommittee) / [Dorset](https://www.wessexlmcs.com/thedorsetlocalmedicalcommittee) / [BaNES, Swindon and Wiltshire](https://www.wessexlmcs.com/wiltshirelocalmedicalcommittee)) pooled their resources some years ago to form the company ‘Wessex LMCs’ which is a company limited by guarantee. The Board (or ‘[Secretariat](https://www.wessexlmcs.com/thesecretariatofthewessexlmcs)’) is formed by the Chairs and Vice Chairs of each Committee. They employ our Joint CEOs, Andy and Laura, and they in turn employ the Office team at Chandler’s Ford to carry out the day-to-day business of the LMCs.

*Secretariat Meeting June ‘22*

The Chair and Vice Chair of the Secretariat are elected at the AGM, which took place on 22 June.  Each Committee is formed every two years, at which point the Chairs and Vice Chairs of each Committee are elected.

As we have just held a round of elections followed by our AGM and as we exist solely to represent, advice and support Wessex GPs and their practices, we thought it would be timely to introduce the Secretariat members to you.  They are, as pictured in this diagram.

Although the Secretariat meetings are closed, the Committee meetings in each geographical area are open to our members and if you would like to attend a meeting to find out more, you are welcome to come along as an observer.

We hold Committee elections every two years to stagger old and new membership opportunities and all GPs in our area are invited to stand and to vote.  Although the current round of elections has now passed, we do have some occasional vacancies that occur mid-term, If you would like to find out more, contact the Office team at office@wessexlmcs.org.uk or go to: [Wessex LMCs: About Us - Meet The Team. .](https://www.wessexlmcs.com/aboutus)

**Meet Dr Tony Downey, Secretariat Chair**

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**Pay Transparency**

Please note the current position is set out on the NHS Website [NHS England » GP Contract](https://www.england.nhs.uk/gp/investment/gp-contract/) (general practice pay transparency, or go to it directly here: [NHS England » General Practice pay transparency](https://www.england.nhs.uk/publication/general-practice-pay-transparency/)) , text below:

Last year, the Secretary of State for Health and Social Care confirmed that the implementation of general practice pay transparency was delayed until 2022. Amendments to the GP Contract Regulations have now come in to force which remove the requirement for individuals within scope of the general practice pay transparency provisions (GMS Regulation 27A, PMS Regulation 21A, AMPS Direction 7A) to make a self-declaration of their 2020/21 NHS earnings by 30 April 2022.

Individuals within scope of the pay transparency provisions should therefore not take any action ahead of 30 April 2022, and commissioners should not seek to enforce this contractual requirement. As previously communicated, commissioners should also continue to not enforce the requirement for individuals within scope of the pay transparency provisions to have declared their 2019/20 NHS earnings by 12 November 2021.

These amendments implement the delay that the Secretary of State for Health and Social Care confirmed last year and are made with the expectation that this policy will resume at a later date.

**PCSE Guide for GPs and non-GP partners planning to retire**

PCSE have worked with key stakeholders to produce a new guide (2022) for GPs and non GP Partners who are planning to retire or take 24 hour retirement.

The **NHS Pension Scheme Retirement Guide for GPs and non GP partners,** found [**here**](https://indd.adobe.com/view/117639d3-c9c2-4fc5-9221-0151f547f4d5), explains the six key steps of the process NHS Pension Scheme members whose pension contributions are administered by PCSE need to follow if they wish to claim NHS Pension retirement benefits.

The guide also sets out the timeline for each of the steps in the process and includes some helpful Top Tips. We recommend that GPs and non GP Partners read the guide in full, 12 months before the date they plan to retire.

PCSE recognise that the end to end process to claim NHS Pension retirement benefits is complex and they say are committed to improving the experience for GPs and non GP Partners at this important time.

**PCN IIF ACC-08: Percentage of patients whose time from booking to appointment was two weeks or less**

Wessex LMCs were recently asked to look at the PCN IIF Indicator ACC-08 for our thoughts on achievability.

Having considered the following elements below, whilst it is achievable, practices will need to be careful about how they manage their appointment slot types, particularly for any follow ups that will likely be booked more than 2 weeks in advance and monitor the situation.

The [ACC-08](https://www.england.nhs.uk/wp-content/uploads/2022/03/B1357-investment-and-impact-fund-2022-23-updated-guidance-march-2022.pdf) Indicator says (IIF Update guidance 2022 pg 62)

Denominator : Number of appointments delivered by the general practice under eight national appointment categories**6**

6 lists the eight categories as follows

* General Consultation Acute (1)
* General Consultation Routine (2)
* Unplanned Clinical Activity (5)
* Walk-in (6)
* Clinical Triage (7)
* Home Visit (8)
* Care Home Visit (9)
* Care Related Encounter but does not fit into any other category (17)

If we then look at the [national appointment categorisations](https://www.england.nhs.uk/wp-content/uploads/2021/03/B0486-network-contract-des-standardised-gp-appointment-categories-21-22.pdf), the following categories can be used for booking more than 2 weeks in advance.



Some GPs often ask a patient to come back for example in 4 weeks for a follow up/review of certain conditions and the default would be to use a General Consultation – Routine. However, if an appointment is made more than 2/52 in advance in this slot category at present, there is the potential to breach the ACC-08 condition although the guidance suggests that the thresholds for 22/23 are set to a modest level to allow for this giving some leeway. Although it also says PCNs need to ensure performance is at the current median to earn all the points.

We suggest that this does need monitoring to ensure the condition is not breached.

Threshold guidance for 22/23 suggests thresholds are modest and for 23/24 appointment exception reporting will be introduced. The [IIF guidance](https://www.england.nhs.uk/wp-content/uploads/2022/03/B1357-investment-and-impact-fund-2022-23-updated-guidance-march-2022.pdf) on page 64-66 is as follows:-

*Measuring ‘true waiting times’ – introducing appointment exception reporting*

*There are at least two reasons why time from booking to appointment might not capture ‘true’ waiting time for an appointment in general practice (which might be defined as the difference in time between when a patient wanted an appointment and when they received one).*

1. *Some patients may explicitly request an appointment on a defined future date or express a preference concerning the appointment that has the same effect. Alternatively, there may be a clinically defined interval between encounters – e.g., the GP may say “come back and see me in four weeks”.*
2. *Patients may struggle to make contact with their practice at the first time of asking (e.g., the telephone may be engaged), meaning that, even if they request the first available appointment, time from booking to appointment will underestimate the true length of time they waited.*

*To address the first point, which has the potential to negatively affect a PCN’s achievement of this indicator, from 2023/24 a new system of appointment exception reporting will be introduced within GP IT systems. This will enable construction of a better measure of waiting times in general practice, by enabling restriction of attention to appointments for which time from booking to appointment is a better proxy for ‘true’ waiting time.*

*From 2023/24, if one of a number of extenuating circumstances is flagged as applying to an appointment (e.g., patient requests appointment on a defined future date more than two weeks in advance), that appointment will be omitted from ACC-08 if the time from booking to appointment is greater than two weeks. If on the other hand the time from booking to appointment is two weeks or less, the appointment would still be included in calculation of ACC****[1]****08 and would count as a success.*

***Thresholds In 2022/23****, the thresholds for ACC-08 have been set at a relatively modest level – the lower threshold of 85% corresponds to the 20th percentile of current national performance, while the upper threshold of 90% corresponds to the 50th percentile (i.e. median performance).* ***This means that PCNs will need to ensure that performance is at the currently median to earn all available points****.* ***The 2022/23 thresholds provide ample headroom for PCNs to continue to book appointments more than two weeks in advance if there are no appointments available in the next two weeks, if the patient requests an appointment in the future, or if there is a clinically indicated interval between appointments. PCNs should continue to make appointments available more than two weeks in advance and should continue to book patients into these appointments where it is in the patient’s best interests to do so.******Commissioners are expected to closely monitor the rollout of this indicator to ensure that practices are not closing their appointment books more than two weeks in advance,*** *as part of their assurance that general practice is meeting their contractual requirements.*

*From 2023/24, when appointment exception reporting functionality is introduced in GP IT systems, this indicator will revert to the thresholds originally announced in August 2021 – i.e., a lower threshold of 90% and an upper threshold of 98%. These more ambitious thresholds reflect the view that, unless one of the above grounds for exception reporting applies, every patient whose needs would best be met by an appointment in general practice, should receive that appointment within two weeks.*

In conclusion, this indicator is achievable with careful planning and worth 71 points to the PCN, so not inconsiderable at £200 a point. It may be worth checking practice appointment system categories and if the number of appointments made more than 2 weeks in advance will affect this indicator for 22/23 in relation to the thresholds set. Whilst the guidance suggests the thresholds are modest this year, it does then go on to say that PCNs will need to “ensure performance is at the current median” to achieve.

### NHS Numbers for people coming to the UK from Ukraine

PCSE wanted to confirm that people coming to the UK from Ukraine will already have an NHS number as these flow from the visa process. Please ensure you search for an existing NHS number e.g. at the point of GP registration, taking care when translating names from Cyrillic to English text.

There may be some exceptions, due the circumstances of an individual’s arrival in the UK, where a new NHS number needs to be requested.

### Historical statements and Open Exeter Update

We have been informed by NHS Digital that you can still access and download historical practice statements on Open Exeter until the **Sunday 31 July**. Further information and guidance can be found on [**Open Exeter - NHS Digital**](https://digital.nhs.uk/services/nhais/open-exeter)**.**

Please note that you can access statements from the 2014/2015 financial year to the present day via [**PCSE Online**](https://secure.pcse.england.nhs.uk/_forms/pcsssignin.aspx?ReturnUrl=%2f_layouts%2f15%2fAuthenticate.aspx%3fSource%3d%252F&Source=%2F). Click [**here**](https://pcse.england.nhs.uk/services/gp-payments/practices/gp-practice-statements/#MoreStatements) for more details about accessing statements in PCSE Online.

### Monkeypox vaccination strategy and virtual management guidance

Last week the [UKHSA published its strategy recommending that some gay and bisexual men at higher risk of exposure to monkeypox should be offered vaccines](https://www.gov.uk/guidance/monkeypox-outbreak-vaccination-strategy) to help control the recent outbreak of the virus.

The BMA are due to set out details on how eligible people can get vaccinated shortly. People are advised not to come forward for the vaccine until contacted. We have also this week published an updated risk stratification guidance document and guidance on the virtual management of monkeypox cases. [Both are available on the NHS England Monkeypox website](https://www.england.nhs.uk/publication/monkeypox/).

### Update your privacy notices – GP Connect and Summary Care Record additional information

The temporary changes made to GP Connect and Summary Care Record Additional Information in response to the COVID-19 pandemic will continue in place beyond the end of the Control of Patient Information (COPI) Notice.

Please remove all mentions of COPI from your privacy or transparency notices for these services after 30 June 2022, when COPI expires.

### Wellbeing Corner

The LMC office is often contacted by individuals who are in need of support, but very few are aware of the range of support that is available or how to access it. We have lots of resources on our website and have included the main links below for ease of access.

[Wessex LMCs: Support for GP's - What is available?](https://www.wessexlmcs.com/supportforgpswhatisavailable)

[Wessex LMCs: Support for the Practice Team](https://www.wessexlmcs.com/covid19supportforpractice)

**“There just is no time…and we have never been under such pressure as this”**

We hear this said often by every person of the practice team – and it is so true. However, it is a constant challenge to try and articulate exactly what this pressure feels and looks like to everyone outside Primary Care.

We now have the chance to let everyone at NHS England know how we are feeling as they have asked us via this survey.

Do complete this [questionnaire](https://online1.snapsurveys.com/interview/3f678f88-486e-48fa-a2d0-fe6fcdc7a340) if you can and encourage all of your team to do so too.  Thank you.

[***Tell us how you are – Primary Care wellbeing survey***](https://online1.snapsurveys.com/interview/3f678f88-486e-48fa-a2d0-fe6fcdc7a340)

*The latest* [*wellbeing survey*](https://online1.snapsurveys.com/interview/3f678f88-486e-48fa-a2d0-fe6fcdc7a340) *is now open for all staff working across Primary Care. The survey takes 10 minutes to complete - please let us know how you are and how we can further support you and your teams. Please complete by the end of June*

### Mental Health & Wellbeing Hubs

The staff mental health and wellbeing hubs have been set up to provide health and social care colleagues rapid access to assessment and local evidence-based mental health services and support where needed. The hub offer is confidential and free of charge for all health and social care staff. [NHS England » Staff mental health and wellbeing hubs](https://www.england.nhs.uk/supporting-our-nhs-people/support-now/staff-mental-health-and-wellbeing-hubs/)

* BSW - [BSW Wellbeing - Avon and Wiltshire Mental Health Partnership NHS Trust (awp.nhs.uk)](http://www.awp.nhs.uk/advice-support/bsw-wellbeing-matters/)
* Dorset - [The ICS staff wellbeing service – Here For Each Other (joinourdorset.nhs.uk)](https://joinourdorset.nhs.uk/wellbeing/staff-wellbeing-service/) Here For Each Other is supporting GP Practices and other primary care staff and teams across Dorset to look after their wellbeing while prioritising others. Staff can access support on the [website](https://joinourdorset.nhs.uk/wellbeing/) or from the Enhanced Wellbeing Hub via an [online referral](https://joinourdorset.nhs.uk/wellbeing/make-a-referral/) or by calling 01202 130130 (Mon-Fri, 08:00 – 16:00).
* Hants & IOW-[HIOW Staff Support Hub](https://www.hiowstaff.nhs.uk/)
* North East Hants -  [Here for you Surrey and Borders Partnership NHS Foundation Trust (hereforyousurreyneh.nhs.uk)](https://www.hereforyousurreyneh.nhs.uk/)

### A new webinar series to support QOF Quality Improvement

A new webinar series is being launched to support general practices in implementing the 2022/23 QOF Quality Improvement Modules on Prescription Drug Dependency and Optimising Access to General Practice.

The webinar series will cover a range of QI methodologies and explain how they can be applied to this year’s QOF QI modules.

Join the [first webinar on 7 July](https://www.events.england.nhs.uk/events/qof-quality-improvement-qi-webinar-series), where there will be a focus on understanding the QOF QI module and guidance on Prescription Drug Dependency.

### Education & Events

# **Even Sceptical GPs can benefit from coaching!**



Louise Greenwood (Director of Education) talks to Dr Andy Purbrick (CEO and GP) and David Birch. Andy was coached by David, and they discuss how and why Andy decided that coaching was a good idea for him and how he benefitted from it. David Birch is an independent executive coach and supervisor accredited by Ashridge business school. [Lisen to the podcast here](https://www.podbean.com/ew/pb-h9t2b-1257b05)

# **Bite Size for Managers – Basic Understanding of Practice Accounts**

Monday 4th July 14:00 – 16:00

Wessex LMCs members: FREE to attend the live webinar

Book online: <https://www.wessexlmcs.com/events/13158>



Please join us for a 'bite-size' training session specifically designed for Practice Managers and Team Leaders. Roger Morgan (Accountant from Sandisons Ltd) will lead this 2 hour session for any Managers in the Practice looking at a basic understanding of practice accounts. Jenny Partridge, one of our PM Supporters will assist Roger in making sure that all the practical questions that PMs need to know are addressed.

Please note this webinar is being recorded and available to purchased afterwards [here](https://www.wessexlmcs.com/bitesizeforpmsaudiovideopodcastsandrecordedwebinars)

# **Working in a multi-disciplinary team and super** **vising other colleagues safely**

Friday 9th September 13:00 to 14:30

Wessex LMCs members £25pp

Book online: <https://www.wessexlmcs.com/events/12708>

This interactive webinar will:

* Explore the concepts of mentorship and supervision to help us act appropriately in the multi-professional setting
* Develop our skills to supervise and mentor colleagues in a multi-professional environment
* Raise awareness of some of the pitfalls while supervising colleagues and how to avoid them

 *Please note this webinar is not being recorded*

Regards
The LMC Team

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