

GP Bulletin

Date 29 June 2018 / Issue 270

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 350 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
 - None
- Items for Bristol, North Somerset, Somerset and South Gloucestershire Practices Only
 - None
- Items for North, East, West, South Devon, Torbay, Cornwall and Isles of Scilly Practices only Practices only
 - Delays with cervical samples being processed at Cornwall laboratory

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 |

- **Items for all Practices**

None

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

None

- **Items for North, East, West, South Devon, Torbay, Cornwall and Isles of Scilly Practices only Practices only – CCG**

For attention of all sample takers

Delays with cervical samples being processed at Cornwall laboratory

You will be aware that there is currently a delay with cervical samples being processed at Cornwall laboratory. The delay in reporting is currently running at **eight weeks**. NHSE South West are doing everything they can to sustain capacity, while work goes on locally and nationally to set up Primary HPV screening due to be implemented from 2019/20. NHSE South West continues to look at options to make sure the results' turn-around times for women come down again." In the short term, Cornwall's workload is being shared across other labs in the South West.

Managing patient expectations

Because of the delay, Cornwall laboratory have been experiencing an increasing number of calls from concerned patients and practice nurses, enquiring where results are and hoping that samples have not been lost in transit.

Please could sample takers and admin staff ensure patients are aware that it could take up to nine **weeks** before they receive a result and make every effort to reassure them, to help reduce any unnecessary anxiety.

Please could you also advise reception staff / sample takers that due to governance and confidentiality issues the lab is unable to advise patients or provide any information about their sample.

Patients must not phone the laboratory.

To ensure that practices are aware of current waiting time for results, Cornwall laboratory are putting the expected waiting time for results on the smear kit order emails and the smear kit package labels. To ensure you are up to date can relevant staff please check the emails and packaging labels to receive latest information on smear results turnaround times and share with your colleagues.