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## 1. Clinical Commissioning update – Londonwide event

Londonwide LMCs held a highly successful event on Thursday 7 February 2013, in association with BMA Law and Gateleys. The event was attended by over 200 GPs, practice managers, CCG leads and representatives from Local Authority Public Health departments.

As CCGs complete their authorisation processes, and new commissioning arrangements become established from April 2013, significant changes will be taking place affecting General Practice across London. The day focussed on and provided important legal advice and clarification on a number of important areas, including the following:

- CCG governance - CCGs as membership organisations; representation and engagement
- Any Qualified Provider (AQP)
- Procurement and competition
- Enhanced Services; development and commissioning
- CCG Constitutions and your rights
- Dispute resolution
- Conflicts of interest

Here are some key messages from the day:

1. CCG constitutions are legally binding documents, whether you have signed them or not. **All GPs and Practice Managers must read and understand your CCG constitution.** CCG constitutions will include various clauses referring to commissioning and service delivery, which member practices will be required to deliver. You need be aware of what is in your constitution and what it will mean for you and your practice. If you have any concerns these should be raised with your CCG and also notified to your LMC; CCG constitutions can be changed and as a member, it is important that you raise any concerns now. CCG constitutions are binding on practices, and may be linked to your GP Contract – CCG constitutions must not include anything which may harm your practice.

2. **Constitutions must include appropriate Dispute Resolution clauses. If your constitution does not, then it is not fit for purpose.** Your LMC can provide advice and appropriate wording if needed.
3. **If you do have a dispute with your CCG, you should try to resolve the dispute amicably and involve your LMC at an early stage.** NB your LMC can advise practices about the various stages involved in any dispute resolution process, it is essential therefore that an appropriate clause is included in the document.
4. **CCGs do not have authority to performance manage member GP Practices.** It is not acceptable for CCG constitutions to include clauses which allow CCGs to carry out performance management functions.
5. **Local Enhanced Services, whether already in existence or planned beyond April 2013 do not necessarily have to be tendered.** CCGs will need to decide, within relevant regulations and procurement law, whether to put a service out to tender. The CCG will be accountable for such decisions which need to be made in a transparent and appropriate way - having regard to possible scrutiny and challenge.
6. **Existing Local Enhanced Services (LES's) may be extended beyond 2013.** Such decisions will need to take into account procurement and competition requirements, be made in a transparent way, and be proportionate, with a clear audit trail demonstrating why services are being commissioned as LES's.

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## 2. Annual Report 2012/13

Following the Annual General Meeting of the board and LMC Chairs and Vice Chairs, the Londonwide LMCs' and Londonwide Enterprise Limited [Annual Report](#) is now available.

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## 3. NHS Pension Scheme contributions calculator 2013/14

The [employee contributions calculator enables](#) NHS Pension Scheme members to calculate how much their contributions will increase, if at all, on a monthly basis, on both a gross and net of tax relief basis.

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## 4. Security alert – email fraud

It has come to our attention that some practices are the target of online scams. The latest is in the form of an email claiming that you are owed a tax refund. Although the link appears as if it is directing you to the HMRC website, it is not. If you receive an email matching this description, do not click on any of the links within. If you are not sure, and would like assistance, please forward the email, along with your comments to [info@lmc.org.uk](mailto:info@lmc.org.uk).

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## 5. Feedback - Londonwide Survey 2012

Late last year, we invited all practice teams to participate in a short online survey to analyse what you think of Londonwide LMCs and your local LMC, and to help us plan for the future. Over 500 of you found the time to respond - thank you.

Many of you left comments including:

- I have a strong sense my LMC is absolutely key in safeguarding general practice.
- LMCs need more strength bringing GPs together

- Get to know your (constituent) members better
- LMCs should be more influential (with the CCG)
- We have found (our) LMC very helpful
- As a newly qualified GP with lots of passion, it's a shame you do not share what the LMC does with juniors
- Can we have a factsheet about the role of the LMC for practice managers....am not sure when it is appropriate to contact you

Opinions and views like these are vitally important to us in ensuring we continuously improve our services to you. During 2013 we will be addressing all of your comments in turn, and hopefully you will see an improvement in not only the way both Londonwide LMCs and your individual LMC communicates with you, but also who and to communicate with us on any issues of concern in your practice.

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## 6. New mental health workshop for practice nurses

Patients with anxiety disorders and depression often present in practice and it can be difficult to identify and treat these conditions. Londonwide LEAD (Learning Education and Development) is offering a workshop for Practice Nurses on how to identify and treat anxiety disorders and depression and what they can do to identify and act on suicidal risks in patients.

The workshop will cover:

- What are anxiety disorders and depression (signs, symptoms, prevalence etc)
- Identifying anxiety disorders and depression (including how to spot them in someone with a long term physical health condition)
- Primary care psychological management of anxiety disorders and depression
- Suicidal risk and action
- What can a practice nurse do?

The event will be held on **Thursday 20 March 2013** in the Tavistock Room, Woburn House Conference Centre, 20 Tavistock Square, London WC1H 9HQ. The cost for attendance is £59 (inclusive of VAT) for attendees from Londonwide practices and £71 (inclusive of VAT) for attendees from practices from other areas.

Places are limited on this crucial workshop so please book early to avoid disappointment. [Book online](#) or complete and return your [booking form](#) by **Monday 18 March 2013** to reserve your place.

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## 7. GP Contract Imposition survey

GPs are urged to take a few minutes to fill in the BMA's [GP Contract Imposition survey](#). The results will help shape the GPC's response to the government's consultation and demonstrate to the how strongly GPs feel about the imposition proposals.

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## 8. Sessional GPs Subcommittee Elections

Nominations for election to GPC's Sessional GPs Subcommittee have just opened. The subcommittee, which represents all salaried and locum GPs, has 16 elected members from across the UK. You can find out more about the election and download a nomination form on the [BMA website](#).

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## 9. Calculating Quality Reporting Service (CQRS) training – phase one

As we have informed you in previous newsletters, Calculating Quality Reporting Service (CQRS) is replacing QMAS, the system currently used to calculate payments to GPs under QOF. It will also be used to replace existing manual systems for determining achievement and processing returns for certain clinical based DESs.

CQRS, along with the General Practice Extraction Service (GPES), will calculate payments for GP practices from 2013/14.

NHS Connecting for Health is taking bookings for two training modules. Places are limited to one per organisation; you are therefore advised to book early.

**Phase One training will begin on 25 February 2013**, and will run for three weeks. This phase is designed to explain what CQRS is and what it does. The sessions will be in the form of a web conference, where you will be able to interact and ask questions.

**Phase Two training will be in April and May 2013** and will focus on how to use the system. This will be more detailed than the Phase One training, and will be delivered by webinars to GP practices.

**To book a session** on either Phase One or Phase Two training, you will need an N3 connection in order to create an account with the Learning Management System (LMS). If you or a member of your practice would like to book a place on the first phase of CQRS training you may do so on the [bookings page](#) of the NHS Connecting for Health website.

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## 10. QOF (Quality and Outcomes Framework 2012/13 year-end process

QMAS (Quality Management and Analysis System) is scheduled to close in July 2013.

On 2 July 2013 at 8pm all submissions to QMAS from GP system suppliers and any manual updates or adjustments will be suspended. GP practices that have not declared achievement for QOF for 2012/13 and had their NHS Commissioning Board (CB) area team approve financial payment on QMAS by 2 July 2013 in line with local transition arrangements will have to declare achievement manually from this date.

Achievement reporting should be up to date before 1 April 2013 so the declaration and approval process can be completed. Further information will be available before financial year end.

The NHS CB area teams will manage QMAS 2012/13 close-down and will retain a QMAS user ID for each PCT that they cover to enable them to do this.

The NHS CB will have access to QMAS archived data on CQRS. It is not clear if CCGs will have access to the data as they are not commissioners of QOF. CQRS is the system that will replace QMAS. You can find a helpful list FAQs on [the NHS Connecting for Health website](#).

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## 11. 'The best workshop I have attended' – LEAD events continue to deliver education and development for London's GPs and their practice teams

'The best workshop I have attended' is a quote attributed to a Practice Manager who attended the recent Learning Education and Development (LEAD) 'Risk Management in Primary Care' workshop. The workshop was the 25<sup>th</sup> LEAD event of the [current annual plan](#) which runs from March to April each year.

Since April 2012 our events have attracted 114 GPs, 265 Practice Managers, 171 Practice Nurses and over 70 Healthcare Assistants and reception staff.

LEAD events have covered topics ranging from employment law to infection control and improving customer service to medical records in primary care.

We still have three events to deliver in the current programme. One is a Practice Nurse workshop on [mental health issues presenting in primary care](#) which is covered elsewhere in this newsletter. The other two events, to be held on Tuesday 5 March 2013, are '[Increase Your Patient Consultation Effectiveness](#)' (morning) and '[Enhance Your Telephone Patient Consultation Skills](#)' (afternoon).

'[Increase Your Patient Consultation Effectiveness](#)' will advise you on how to further enhance and improve your patient consultation and '[Enhance Your Telephone Patient Consultation Skills](#)' will assist you to be efficient and effective when handling patient calls and identify the different skills needed when assessing patients by telephone.

Both events will be held at Woburn House Conference Centre, 20 Tavistock Square, London, WC1H 9HQ.

Further information about the content of the events is available on the [booking form](#). Cost for attendance at each half day workshop is £99 (inclusive of VAT) for attendees from Londonwide practices and £119 (inclusive of VAT) for those from practices in other areas.

GPs and practice nurses can SAVE almost 20% by booking on both workshops. The discounted cost is £145 (inclusive of VAT) for attendees from Londonwide practices and £174 (inclusive of VAT) for attendees from practices from other areas.

**Places are limited so please book early to avoid disappointment. Please complete and return your [booking form](#) by Tuesday 26 February 2013 to secure your place.**

We are currently finalising the annual programme for April 2013 to March 2014. More information will be available soon. Keep a check on the [LMC website](#) and your inbox for further information.

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## 12. Londonwide Buying Group update

The LMC Buying Groups Federation has been working hard on behalf of member practices to negotiate new discounts and exciting deals are now available for practices to access:

### **GP Rota Software from Omni HR Solutions**

You can now save 25% on GP rota software from its new approved supplier, Omni HR Solutions (UK).

If it takes more than a couple of hours to create your rota or if you get inundated with GP questions about fairness, then OmniRota has been designed specifically to handle the complex rules and parity issues unique to GP Practices. The software can be used for other team rotas too (e.g. nurses, receptionists, consultants). Full details on the offer and on how to get an obligation free quotation can be found [here](#).

### **Printing costs with Whittaker Office Solutions and The Danwood Group**

Hundreds of practices have already saved funding on office supplies and printer consumables by shopping with Whittaker Office Solutions, the approved supplier of the LMC Buying Groups Federation.

By teaming up with market leader, the Danwood Group, Whittakers can now offer Managed Print Services (MPS) to members of the LMC Buying Groups Federation. Full details of the discount offered and how to take up this service can be found [here](#).

### **Specialist independent financial advice for GPs and Practices through MIAB**

The Specialist Independent Financial Advice Network (SIFAN) has been set up by approved suppliers MIAB to provide a unique, expert and bespoke service for individual GPs and GP practices, taking into account primary care specific requirements. Full details of the offer can be found [here](#).

### **Scan and Collate**

Scan and Collate are specialists in the digital reproduction of medical records into a secure and easily accessible format and have extensive experience of working within the NHS. Full details of the offer can be found [here](#), which includes a two month free trial.

### **DLT Magazines**

DLT Magazines can provide discounted magazine subscription packages for GP practices. Full details of the discounts and how to place an order can be found [here](#).

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## **13. RGCP North West London Faculty Events 2013**

Royal College of General Practitioners (RGCP) are running a series of events during 2013 that will help GPs further their learning. Minor Surgery, Dermal Fillers, Joint Injections and other courses are being run a number of times during the year. You can view the full calendar and book on the [RGCP website](#).

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## **14. Ano-Genital and Mucosal Dermatology Annual Course**

The St John's Institute Annual One day Course on Ano Genital and Mucosal Dermatology is taking place on Friday 24 May 2013. The event is for event for all health care professionals (dermatology, gynaecology, GU medicine, oral medicine and GPs) who wish to learn more about the diagnosis and management of diseases affecting the ano-genital and other mucosal sites. For more information including booking, visit the [Guy's and St Thomas' events website](#).

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