

Tower Hamlets LMC News



Chair: Dr Jackie Applebee

January 2017

Word from the LMC – Dr Jackie Applebee

Tower Hamlets Local Medical Committee want to hear from you. We are here to provide advice and support to all practices in Tower Hamlets and hope that we are approachable and responsive. Please don't hesitate to contact us if you have a problem that you are struggling to resolve. We may not always be able to sort it out but will do our best and will signpost you to where help may be available. This is who we are:

Your LMC

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

- Dr Naimishkumar Amin
- Dr Jackie Applebee (Chair)
- Dr Naomi Beer
- Dr Naureen Bhatti (Vice Chair)
- Dr Selvaseelan Selvarajah
- Dr Selladurai Shanmugadasan
- Dr Archana Spahn
- Dr Nirupam Talukder

Co-opted Members

- Dr Alex Bunn

Observers

- Ms Beverly Fernando, 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 you can [email](#).

LMC Practice Nurse Representative

Tower Hamlets LMC are looking for a practice nurse representative to join the committee as an observer. 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 Tower Hamlets, or more information, please contact [Joni Wilson-Kaye](#).

Open GP Forum

On Tuesday 6 December the LMC held an open GP Forum for all General Practice Staff to discuss the direction of travel of General Practice and to try to develop the conversation begun at the event on 8 September. The LMC are aware that this is a time of unprecedented strain on General Practice and the wider NHS and want to ensure that they support Tower Hamlets practices as much as is practicable given the circumstances. We hope to hold another open GP Forum in early March.

GP State of Emergency (GPSOE)

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. Please feedback to Londonwide LMCs on what other resources you would find useful for your practice to: 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 and for details of Londonwide LMCs' programme of workshops on Patient Participation Groups [click here](#).

Service Charges

The LMC is aware that a number of practices are experiencing problems with requests from NHS Property Services regarding service charges, around significant increases in the amount and a lack of coherent

breakdown on invoices. The LMC has written to both NHS Property Services and NHS England to raise concerns on behalf of constituents and has also brought the matter to the attention of local MPs. LLMC's advise that any practice receiving a request to pay a service charge should contact NHS Property Services confirming that the practice would like to be able to pay the charge but needs a coherent breakdown of costs to be able to do so. Any practice needing further advice can contact Tower Hamlets LMC in the first instance.

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)

You may be aware that the North East London Sustainability and Transformation Plan has now been published. You can see it here:

<http://www.nelstp.org.uk/downloads/Publications/NEL-STP-draft-policy-in-development-21-October-2016.pdf>

STPs have been developed at the behest of NHS England in order to deliver the Five Year Forward View. England has been divided into forty four footprints, an STP covers one footprint. The North East London footprint comprises Tower Hamlets, Hackney, Waltham Forest, Newham, Barking and Dagenham, Havering, Redbridge and the City of London.

The STPs are charged with "saving" £22 billion in the English NHS over five years. To do this it will be necessary to implement "efficiencies" and to radically transform care.

In NE London the "Financial Gap" in the do nothing scenario is estimated to be £578 million to make these "savings" in any situation would be extremely challenging, taking into account the expected rise in the population of NE London over the next five years, this makes it even more so.

Strategies to address the "Financial Gap" include increasing information so that patients can self-care, plugging the shortfall in GPs with Physicians Associates and Pharmacists, moving care out of hospital into the community and alternatives to outpatient attendance. This is just a brief overview, for more information follow the link above.

Londonwide LMCs has representation on the various oversight groups to assure the STP process.

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, a strategic leadership network (SLN) who will meet with representatives from the STP Board and workstream leads 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:

Workstream	Lead	Second
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](#).

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. We would like to hear from you.

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

Contact us

Tower Hamlets LMC, Londonwide LMCs, Tavistock House South, Tavistock Square, London, WC1H 9LG
Web: <http://www.lmc.org.uk>

The next Tower Hamlets Meeting takes place on **14 March 2017**

LMC Meeting Dates for 2017:

Tuesday 9 May	Tuesday 12 September
Tuesday 11 July	Tuesday 14 November

Tower Hamlets LMC Team

Dr Jackie Applebee, 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 Tower Hamlets LMC enquiries, please contact Joni Wilson-Kaye, Committee Liaison Executive – joni.wilson-kaye@lmc.org.uk // 020 3818 6254

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