



# Londonwide LMCs

The professional voice of London general practice

## GP Support

The GP support team provide tailored and intensive one-to-one advice and support to any individual GP or practice in difficulty. The demand for support to GPs recently has increased dramatically as monitoring intensifies and contract sanctions become more routine. The continual change in NHS structure has put GP's and practices under increased pressure and actions involving the performers list or the GMC are also on the rise. The pressures and challenging demands of the modern primary care environment with the abolition of PCT's and the move to CCGs has caused anxiety especially regarding practice payments.

The not exhaustive range of contractual, performance and regulatory issues, QOF reviews and appeals, premises issues, complaints, disputes between the practice and Primary Care Organisations, practice investigations, partnership disputes, 24-hour retirement, NCAS assessments and GMC referrals means the demand for support has never been greater.

Here are some examples of the work the team have completed recently:

- The retirement of a single handed GP with the negotiation of a financial exit package with the PCO
- The re-instatement of a GP partner to his practice following contingent removal from the Performers' List
- Supporting individual GPs facing Performers' List procedures or performance issues involving the Deanery. PAL (Peer Assisted Learning) sessions undertaken by Dr Eleanor Scott have proved an invaluable resource
- Input to PCOs' QOF appeal processes, especially around PE7 and PE8
- Representation at PCOs' Performance Committee Meetings and Decision Making Groups
- Representing practices issued with breach notices issued over early Christmas closing hours
- Maintained a caseload of about 100 cases at any one time with around 50 calls and email queries being taken and responded to daily
- Representing practices issued with breach notices issued over early Christmas closing hours

Whatever the changing nature of external pressures, GP support will support, advise and guide you when you need it. Contact the team

Contact our GP support team via e-mail at [GPSupport@lmc.org.uk](mailto:GPSupport@lmc.org.uk) or by using the information below:

Vicky Ferlia, Director, GP Support Services, 020 3818 6260 or [vicky.ferlia@lmc.org.uk](mailto:vicky.ferlia@lmc.org.uk)

Nora Breen, GP Support Services Manager, 020 3818 6241 or [nora.breen@lmc.org.uk](mailto:nora.breen@lmc.org.uk)

Jan Swannell, Manager GP Support Services, 020 3818 6240 or [jan.swannell@lmc.org.uk](mailto:jan.swannell@lmc.org.uk)

Jacqui Perfect, Assistant Manager GP Support, 020 3818 6267 or [jacqui.perfect@lmc.org.uk](mailto:jacqui.perfect@lmc.org.uk)

Yvonne Frank, GP Support Services Officer, 020 3818 6265 or [yvonne.frank@lmc.org.uk](mailto:yvonne.frank@lmc.org.uk)

Please see our guidance on 24 hour retirement written by Dr Tony Grewal.

Please also visit the Londonwide LMCs' GP Professional Support Network which provides a single point of online access to match GPs with the most appropriate form of professional support for them. You can visit the website at this address: <https://londonwide.onpld.com/>.