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 371 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

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Key Deadlines

| CQRS declarations for payment in the same month | 9th of each month | Via CQRS |
| Return form for Extended Hours | By 19 May 2017 | Via Email to england.primarycaremedical@nhs.net |
### Enhanced Services Contract Variations

<table>
<thead>
<tr>
<th>By 26 May 2017</th>
<th>Via Email to <a href="mailto:england.primarycaremedical@nhs.net">england.primarycaremedical@nhs.net</a></th>
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</thead>
<tbody>
<tr>
<td>KO41b Complaints return to be submitted</td>
<td>between 9 May – 7 June</td>
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- **Items for all Practices**
  
  **Models of Care Portal**
  
  The Models of Care is a web platform developed as part of the programme to support workforce sustainability. The online resource is available across the NHS to aid learning. A flyer is attached for further information.

- **CQC fees**
  
  Following on from last weeks’ bulletin please find attached the claim form practices will need to complete for reimbursement of CQC fees. This must be completed and returned together with the CQC invoice to england.pcfinancesw@nhs.net

- **Items for Bristol, North Somerset, Somerset and South Gloucestershire Practices only**
  
  **Audit of Core Opening Hours for GP practices**
  
  From next week we will be initiating an audit of core opening hours arrangements and will require all practices to complete and return a simple reporting template (to follow separately).

  In addition, we will be checking each practice website and NHS Choices profile to ensure that those public facing opening times are consistent with each other. In advance of these checks we encourage practices to take the opportunity to review and if necessary update published times if an error is identified or if information has become outdated.

  Practices are reminded that they are expected to be open from 08:00 to 18:30, Monday to Friday (excluding bank holidays), unless alternative arrangements are agreed in advance. These arrangements would also be applicable if practices close for half days. Please be aware that if these arrangements are not in place, or if tested they fail, this may amount to a breach of contract.

- **Items for Devon, Cornwall and Isles of Scilly Practices only**
  
  **Have your say! Practice immunisation survey now open for Devon, Cornwall and Isles of Scilly**
  
  We want to know how child immunisations work at your practice. This short survey (10 minutes or less) asks about who immunises, how it works in your practice and what would help to make things easier and better for you and your patients.
Your responses will help to inform the locality immunisation group’s action plan to improve immunisation uptake. So tell us your experiences and have your feedback heard.

Take the short survey now: https://surveys.phe.org.uk/TakeSurvey.aspx?SurveyID=l64ll9m3

This survey is for practices based in Devon, Cornwall and the Isles of Scilly.

Survey open until the 19th May 2017.