

Date 16 March 2018 / Issue 255

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	9 th of each month	Via CQRS
Maternity, paternity, parental or sickness absence	Last working day of each month	Via email to england.primarycaremedical@nhs.net
Participation in QOF 17/18	by 23 March 2018	Via CQRS
Bi-annual extended access collection submission from 1 March 2018 to 31 March 2018 inclusive	by 29 March 2018	Via Primary Care Web Tool
Manual QOF input achievement for the required manual indicators	by midnight on 31 March 2018	Via CQRS

• Items for all Practices

ACTION REQUIRED – CQRS Service Offer – QOF 2018/19

The QOF 2018/19 service offer has now been made on CQRS, and you now need to accept this offer under the 'Participation Management' tab (please remember to change the financial year to 2018/19) as soon as possible and no later than 27 March 2018 to ensure that there is no delay to the calculation and payment of aspiration in April.

Please also ensure that you have undertaken the QOF Year-end actions detailed in the bulletin issued on 2 March 2018, by the specified deadlines, failure to do so will result in delays in settling QOF 2017/18.

NEW Patient Adoption Process Guidance

Guidance has been developed for practices to follow when a patient is adopted. If this process is not followed it could have serious implications for the patient and their continued care - immunisations and calls for screenings could be missed and practice payments could be incorrect. The new guidance has been added to the news section on the PCSE website and as an FAQ on the registrations page and in the help section.

<https://pcse.england.nhs.uk/news/2018/march/registration-process-for-adopted-patients/>

Contact details for your primary care support services

In September 2015, PCSE took on responsibility for the delivery of NHS England's primary care support services. As part of the plans to create a national customer-focused service, all services have been centralised to a smaller number of national sites, and a Customer Support Centre has been set up for all telephone queries.

Some correspondence for PCSE is still being received by the previous sites and these will start to be returned to sender. To ensure your queries and requests can be processed as efficiently as

possible, please can you ensure colleagues in your practice are aware of the contact details to use, which can be found [here](#).

Third Next Appointment Collection from General Practices – Publications Gateway Reference 07669

To ensure every general practice is aware of the third next appointment collection to take place in March 2018.

In October 2017, NHS England commissioned the North of England CSU to collect third next appointment data from each general practice to better understand waiting times and quantify the pressure general practice is under. The data collected has been used to give an indication of the amount of time a patient would theoretically have waited for an appointment when the booking was made.

A second collection has been commissioned for March 2018. Every practice will receive a call from the supporting call centre that lasts no longer than four minutes. Please ensure your practices are aware and have been briefed.

For any queries please email england.gpaccess@nhs.net

Improving Care for People with Diabetes and a Learning Disability

Diabetes UK has published resources to support providers of diabetes services to improve care for people with diabetes and a learning disability. The resources focus on improving the diagnosis of diabetes and learning disabilities, making reasonable adjustments to services and communicating with people with learning disabilities. **Link** - <https://nhs.uk/list-manage.com/track/click?u=fe51aa41404cfb64f7d454491&id=3ad7b0e4e3&e=7f297646e6>

Applications for the next intake of Clinical Pharmacists in General Practice

The General Practice Forward View committed to more than £100m of investment to support an extra 1,500 clinical pharmacists to work in general practice by 2020/21. Over 580 clinical pharmacists are already working in general practice and to date we have approved funding to increase to 1,170 clinical pharmacists across 3,229 GP practices. NHS England invites CCGs, GP practices and other providers of primary care medical services to apply for funding on an on-going basis to help recruit, train and develop more clinical pharmacists through the secure clinical pharmacist application portal. The deadline for wave 5 application submissions is 13 April 2018. Guidance and support in submitting your application can be found on NHS England's website.

Link - <https://nhs.uk/list-manage.com/track/click?u=fe51aa41404cfb64f7d454491&id=f2874f5960&e=7f297646e6>

Sign Language Week 12th- 16th March 2018

As it is Sign Language Week, we felt it would be useful to provide a deaf awareness update for all practices:

- All bookings for interpreters should be booked by the practice directly with the provider with as much notice as possible.

- Following discussion with individuals from the deaf community, it would be helpful if practices are able to inform patients who their interpreter will be ahead of the appointment e.g. via text message.
- When making a referral for a deaf patient to the Referral Service, it is important that the referring GP notes if the patient requires additional support, such as the opportunity to book an appointment via text. It has been brought to our attention that deaf patients are receiving letters asking them to ring the booking line to make an appointment.

New Special Allocation Scheme (SAS) Replacing Violent Patient Scheme (VPS) & Tacking Violence Scheme (TVS)

In compliance with the Primary Medical Care Policy and Guidance Manual (PGM) of November 2017, a new national Special Allocation Scheme (SAS) has been developed to replace the local Violent Patient & Tacking Violence Schemes, to standardise the schemes nationally.

As of Monday 19 February 2018 all practices are to complete the following procedure-

Removal of patients from your practice list

(<https://pcse.england.nhs.uk/services/registrations/>)

To request removal of a patient from your practice list, please complete the form which can be downloaded [here](#) and email it to: pcse.patientremovals@nhs.net

This form and email address should be used for immediate removals for patients who need to be referred to the Special Allocation Scheme and for standard eight day removal requests.

For immediate removals, the incident must have been reported to the police and a police incident number needs to be provided to PCSE within seven days. Immediate removal requests will be processed within 24 hours of receipt of the form.

Historically, there have been local variations in the immediate removals process. NHS England has directed that all immediate removals will be processed by PCSE within 24 hours of receipt of the form from the GP practice.

The Practice is required to also send a report to NHS England within 24 hours but no longer than seven days from the date of application to PCSE via the attached form (Special Allocation Scheme Violence Reporting Form) to NHS England via email to England.primarycaremedical@nhs.net

Where the Practice was unable to provide a police incident number initially; the practice will be asked to include this in the report, under the contractual requirement for reasonable requests for information.

Following 7 days from the incident, the Commissioner and PCSE will liaise to ensure an incident number has been received (either by PCSE or via the written practice report to NHS England). In the event a Police incident number has not been provided, NHS England will contact the provider to ensure one has been obtained and provided.

NEW NHSE Temporary Practice Closure Form (Not SD&T Practices)

NHSE have reviewed the current process for practice temporary closure requests and have revised the current application form to be replaced by the attach form. This will hopefully reduce correspondence between both parties.

SD&T practices are to follow the procedure as directed by SD&T CCG.

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

None

- **Items for North, East and West Devon Practices only**

None

- **Items for South Devon and Torbay Practices only - CCG Delegation Light**

None

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

Peninsular Cancer Alliance has been successful in securing transformation funding

The CCG as part of the Peninsular Cancer Alliance has been successful in securing transformation funding for the explicit purpose of improving the care available in the Primary Care system for patients living with and beyond cancer. As the macmillan Primary Care team, we would like to invite your practice to take part in a simple non onerous primary care cancer scheme. This comes with significant financial reimbursement.

Please see attached, proposal, flyer and toolkit (module four only) If more information is required please don't hesitate to contact us. NB HELSTON DATE IS NOW THE 6th JUNE

We Look forward to meeting you.

Kind Regards

Maria, Katharine and Judy

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