



# Londonwide LMCs

The professional voice of London general practice

## Londonwide LMCs' August 2017 newsletter

Waiting room video - what patients need to do when they are referred to a specialist

Our new waiting room video is designed to inform patients what they can expect when they are referred to a specialist or therapist. The video includes information on tests and investigations, prescriptions, the provision of sick or fit notes (Med 3) and follow up appointments.

[READ MORE](#) 

Why the GP Patient Survey matters

Dr Julie Sharman explains why your practice should be interested in the GP Patient Survey and how it can be used to improve patient engagement.

[READ MORE](#) 

New resource to explain how Londonwide LMCs supports everyone working in general practice

We have produced a short video for use on social media to provide a whistle-stop tour of some of the ways we support GPs and practice teams.

[READ MORE](#)

Data security and preparing for the General Data Protection Regulations (GDPR)

New regulations due to come into force in May 2018 will significantly change practices' responsibilities as 'data controllers'.

[READ MORE](#)


Lost correspondence - patient harm data collection reminder

NHS England are still collecting information on patients who practices believe may have come to harm because of correspondence lost by NHS Shared Business Services.

READ MORE [↗](#)

Resource of the Month

GPSOE guidance on responding to school sickness absence requests. Download our new guidance and waiting room poster to accompany our highly popular template letter.

Download 

SNAP POLL

When do you get the most requests for school sick notes?

Near school holidays

During winter

Same all year-round

Guidance Updates

•  
GPC Chair's newsletter

•  
Sessional GP newsletter

•  
PCSE compensation for errors

•  
BMA guidance on STPs

Londonwide Diary  
September

14  
Food. The future of medicine 2017

26  
Self care conference 2017

October

5

Communications and customer service

11

Infection prevention and control

November

2

Effective medical chaperoning in general practice

December

13

Introduction to medical terminology

Sickness notes for schools: how to just say "no"

Constant requests for sick notes for school children waste GPs' time. Londonwide LMCs' Medical Director Dr Elliott Singer offers advice on politely pushing back such requests.



[READ MORE](#) 

Also this month...

Join Londonwide as a committee support executive

We are recruiting a Primary Care Liaison Executive to work as part of a team to support LMC members and constituents, acting as a central co-ordination point to the GPs within our central London offices. The successful candidate will be part of a team covering London but will have close links to an identified geographical area. The team assists GPs and their practices, as well as individual LMCs, in negotiating locally on contractual issues.

READ MORE [↗](#)

Extended Hours DES and cyber attack

Some practices who are signed-up to the Extended Hours DES have been asked by commissioners to make up hours lost to closure during the NHS cyber-attack. NHS England have clarified that this is not necessary.

READ MORE [↗](#)

Londonwide events get thumbs-up

Highlights and feedback from recent events that we have run for GPs and practice teams.

[READ MORE](#) 

Media and public affairs round-up

On 1 August Dr Katie Bramall-Stainer, LMC medical director for North West London, wrote a piece for Pulse on the pitfalls new GPs should avoid. At the end of July, Londonwide LMCs' CEO Dr Michelle Drage was quoted in a Pulse article on a letter circulated to practices requesting they ask

patients about home fire safety awareness. On social media we joined in with the annual #TipsforNewDocs hashtag, with a focus on providing useful pointers to new GPs.

We continue to be very active in promoting the interests of London GPs and practice teams on Twitter, Facebook and LinkedIn. We also support practices that are approached with media requests, you can find details of how to get support [here](#).

[Check out the latest deals from the buying group](#)

[Check out what the Buying Group can do for you.](#)

The LMC Buying Group offers reliable suppliers for flu vaccines, highly competitive per-dose value and excellent sale or return terms.

[Find out more about Londonwide LMCs' membership of the LMC Buying Group and how it works.](#)

[Got a story? Email us at \[comms@lmc.org.uk\]\(mailto:comms@lmc.org.uk\). Deadline for next month's submissions is 23 September.](#)

[Downloaded your resources from our GP State of Emergency website.](#)



