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1. GP Resilience - Take Control Campaign Launched

Londonwide LMCs' latest campaign '[**GP RESILIENCE – TAKE CONTROL**](#)' was launched on Monday 10 November. Comprising of posters and GP Resilience Guides, the initial phase is targeted at raising awareness of the problems experienced in your Practice today.

As Londonwide LMC's CEO Dr Michelle Drage said, "It is now time for each of us to actively [**TAKE CONTROL**](#) of our work and our lives. It is time to rebuild our confidence and our resilience so that we can secure a future for our practices to do the job we as professionals are trained to do, and which all the evidence shows, is what the patients 'in front of us' want."

We will develop the campaign based on your feedback and we've had lots already. We are going to be producing further Resilience Guides and posters for you and our '**Survive to Thrive**' conference will take place on **Thursday 5 February 2015**. Make sure you add this date to your diary and check your inbox as well as visiting our dedicated campaign website <http://www.gpresilience.org.uk>.

Let us know what you think, or if you have any issues you would like covered by the campaign, email us at gpresilience@lmc.org.uk or send us a Tweet at @LondonwideLMCs using the hashtag #GPResilienceLDN.

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2. We have moved!

Londonwide LMCs moved office on Friday 14 November 2014.

Our exciting new space replaces our split site offices that we have occupied for the previous decade. Having everyone on one site means that we will be able to provide an even better service to our GPs and their practice teams and better help them to secure the future of General Practice in London.

Our new address is:

Tavistock House South
Tavistock Square

London
WC1H 9LG

Our main switchboard number remains **020 7387 2034**.

Please visit our [contacts page](#) for further information or email info@lmc.org.uk.

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3. Choice of GP Practice – out of area registration Enhanced Service – GPC guidance for practices

As part of the contract agreement for 2014-15, practices will be able to register patients from outside their catchment area without the requirement to provide home visits or out of hours care. This arrangement was due to start on 1 October 2014 but it has been revised to 5 January 2015.

NHS England has designed an Enhanced Service to support the new out of area registration arrangements. The purpose of this enhanced service is 'to secure access to local GP practices for patients living in the practice area, but who are registered with a practice away from home without access to home visits'.

The GPC has issued guidance on this issue which states:

"Although the regulations remain in place, practices should only register patients living outside of the practice area without home visits if they have sought and obtained assurances from their respective Area Team of NHS England that such arrangements are in place for individual patients. It would neither be clinically appropriate nor practical to register patients without home visits whilst there is no assurance that arrangements for their care outside of the practice area are in place.

Practices are therefore strongly advised that they should not currently register any patients under the new regulation."

The full GPC guidance is available on the [BMA website](#).

The following information is available from NHS England:

- [Letter out of area registration](#)
- [NHS England out of area](#)
- [Guidance on out of area registration](#).

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4. Friends and Family Test goes live next month

From 1 December 2014, all GP practices in England are contractually obliged to carry out the Friends and Family test. The test is anonymous and practices must use the standard wording and responses of the test question. You must also include at least one follow-up question of your own choice, which allows the opportunity to provide free text.

The initial Friends and Family test question is:

"We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"

The choice of responses will be set to:

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

NHS England has recently published [guidance](#) on how the test should be implemented in practices and you can also find more information [here](#).

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5. Upcoming Essential Practice Staff Training Events

Spaces are still available on these three excellent Londonwide Learning Education and Development (LEAD) events:

- [Update on Professional and Practice Issues](#) - essential seminar for Healthcare Assistants, Thursday 20 November 2014
- [Essential Seminar for Practices in leased premises](#) - Wednesday 26 November 2014
- [Effective Chaperoning in General Practice](#) - workshop for practice staff, Thursday 27 November 2014

For more information on these events please go to <http://www.lmc.org.uk/events.html> or contact Kayleigh Cooper in the LEL team on 020 7387 2034 ext *244 or Kayleigh.Cooper@lmc.org.uk.

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6. Non Payment for completed courses of childhood pneumococcal vaccination

As you may be aware, many practices nationally are experiencing problems receiving payment for childhood pneumococcal vaccinations due to an ongoing software glitch. These concerns have been escalated to NHSE, HSCIC and CQRS and we hope that a fix is in the process of being found.

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7. Are you considering participating in the new Out Of Hospital Community Based Contract service?

If you or your GP Networks/Practice Federations are considering participation in a new Out Of Hospital Community Based Service Contract, each individual GP who may be providing the service needs to check personally with their own Medical Defence Organisation to ascertain whether or not they need to take out extra indemnification.

This applies especially to any work which involves the care of particularly vulnerable but stabilised patients discharged into the community who may require above the usual core GMS/PMS/APMS care.

Additional clinical skills may need to be developed and/or updated through further training before accepting responsibility for providing the service. Any increase in indemnification costs should be taken into account and factored into the remuneration. Likewise the resource implications of any additional training to ensure or enable the competence necessary to participate safely needs to be factored into the level of remuneration. This is becoming increasingly relevant as more hospital out-patient care previously carried out by consultant specialists and their teams is transferred into general practice.

8. Maternity Pay for GP Trainees (registrars)

If you have any GP trainees that are on or going on maternity leave, then you will find the following email of interest. Written by Karly Jose of the BMA it offers clarification on this subject.

“GPC understands there may be some confusion for area teams around payment of maternity leave to GP trainees.

To clarify, each new post on a rotation that a GP Trainee undertakes does not constitute a break in service. It has been confirmed to the GPC that there has been no change in policy from NHS England’s National Support Centre.

Where practices have followed the provisions in the GP trainees framework contract on maternity pay, which are consistent with the [Directions to Health Education England \(GP Registrars\) 2013 and the NHS Litigation Authority \(GP Registrars\) 2013](#), the GP Trainee is entitled to receive ordinary maternity pay (OMP) and should be fully reimbursed in accordance with the Directions.

Paragraph 15.3.(b)(iii) of the [Statement of Financial Entitlements \(SFE\) 2013](#) (page 58) confirms that NHS England should reimburse maternity pay if 'the performer on leave is entitled to that leave under... a contract of employment.'

9. Be clear on Cancer- Blood in Pee Campaign

The current 'Be clear on Cancer Campaign' is running until the 24 November, on radio and television and also in the press. The aim is to highlight to the general public that 'if there's blood in their pee, they should see their GP'. There are approximately 1000 avoidable deaths due to kidney and bladder cancer in England each year which could potentially be avoided if the general public is more aware of the significance of seeing blood in their urine.

A bulletin sent on behalf of Transforming Cancer Services Team for London GP Advisors which contained information and links, can be accessed [here](#).

Other resources available include:

- [Be Clear On Cancer Blood In Pee leaflet, large print](#)
- [Be Clear On Cancer Blood In Pee leaflet, Easy Read](#)
- [Be Clear On Cancer Blood In Pee leaflet](#)
- [Pharmacists and their teams briefing sheet](#)
- [Blood in Pee A4 poster](#)

10. 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 now 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 www.lmcbuyinggroups.co.uk/members. 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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11. Sessional GP BMA e-newsletter

The first [BMA e-newsletter for sessional GPs](#) was issued this month.

The newsletter focusses on the implications of the 2015/16 GP contract agreement for sessional GPs, a survey on sessional GP experiences of appraisal and revalidation and some guidance on the relationship between sessional GPs and LMCs.

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12. 30 Health Care Assistants make the grade with our new learning programme

We welcomed Health Care Assistants to BMA House on 30 October to celebrate their successful completion of our blended learning HCA General Practice Training Programme. The course is an online programme with two taught days which takes 6 months to complete.

30 HCA places on the course were funded by Health Education (NCEL) in January 2014 to enable HCAs from NCEL to undertake the programme. The course content was written by General Practice Nurses and HCAs working in practice with two taught days delivered by experienced GPN educators covering the following units:

- Working in General Practice
- Professional Issues
- Infection control
- Clinical Skills Training
- Emergency situations
- Long term conditions
- Health Promotion
- Protecting Children and Vulnerable Adults

- Immunisations
- Wound care

The course attracted established HCAs as well as newly appointed HCAs. Participants reported excellent feedback from the course. Established HCAs reported that the course has changed how they communicate with patients and has given them more confidence in their roles. The participants reported that it was great to meet other HCAs and also that they could do with more training days.

In addition to the HCAs being trained, HENCEL also provided funding for training the GPN mentors supporting the HCAs. The results have been very positive with feedback being that having more insight into the HCA role and the training programme, GPNs are able to undertake better supervision of HCAs which has led to better teamwork. Practices have also reported that the course has benefited them by having HCAs trained to understand their professional roles.

You can find more information about the course by visiting www.hcagp.org.uk.

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13. Londonwide LMCs in the news

A selection of Londonwide LMCs' media coverage over the past month.

[Dr Michelle Drage comments on the £1 billion investment for London Practice Premises](#)

Dr Michelle Drage welcomes the recognition from the London Health Commission that general practice needs investment but voices some reservations in an interview for GP news.

[GP Resilience – Take Control Campaign taken up by the press.](#)

The launch of our new campaign was highlighted in [Pulse](#) with a quote from Dr Michelle Drage and links to our campaign resources at www.gpresilience.org.uk.

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