

# Redbridge LMC News

Chair: Dr Heath Springer

January 2017



## Word from the LMC

We would like to take this opportunity of welcoming you to the LMC newsletter and to thank all our members for electing us as your local representatives. We are passionate about protecting and promoting general practice in this extremely challenging time. The pace of change is fast and will require all of us to start thinking outside the box whilst ensuring we remain a cohesive workforce. The LMC is the only statutory body representing GPs and as elected members we will listen to members concerns and ensure that these are voiced at all levels. We engage with a variety of organisations including the CCG, BHRUT, Barts Health, Public Health, NHSE as well as other LMCs. In order to represent you we have allocated an LMC representative to each practice and we would encourage you to raise relevant issues with your representative. We feel this is the best way to keep our finger on the pulse and look forward to working with you all over the next two years. Together we can make a difference.

[Click here to find the name of your LMC representative.](#)

## Your LMC

Following the LMC elections which took place last summer your LMC is made up of the following members:

- Dr Henry Akpabio
- Dr Shabnam Quraishi (Vice Chair)
- Dr Najib Seedat
- Dr Ambrish Shah
- Dr Jyoti Sood
- Dr Hector Spiteri
- Dr Heath Springer (Chair)
- Dr Muhammad Tahir

## Co-opted Members

- Dr Kaindon Kugathas
- Dr Ashikur Rahman (GP Registrar)

## Observers

- Karen Wilson, Practice Manager

You will find information on the LMC including an up-to-date list of LMC members on the Londonwide LMCs [website](#). To get in touch with any of your representatives please contact Joni Wilson-Kaye, at the office on 020 3818 6254 or [Joni Wilson-Kaye](#)

## **LMC Practice Nurse Representative**

Redbridge LMC are looking for a practice nurse representative to join the committee; you will be expected to bring issues affecting nurses in general practice to the notice of the LMC and representing the views of constituent Practice Nurse colleagues in lines with [the roles and responsibilities](#).

If you are looking for a new opportunity to be involved in the politics of general practice in Redbridge, or more information, please contact [Joni Wilson-Kaye](#).

## **Local LMC Priorities**

The LMC has identified its local priorities for the forthcoming year. These will include strengthening their profile to ensure GPs and practices' views are fully represented and to continue to engage with stakeholders, including the new and existing Federations. The LMC is planning to hold an event for GPs and practice staff to provide updates on the NEL Sustainability and Transformation Plan, new models of care, Londonwide LMCs' GP State of Emergency campaign and preparing for your CQC inspection.

The LMC meets regularly with colleagues from the CCG, trusts and local authority to discuss concerns and ensure the GP perspective is represented when local services are planned.

The LMC has raised concerns with Barking, Havering and Redbridge University Hospital Trust (BHRUT) about the A&E pilot which took place in the summer and has now been implemented. Triage arrangements have been set up in A&E and those patients not considered to need treatment at the hospital are advised to go back to their GP practice, pharmacists or walk-in centre. Please let us know if this has impacted on your workload and let us know of any concerns you have regarding these new arrangements. Concerns have also been raised around arrangements for e-referrals and the lack of outpatient appointments available on the e-referral system. For 2-week cancer wait appointments if no suitable appointments are available these referrals can be faxed to BHRUT. You can also arrange an appointment with the BHRUT GP Liaison Manager, Ben Tunstall, who can come out and visit your practice to provide training on the e-referral software.

Barts Health has also experienced availability issues around 2-week wait cancer referral appointments; any GP not able to find a suitable appointment should send the referral to Barts by secure fax. Concerns were also raised with Barts Health regarding the inappropriate requests that have been made to practices via discharge summaries. The Trust is undertaking a programme of training with all relevant staff to ensure the discharge process is fully understood.

## **GP State of Emergency**

Work is ongoing to develop a range of resources for practice use during this period of crisis. You will find the website includes information on how to handle DNAs (Did not attend) and DWP appeals, prescribing guidance and advice on shared care protocols along with a number of letter templates.

A presentation has been developed for use at your PPG, providing information from a patient perspective on how services are affected, the pressures faced by general practice and the reality behind the government messages publicised in the media around funding and resources.

All of this information, along with other resources for practices to use can be found at [www.gpsoe.org.uk](http://www.gpsoe.org.uk). Please feedback to Londonwide LMCs on what other resources you would find useful for your practice to: [GPSOE@lmc.org.uk](mailto:GPSOE@lmc.org.uk).

## **Londonwide LMCs Patient Engagement Project**

Londonwide LMCs' unique role as the professional voice of London general practice gives us the opportunity to make the case for patient engagement as a key priority for the survival of local practices facing the current extremely challenging financial and policy context.

Londonwide LMCs' new Patient Engagement Project is actively contributing to our wider programme of work in supporting practices' sustainability, including GPSoE as noted above.

The project promotes patient engagement as integral to high quality, sustainable general practice. Working in effective partnership with patients can improve service delivery and outcomes and when patients, GPs and their teams work together on common concerns they represent a formidable force in this time of organisational and financial upheaval and uncertainty.

Practices involved in the development of the Patient Engagement Project include those which can – and do - work collaboratively with patients to help shape services and secure the future of their practice. Practices are also telling us that overcoming barriers to active and inclusive patient engagement can be a significant challenge. The project is committed to supporting practices' work with their patients to meet that challenge and is currently focusing on developing a delivery programme to support practice work with patients to develop active and effective Patient Participation Groups (PPGs).

If you would like further information on the project please mail [patientengage@lmc.org.uk](mailto:patientengage@lmc.org.uk) and for details of Londonwide LMCs' programme of workshops on Patient Participation Groups [click here](#).

## **GP Forward View (GPFV) Funding Update**

The GPFV identified a number of funding streams to ensure firstly the stabilisation of general practice and future provider development as part of a wider sustainability and transformation agenda. It is important that this funding is used for the purpose for which it was intended and LMCs will provide assurance at every level of the process by which GPFV funding will be used. This will include involvement in and assurance of locally produced CCG plans.

## **NEL Sustainability and Transformation Plan (STP)**

The seven CCGs in North East London have formed one STP Board. The STP will be reviewing a number of key areas, some of which affect general practice, with the intention of transforming services to provide long term stability for the provision of healthcare in NE London.

The six LMCs across North East London have formed a working group who will meet with representatives from the STP Board to ensure the views of general practice are taken into consideration in the planning process. Each LMC will have a representative who will be the point of contact ensuring that they are representing the views and concerns of general practice within their borough and will also lead and support on a workstream within the overall project. The details can be found below:

<b>Workstream</b>	<b>Lead</b>	<b>Second</b>
Primary Care	Dr Jackie Applebee (Tower Hamlets LMC)	Dr Anne Baldwin (Barking and Havering LMC)
Mental Health	Dr Lise Hertel (Newham LMC)	Dr Mike Grenville (Waltham Forest LMC)
Planned Care (specifically around work we are planning looking at opportunities for clinical productivity)	Dr Anne Baldwin (Barking and Havering LMC)	Dr Ben Molyneux (City and Hackney LMC)
Maternity	Dr Mike Grenville (Waltham Forest LMC)	Dr Lise Hertel (Newham LMC)
Medicines Optimisation	Dr Terry John (Waltham Forest LMC)	Dr Jackie Applebee
Infrastructure (Estates)	Dr Najib Seedat (Redbridge LMC)	Dr Mike Grenville (Waltham Forest LMC)
Technology	Dr Ben Molyneux (City and Hackney LMC)	Dr Najib Seedat (Redbridge LMC)

The LMC will keep you updated on key developments within the STP and how these may affect practices.

### **Accessible Information Standard**

The [Accessible Information Standard](#) aims to ensure that people who have a disability or sensory impairment receive information that can be accessible and understood. Any organisation that provides NHS or adult social care will need to implement these standards and compliance with the accessible information standard SCCI1605 (set out in section 250 the Health and Social Care Act).

**Since 31 July 2016 GP practices were expected to be fully compliant with all aspects of the standards.**

Commissioning organisations, whilst not required to implement the standards themselves, must support compliance by organisations from which they commission services. [The guidance sets](#) out that this could be done by, for example, incentivisation and performance management arrangements. Non-compliant organisations are advised that they lay themselves open to risk of complaints and investigation.

The standard requires organisations to:

- Ask people if they have any information or communication needs, and find out how to meet those needs.
- Record those needs clearly.
- Highlight or flag the person's file or notes so that it is clear that they have the information or communications needs.
- Share people's information and communication needs with other providers of NHS and adult social care, when they have consent to do so.
- Take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it.

Practices do not need to trawl retrospectively through the notes to identify patient needs, but do need to start identifying now how the notes should be marked to identify patient need or what the patient should be asked. This should include obtaining consent for sharing this information with other services, when a new patient registers or opportunistically when they contact the practice. Issues around staff training also need

to be addressed, as the processes that practices adopt will likely be checked at Care Quality Commission visits.

Further information is available in the BMA document [‘Focus on the Accessible Information Standard for GP practices in England’](#) as well as [FAQs](#).

### **FGM – Updated GMC Guidance**

The GMC has updated its guidance and fact sheet on FGM [click here to read the latest documents](#).

### **Public Health Update**

To access the Annual Public Health report 2015/16 [click here](#).

At the last LMC meeting it was confirmed that all practices would be allocated a named health visitor and school nurse.

### **LEAD Events**

Our subsidiary company, Londonwide Enterprise Ltd (LEL) was set up to provide affordable, high quality training and educational events for practice teams. The Learning Education and Development (LEAD) events are run on a not for profit basis to keep costs to practices to a minimum.

The LEAD events team is always keen to hear what training is really needed on the ground, so please do get in touch with any ideas you have by emailing [lead@lmc.org.uk](mailto:lead@lmc.org.uk). We would like to hear from you.

Click here to find further information on [LEAD events](#).

## **Contact us**

Redbridge LMC, Londonwide LMCs, Tavistock House South, Tavistock Square, London, WC1H 9LG

Web: <http://www.lmc.org.uk>

The next Redbridge LMC Meeting takes place on **16 March 2017**

### **LMC Meeting Dates for 2017:**

Thursday 25 May

Thursday 21 September

Thursday 20 July

Thursday 16 November

### **Redbridge LMC Team**

Dr Heath Springer, LMC Chair

Elliott Singer, LMC Secretary

Greg Cairns, Director of Primary Care Strategy

Sarah Martyn, Assistant Director of Primary Care Strategy

Joni Wilson-Kaye – Committee Liaison Executive

**For all Redbridge LMC enquiries, please contact Joni Wilson-Kaye, Committee Liaison Executive – [joni.wilson-kaye@lmc.org.uk](mailto:joni.wilson-kaye@lmc.org.uk) // 020 3818 6254**

*Disclaimer: This publication is written for healthcare professionals in Redbridge and information may not be appropriate for use elsewhere. Editorial comments do not necessarily represent the views of the LMC.*