

GP Bulletin

8 September 2017 / Issue 228

About this bulletin

To minimise the number of emails sent to practices, the Local Regional Team is using this weekly bulletin as its main method of communicating with practice managers covering the 361 practices in Bristol, Somerset, North Somerset, South Gloucestershire, Devon, Cornwall and the Isles of Scilly. The bulletins contain important information for practice managers, which might include requests for information and deadlines, as well as updates on issues relating to GP contracts.

Copies of the bulletins and attachments are available on our website:

<https://www.england.nhs.uk/south/info-professional/medical/dcis/gp-bulletin/>

If you have any questions or wish to provide feedback, please contact the Primary Care Team:

england.primarycaremedical@nhs.net

Contents

- Key Deadlines
- Items for all Practices
 - Have you Accepted the Childhood Flu and Seasonal Flu 2017/18 Services on CQRS?
 - CQRS Service Offer - Individual GP Level Data
 - Cervical Screening Sample Takers
 - Important Information on Meningitis B following recent media coverage
 - Consent required: sharing practice-level screening and immunisation data
 - Changing Bank Accounts?
 - Extended access collection: information for GP practices
 - 10 High Impact Changes Webinar
 - Reimbursement of Indemnity Fees for extra sessional working
 - Shingles Vaccinations
- Items for Bristol, North Somerset, Somerset and South Gloucestershire Practices only
 - None
- Items for Devon, Cornwall and Isles of Scilly Practices only
 - GP Study Day (for Devon Practices)
 - Rollout: Yellow Card Scheme available to all NHS NEW DEVON CCG, Western Locality

Key Deadlines

CQRS declarations for payment in the same month	9 th of each month	Via CQRS
Submit Extended Access Data	between 1st September 2017 to 29th September 2017	Via Primary Care Web Tool

• Items for all Practices

Have you Accepted the Childhood Flu and Seasonal Flu 2017/18 Services on CQRS?

The Childhood Seasonal Influenza Vaccination Programme 2017/18 and Seasonal Flu Service 2017/18 services have been offered on CQRS. Please ensure that these services are accepted as soon as possible to ensure that you are included in the automated extractions.

Please refer to the service specifications and Technical Requirements document (available on the [NHS Employers](#) website) to ensure that the appropriate and correct Read Codes are used.

Please note:

- the 9OX4. (needs influenza immunisation) code does have to be added annually as appropriate to the patient record and within the service period, for seasonal flu this would be from the 1 September 2017 to 31 March 2018. Practices will have to review patients and add this code after the 1 September 2017 for patients to be included in the automated extraction
- the cohort for the Childhood Seasonal Flu service has changed in 2017/18. Children who are four years old and in a risk group will now be counted under the Seasonal Flu service on CQRS. As a result, if you have not already done so, you may need to amend any internal Practice searches set-up on your clinical system to ensure that you are checking the correct counts. (Children who are four years old and not in a clinical risk group will be offered a flu vaccination in school (reception year). The Childhood Seasonal Influenza service is for children who are aged 2 or 3 on 1 September.)

CQRS Service Offer – Individual GP Level Data

The 'Individual GP Level Data' service has now been offered to all Practice on CQRS. Please go to the Participation Management tab on CQRS to accept this service.

Please note, this service is on CQRS to record agreement for data extracts to take place only. No data from this service will be recorded in CQRS and there is no payment attached to this service. Information about the service can be found by following the link, <https://digital.nhs.uk/GP-Collections/service-information/Individual-GP-level-data>.

This service is being offered to practices from a central team and we, at the Local Regional Office will not be able to respond to queries about this service.

Cervical Screening Sample Takers

Please note as of 1st September 2017, the policy for acceptance of cervical screening samples by the cytology laboratories has changed. All sample takers must have a unique sample taker code. Samples without codes will not be reported.

If you have not got an unique sample taker code please **do not take a sample** until you have one. These samples will be considered inadequate and you will need to recall the patient in 3 months' time for a repeat sample. You will also need to explain to the patient why they must be re-screened.

It is the sample taker's responsibility to ensure that the sample takers code is clearly written on the individual patient's downloaded Open Exeter HMR101 request form. If you are a new Practice Nurse to the area or are a Practice Nurse needing to obtain a sample takers code you can download the form from <https://www.england.nhs.uk/south/info-professional/public-health/screening/cervical/>

Thank you to all practices who responded to the PHE Screening & Immunisation Team's survey about cervical sample taking and your practice's requirements for new codes, this helped us to manage the workload efficiently and provide codes to those who required them. Thank you to those who had already ensured that their codes were in place.

If you have any questions, please contact the PHE South West Screening & Immunisation Team on england.southwestscrimms@nhs.net

Improving uptake of cervical screening

Please find attached a recent item from Public Health England in the Nursing Standard about the role of Practice Nurses and GPs in encouraging women to attend cervical screening and improving uptake (please see attached email).

Public Health England have also released a resource for professionals which aims to address the decline in attendance for cervical screening. The resource includes information about barriers to attendance, how awareness can be raised, and how conversations in primary care can ensure women are educated and able to make an informed choice. You can read the full guidance here: <https://www.gov.uk/government/publications/health-matters-making-cervical-screening-more-accessible/health-matters-making-cervical-screening-more-accessible--2>

Important Information on Meningitis B following recent media coverage

Please find attached important information relating to Meningitis B.

Consent required: sharing practice-level screening and immunisation data

The PHE South West Screening & Immunisation Team are reviewing our data outputs. We have had a number of requests from practices to share practice-level data around immunisations (including flu and childhood) and screening uptake. This would involve sharing practice to practice data across each locality. The data would be shared with the practices in your locality and representatives at the flu group for your locality.

We want to be able to provide practices with as much information as possible in order to support you to identify and focus on areas of poor uptake. However, we are only able to release this data if all practices in a locality have given us permission to do so.

If you do not want your practice's data to be included and shared in your locality, please let us know by emailing us on england.southwestscrimms@nhs.net by Friday 29th September 2017. If we haven't heard from you by this date, we will assume that you are happy for your practice level screening and immunisation information to be shared with practices in your locality.

Changing Bank Accounts?

If you are changing bank accounts please ensure that you email england.primarycaremedical@nhs.net to advise as soon as possible. We will then provide the appropriate form for you to complete and return, which will then be processed and passed to Shared Business Services for actioning.

Please note that this will only update the bank account details for payments made by NHS England. You will need to advise your CCG and any other organisations, who make payment to the Practice, separately.

Extended access collection: information for GP practices

The third bi-annual extended access collection will be open for submission from 1 September 2017 to 29 September 2017 inclusive. As set out in the 2016 regulations, every GP practice in England will be required to submit an online return twice a year through the Primary Care Web Tool. You can access the module through the Primary Care Web Tool. This will set out what access to appointments the practice offers to patients either itself or through other arrangements, over evenings and weekends.

If you are a new practice manager or senior partner and require access, please ensure you have registered to use the primary care website here <https://www.primarycare.nhs.uk/register.aspx> and contact your NHS England regional team to request relevant access by emailing england.primarycaremedical@nhs.net

Further guidance is available here: <https://www.england.nhs.uk/commissioning/gp-contract/>

For further questions about the collection itself, for example clarification of the survey questions please contact england.biannual@nhs.net. Please note that this mailbox is only to be used for

enquiries specifically relating to the bi-annual extended access collection only, and should not be used for any other data collection.

10 High Impact Changes Webinar

We are delighted to announce our forthcoming webinars on the 10 High Impact Actions from September 2017. The [10 High Impact Actions](#) are a collection of ways to improve workload and improve care through working smarter, not harder.

In each webinar, you will hear about a specific Action from people with first-hand experience. There will be plenty of time for questions. These free webinars are part of the General Practice Forward View. To register, please visit: <https://www.england.nhs.uk/events/upcoming-events/upcoming-webinars/>

Contact for further information:

Talyn Rahman-Figueroa, Business Manager - t.rahman-figueroa@nhs.net

Reimbursement of Indemnity Fees for extra sessional working

We know that the costs of indemnity for GP's who are not working on a locum/sessional basis and the marginal costs of increasing indemnity cover to work extra sessions can be a barrier and at a time when General Practice is facing a workforce crisis NHSE South (SW) is keen to do what it can to help. We are therefore piloting a local indemnity reimbursement scheme for Plymouth where there are currently over 25 wte vacant GP posts and practices are struggling to meet demand

New pilot scheme to help with indemnity costs for Plymouth

In addition to the expected national winter indemnity scheme (see below) NHSE will fund **additional** indemnity costs for GP's willing to work extra sessions in Plymouth practices or extra OOH shifts in West Devon as a whole. This scheme will initially operate for up to 1 year (in the expectation that there may be national changes to indemnity cover) and will be reviewed in March 2018

- GP's working on a sessional basis will be reimbursed for the additional costs relating to the extra block of indemnity cover purchased provided at least 80% of the sessions worked relate to Plymouth practices/West Devon OOH
- GP's not currently undertaking sessional work will be able to claim full indemnity fees incurred to enable them to undertake sessional work provided at least 80% of the sessions worked relate to Plymouth practices/West Devon OOH
- Reimbursement will be made for the additional indemnity costs incurred until the date of annual policy renewal or for 1 year maximum in the case of new policies. Further guidance following the review will be provided to GP's whose annual policies are due for renewal after 1 April 2018.
- DDoc will reimburse indemnity costs on receipt of a copy of the additional indemnity certificate and evidence of payment. Please forward these documents to doooh.finance@nhs.net for the attention of Stuart Williams

- All GP's participating in the scheme will be asked to provide DDoc with a retrospective schedule of sessions worked each month to evidence compliance with scheme requirements

NHSE South (SW) and CCG's will be keen to see the uptake of this pilot scheme and if successful could consider future roll-out to other areas where there are particular workforce challenges

Winter Indemnity Scheme available for extra sessional commitments for Out of Hours across the South West

NHSE has announced that the national 'Winter Indemnity Scheme' run in previous years will be available to all GP's working extra OOH sessions from 1 October onwards. No further details have been published as yet but will be circulated in bulletins once known. This reimbursement of additional indemnity costs relating to that scheme will be available in all areas of the South West

Shingles Vaccinations

People in their 70s in the South West are being urged to protect themselves against shingles with a free vaccine. Please see the attached article for further details.

- **Items for Bristol, North Somerset, Somerset and South Gloucestershire Practices only**

None

- **Items for Devon, Cornwall and Isles of Scilly Practices only**

GP Study Day (for Devon Practices)

GPs are invited to a free half day GP Cancer Update event on **Thursday 19th October 2017, 13:00hrs – 17:30hrs (12:30hrs buffet lunch)** to be held at the **Peninsula Lecture Theatre in the Research, Innovation and Learning & Development Building, RD&E Wonford, Barrack Road, Exeter, EX2 2WD.**

To book a place, please email a completed booking form to Maria Bracey at maria.bracey@nhs.net by **Monday 18th September 2017.**

Rollout: Yellow Card Scheme available to all NHS NEW DEVON CCG, Western Locality - this is being sent on behalf of NEW Devon CCG

With immediate effect all practices in the NHS NEW Devon CCG, Western Locality are invited to opt in to the rollout of the 'Yellow Card Scheme.' Target completion date is 1st October 2017. The system is free to use and requires no specialist equipment.

Background

What is Yellow Card?

Yellow Card is an electronic system allowing health and social care professionals to raise system issues, elements of poor or good quality care that they might come across in their day to day

work. It is not a formal incident reporting tool and does not replace your normal routes for reporting incidents.

Yellow Card is about lower level concerns that you may come across. Some examples might be:

- A patient has told you that they have had a really poor experience of a service, they don't want to make a complaint or feedback, but you are sufficiently concerned to log a Yellow Card
- You have continued problems with a particular service and this limits your ability to do your job, for example, continued delays to bookings
- You are experiencing problems with the 'system', for example, poor discharge from hospital or requesting work that isn't your responsibility.

Yellow Card is accessible via the CCG's public website here:

http://www.southdevonandtorbayccg.nhs.uk/contact-us/yellow_card/Pages/default.aspx Simply, complete the form and press submit. You do not need to include patient details and can remain anonymous.

Some surgeries have a yellow card link on their desktop and the team can arrange to do this for you.

What happens when I submit a Yellow Card?

Once received it will then be reviewed by the team and, you will receive an acknowledgement email with a reference number. All Yellow Cards are logged and reviewed. If on review, it is felt that the issue should be an incident or safeguarding report, the team will notify you and ask that you report through the correct process.

Alternatively, if the team feel that it does not meet incident criteria but it needs looking into, you may be contacted for more information. The remainder are logged against the service and the theme and subject of the issue. Once 3 or more are received about the same theme these are then sent as a theme for discussion with the organisation of concern.

Where we receive many Yellow Cards about the same issue, we will undertake a deep dive analysis; this will be a formal report that will combine what we are hearing from Yellow Cards, formal incidents, complaints and feedback and we will ask the organisation to provide a formal response with an action plan for improvement.

We do not provide individual feedback to those who have submitted a Yellow Card, unless there is a specific case investigation. Feedback around general themes and trends will come through the newsletter. Yellow Card often mirrors feedback we hear through complaints, concerns and other routes, so it is really useful for us to understand how big an issue the situation might be.

If your practice wishes to opt in, please email the Yellow Card Team: yellowcard.sdtccg@nhs.net