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1. Building Resilience – Taking Control – book your FREE place at our Annual Conference

This year's [annual conference](#) on Thursday 5 February 2015 is designed to help you and your practice overcome the barriers between yourself, your patients, and the care you want to give. It's about building resilience so you can push aside the bureaucracy and concentrate on what you do best – looking after your patients.

We have got some amazing and inspirational speakers; you can join in a debate and we have workshops to participate in, it's a highly interactive occasion.

The event takes place at the [Congress Centre, 28 Great Russell Street, London WC1B 3LS](#) and is open to all GPs, practice nurses and practice managers.

Remember:

- **THE CONFERENCE IS TOTALLY FREE**
- **THE CONFERENCE WILL HELP YOU REBUILD YOUR CONFIDENCE**
- **THE CONFERENCE WILL HELP YOU START TO TAKE BACK CONTROL**

Don't miss out! Book your FREE place today by visiting the [Building Resilience – Taking Control](#) website.

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2. Keep up to date with our campaign

As we run up to the General Election, our GP Resilience campaign still needs **you** and **your practice teams** to play your part to the fullest **right now**.

Nobody other than we and our practice teams can truly stand up for London's GPs and general practice and the great work we do for our patients. In order to make the campaign a success please remember to:

- Share campaign materials and guides with your patient participation groups.
- Join our [Facebook group GP Resilience – Take Control](#).
- Follow us on Twitter at [@LondonwideLMCs](#) using [#GPResilienceLDN](#).
- Download our mobile app from iTunes (<https://itunes.apple.com/US/app/id928476887>).

Let's work together in 2015 to build resilience and take control and secure the future of general practice across London.

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3. Flu vaccination provision – congratulations from NHS England and Public Health England

Thara Raj, Locum Principal Adviser and Public Health Consultant (Early Years and Immunisations) at NHS England (London) has recently sent emails regarding Flu vaccination provision and Seasonal Flu which you can access by following the links below:

- [Flu vaccination provision](#)
- [Seasonal flu immunisations: Thank you and you might have won ...](#)

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4. Michelle Drage stands up for general practice in the Huffington Post

Londonwide LMCs' Chief Executive Dr Michelle Drage was recently invited to write for the [Huffington Post](#).

In the article Michelle reiterates that fact that 90% of all NHS activity takes place in General Practice with less than 10% of the overall funding. She also highlights the "absolute pressure cooker effect has been building every day in GPs' surgeries".

Michelle also covers the important issue of falling morale for GPs and their teams in London as well as the issues of "recruitment, retention, and the absolute frustration of GP teams".

The article is well worth a read. Visit the [Huffington Post website for the full article](#).

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5. NHS Patient Online Programme - update

The following update is from Patient Online:

"As we start 2015, the Patient Online programme wants to ensure that CCGs, CSUs and general practices are familiar with the support available to help deliver the contractual requirements of online appointments, repeat prescriptions and online record access.

Patient Online has had a significant increase in uptake, as of December 2014, 47% of London's GP practices activated online medical records access. There has also been a rise in practices offering online appointment and online repeat prescription ordering to 91% and 88% respectively.

Patient Online and the Royal College of General Practitioners (RCGP) have co-developed resources and guidance to assist in the delivery of the contractual requirements. With over 1,454 practices in the London region, the team have met with over 1,394 practices via practice

manager forums, assisting with requests and queries as well as ensuring that all are aware of the support available such as an interactive [support and resource guide](#) to help implement the General Medical Service/Personal Medical Service contractual obligations.

Alongside materials developed by the RCGP such as guidance and practice tools, the guide also includes materials for patients, frequently asked questions and regional and local support arrangements as well as provides clarity around issues such as proxy access and coercion.

The programme is also offering WebEx seminars throughout January and February 2015 to help practices get up and running with Patient Online, more information [is available on the NHS England website.](#)

For additional information please contact ENGLAND.POLLondon@nhs.net.

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6. Friends and Family Test deadline

Please remember that the data you are collecting from the Friends and Family Test patient survey during January is due to be submitted on **17 February 2015**.

But don't panic!

Guidance for submission is [here](#) and as long as you can submit a minimum of **five** responses at this stage you will have fulfilled your requirements.

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7. Workforce Minimum Data Set - GPC position - January 2015

Previous advice from the GPC regarding the [Workforce Minimum Data Set - GPC position](#), may be subject to change, following expressions of concern from practices and others. GPC now suggests that practices may wish to delay responding until clarification from DH, ICO and HISCIC is obtained. Further advice from the GPC is expected soon

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8. Sharp Instruments Regulations - survey request to GPs under the Freedom of Information Act from UCL and Public Health England

A number of London practices have been sent a request for information regarding compliance with the requirements of the Sharps Instruments in Healthcare Regulations 2013. This request has been made under the Freedom of Information Act, which practices are subject to. A response must, therefore, be made within 20 days of receipt.

Please refer to [Londonwide LMC's advice](#) to practices on this matter.

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9. North West London A & E Departments – inquiry launched

Four London Councils (Hammersmith & Fulham, Brent, Hounslow, and Ealing) have appointed Michael Mansfield QC to lead a probe into poor A & E services since the closures of the departments at the Central Middlesex and Hammersmith hospitals. There is also a separate investigation into the services led by NHS England, NHS Trust Development Authority (TDA) and Monitor. However, the local authorities felt independent scrutiny was required into the real and likely impact of these major

hospital reconfigurations and the financial reality behind them.

The Care Quality Commission (CQC) has also recently reported that the A & E unit at St Mary's Paddington (Imperial) is rated as "inadequate" and praised the services at Charing Cross Hospital.

You can read more [here](#).

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10. Retired Quality and Outcomes Framework (QOF) indicators

Following concerns highlighted by practices and LMCs relating to the request from the Health and Social Care Information Centre (HSCIC) to extract data related to retired QOF indicators (see [GPC statement](#)), the GPC has taken up the profession's legitimate concerns with NHS England and NHS Employers. NHS England have apologised for the error which resulted in the HSCIC statement that "it is a requirement for general practices to ensure they continue to provide the services linked to these indicators".

All parties have agreed that this is incorrect and not in accordance with the agreement negotiated between GPC and NHS Employers.

As a result, HSCIC have replaced the statement with:

"Practices continue to undertake the work and code activity related to retired indicators as clinically appropriate. This data extraction will help inform commissioners and provide statistical information but is not intended for performance management purposes".

[The HSCIC documents have been republished.](#)

The GPC has written to the Care Quality Commission (CQC) to alert it to this issue and to seek assurance that it will not use redundant QOF indicators to judge the performance of practices as the level of coding will now be so variable.

We will keep you informed of any developments.

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11. London Maternity Strategic Clinical Network - sharing best practice

Caroline Moren of NHS England has shared with us information from their Strategic Clinical Network with regard to best practice in maternity care. You can access the various documents from the following links:

- [Stillbirth – FGR toolkit](#)
- [Maternal Haemorrhage toolkit](#)
- [Pan-London early referral proforma \(word version\)](#)
- [Letter to GPs, Mike Lane](#)
- [Letter to CCGs](#)
- [Letter to providers](#)

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12. Apprenticeships in general practice

LEL is working with London Health Education Boards and other training providers to get apprentices into general practice. We have consulted with practice managers about their needs to ensure apprentices and practices are fully supported throughout the entire process. Pre-recruitment training

will be accessible and grants are available to practices to help with salary costs. Apprenticeship training providers will work with practices to develop job descriptions and make sure that each apprentice is matched to the surgery and the work.

If you would like more information about this please contact Ann Ayamah at Ann.ayamah@lmc.org.uk.

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13. Seasonal Flu Vaccines 2015/16 – offers from the LMC Buying Group

The LMC Buying Groups Federation has concluded negotiations with flu vaccine companies for the 2015/16 season and can announce that the first preferred supplier for 2015/16 is once again **Pfizer**. The joint second preferred suppliers are **Abbott** and **MASTA** and the third preferred supplier is **GSK**.

Given the occasional occurrence of problems in the manufacture and delivery of vaccines, Buying Group Members can access the widest possible choice of reliable suppliers as well as the best profit per dose in the market.

Details of each of the approved [suppliers' offers](#), including tables describing how profit per dose is calculated can be found on our [website](#) or by visiting the [LMC Buying Groups Federation website](#). You will have to log in to access this information. Please note that the offers are available while stocks last, so please place your orders at your earliest convenience.

All practices are urged to consider splitting their vaccine orders between at least two companies to mitigate the risk of problems arising with supply and delivery of vaccines.

Practices should note that we no longer make reference to claw back from reimbursement claims from the PPA based on assumed levels of discount. This is because we have been reliably informed that these are no longer being applied routinely to non-dispensing practices. Please note that If you did not use LMC Buying Group approved suppliers for the present flu season it would certainly be worth your while taking the time to look at the invoices for payment you receive from your current vaccine supplier to see if the discounted price matches that which you were promised when you placed your orders. You may be surprised and/or disappointed to find that the profit per dose (which you can calculate using the ready reckoner on our website) does not match or even come close to that which you would have earned had you used our approved suppliers. You need have no such fears when using the suppliers recommended by the Buying Group.

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14. LEL Blended Learning Programmes – update

Following on from the success last year of Health Education NCEL funded training for 30 health care assistants (HCAs) and their corresponding nurse mentors, we are delighted to inform you that we have been granted further resources for another 30 places for NCEL practices. So far, HCAs and nurse mentors have completed their first study day in December 2014 and will complete the second study day in March 2015.

The [training programme](#) received fantastic evaluations from the first cohort that completed last year. The course is six months in duration with an online component supplemented with two taught days. Mentoring of the HCAs is key to them learning the skills required in the practice environment and is valued by both the practice and the HCA. The course has 10 modules which cover topics such as 'working in general practice', 'long term conditions' and 'wound management'.

We have worked hard to achieve academic accreditation and hope to hear positive news very soon

from Middlesex University.

We also run a highly successful blended learning programme for [practice nurses](#).

If you would like any further information about either of these courses, please contact Sarah Beech at sarah.beech@lmc.org.uk.

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15. LEL consultancy - update

The launch of our consultancy programme with a number of [Affiliated Associates](#) is going really well! We are particularly pleased to have launched our [Network Locum splash page](#). Network Locum provide an easy online solution for practices to find locums and for locums to find practices. Network Locum do all the due diligence on locums so practices can be assured of good governance.

Finding the right locum has never been easier.

If you would like to access Network Locum service please go to <https://lmc.networklocum.com> or access through our web page www.lmc.org.uk/associates and click on the [HR Services/Resources](#) tab.

Other examples of current Affiliated Associates that LEL is working with include providers delivering training workshops across London on:

- Chaperoning in general practice and customer care
- Organisational development for emerging federations
- Managing patients with empathy and compassion

If you are interested in providing training in any of the above, or anything else, please contact Ann Ayamah at Ann.ayamah@lmc.org.uk.

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16. Latest sessional GP BMA e-newsletter

The latest BMA e-newsletter for sessional GPs focusses on supporting how co-commissioning could affect you, how you could be a real asset to your LMCs as well as seeking your views on the future.

The e-newsletter can also be downloaded from the [BMA website](#).