

GP Bulletin

Date 11 May 2018 / Issue 263

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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 - None

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
2017/18 NHS complaints data return	8 May 2018 and 8 June 2018	Via PCSE website

• Items for all Practices

Action required – CQRS Service Offer

The following service has been offered to Practices:

- [NHS Health Checks for adults aged 40 - 74 years](#)

Practices must accept this mandatory services to record their agreement for data extracts to take place. 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 above and in the attached documents.

This service offer has been made centrally, if the service offer has been rejected by mistake, please contact the CQRS Helpdesk and request that the service is re-offered to the Practice.

Important Action Required: K041b (Complaints) Mandatory Submission

The collection period for 2017/18 will run between Tuesday 8th May and Friday 8th June 2018 at 17:00. Please login to www.primarycare.nhs.uk, select 'K041b complaints' module where you will be able to complete your information return.

As you will be aware, the NHS has a statutory responsibility to collect service wide information on patient complaints so trends can be identified and we can demonstrate that the service is being responsive to patient feedback. It is a statutory and contractual requirement for primary care providers to declare brief details of complaints associated with their NHS care by submitting a K041b return.

This information monitors written complaints by service area and type received by the NHS each year. No personal information (information from which patients or others can be identified) is required.

Guidance notes for completing the return has been made available on the NHS Digital website: <https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/data-collections/general-practice-including-dental-complaints-collection-ko41b>

Should you have any queries relating to the categorisation of complaints you have received during the year, please contact NHS Digital at enquiries@nhsdigital.nhs.uk

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

For any queries related to using the primary care website please contact:
info.primarycareweb@nhs.net

2018/19 Vaccination and Immunisations – Guidance and Audit Requirements

NHS Employers, on behalf of NHS England and the BMA's General Practitioners Committee (GPC) have published guidance and audit requirements to support commissioners and practices in the implementation of vaccination and immunisation programmes for 2018/19. <http://www.nhsemployers.org/vandi201819>

Patient Leaflet – What happens when you are referred by your GP to see a specialist?

Linked to the GPFV commitment to improve working practices between primary and secondary care, the national NHSE team have developed a patient leaflet which lets patients know what they can expect to happen if they are referred by their GP to see a specialist or consultant at a hospital or a community health centre.

The leaflet has been piloted with 100 practices and was positively received. Following this, 100 copies have been distributed to each practice nationwide – please see attached and covering letter.

Invitation for Practices employing ANPs and/or mental health nurses

South West AHSN is pleased to be supporting Health Education England South West on a programme of work around urgent and emergency care workforce. One of the projects in the programme is seeking to collate examples of best practice where different members of the multi-disciplinary team are being used in primary care instead of GPs.

The project team has been able to gather enough case studies for Practices using paramedics, physiotherapists and pharmacists, however they need a couple more case studies for Practices who are using Advanced Nurse Practitioners (or similarly titled) and mental health nurses/practitioners.

They would be so grateful please if any Practice who is employing or hosting ANPs and/or mental health nurses would be willing to volunteer themselves to undertake a 45 minute telephone interview? The aim then is to take all the case studies, pull the key themes out and summarise these for Practices who are considering using these professionals, and

share widely regionally (and possibly nationally) with the aim of saving lots of people lots of time doing this work themselves.

The interviews need to be held by 23 May (ideally). If you are interested, please contact Jonathan Jeanes on 07803 935545 or jonathan@jeanesconsulting.com

Models of Care Portal

Contact the SW AHSN and share all the fantastic work going on in the South West in Primary Care and they will share it through their [Models of Care Portal](#).

Do you have any Case Studies or Resource information you would like to share with colleagues across Primary Care? If so the South West Academic Health Science Network (SW AHSN) would like to hear from you to share learning across the Region. Sharing your ideas and initiatives can help organisations make changes and improve services and learn from each other.

Attached are copies of the Case Study and Resource templates. If you require any support or assistance registering, uploading information or downloading the GPWAT (Workforce Analysis Tool) please do not hesitate to contact andrea.melluish@swahsn.com or paula.ing@swahsn.com

A copy of the promotional flyer used to advertise the functionality of the Models of Care Portal is also attached.

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

None

- **Items for North, East and West Devon Practices only**
Whooping cough in nursery

Public Health England have identified that two children attending Churchfield Church School Nursery, Highbridge, have recently been diagnosed with probable pertussis at per the attached letter.

Whooping cough is a highly infectious bacterial infection which is notifiable to Public Health England on clinical suspicion. Please be vigilant of the signs and symptoms because there have been recent cases linked to a nursery in your area. Suspected children need to be excluded from school/nursery for 48 hours following antibiotic treatment, or 21 days post onset of symptoms. It is preventable with vaccination so please encourage routine vaccination for all children as per UK schedule as well as for all pregnant women. Vaccination does not provide lifelong immunity so even immunised children can still get the disease.

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

None

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

None