

GP Bulletin

Date 1 March 2019 / Issue 305

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

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Key Deadlines

Vaccine Storage Audit Tool survey submission	By 4 th March 2019	Via PHE
Submission of all outstanding CQRS claims	By 8 th March 2019	Via CQRS
CQRS 2018/19 Service Offers Sign-up	ASAP	Via CQRS
CQRS declarations for payment in the same month	9 th of each month	Via CQRS
Devon Cornwall & Somerset: Updates to GP vacancy information on website	20 th each month	Please email updates to: england.swpcruitment@nhs.net
Maternity, paternity, parental or sickness absence	Last working day of each month	Via email to england.primarycaremedical@nhs.net For BNSSG practices, via email to bnssg.pc.contracts@nhs.net

• Items for all Practices

Serious case review recommendation

Please see the following recommendation following a serious case review in London.

The City & Hackney CCG to disseminate the following guidance to all local GP practices and escalate this particular learning point to NHS England.	Patients who have language or sensory impairments and/or other impairments are not disadvantaged and/or miss important medical appointments as a result of these needs
	Learning from this review is cascaded nationally to improve safeguarding responses across the UK.

GP practices should review their systems and processes to ensure that:

- Recommendations from the review (highlighted in yellow above) are understood and actioned
- Front line staff (clerical and clinical) know how to access interpreting services for patients (processes vary but this is often commissioned by CCGs or NHSE local teams on behalf of GP practices)
- That patients' language needs are noted on their record so that interpreting is booked for all appointments
- That practice staff have an understanding of the NHS's responsibilities regarding providing interpreting (BSL and community languages) – the attached file is NHSE's guidance and includes to benefits of interpreting for patients, the legal position and explains the difference between 'interpreting' and 'translation'.

Separately, NHS England is working to address individual complaints about poor access to interpreting and will contact individual GP practices to resolve issues.

If any practices have further queries about interpreting that cannot be resolved locally then please [contact us](#) for support.

CDs in EPS full roll out - TPP SystmOne and Vision

NHS Digital and the comms team have asked for the attached to be shared with contractors.

Letter to GPs from TB lead clinician

Please find attached a letter to GPs from TB lead clinician for the South West providing information on the changing pattern of TB in the South West and advice on the importance of early diagnosis and actions to be taken by GPs when cases of TB are suspected.

Launching Tuesday 5 March - Cervical Screening Campaign

The 2019 Cervical Screening Campaign will run from 5 March - 28 April and resource packs have been sent out to all local practices – look out for them arriving in the coming days.

We ask you to take the time to read the attached letter and note the embargo of 5 March – we ask that you do not share any of the materials ahead of the launch date.

The campaign provides an excellent opportunity to improve women's understanding of cervical screening and have a longer-term impact on the number of women who choose to take up the offer.

Please inform your colleagues of this new development and share this letter.

There is lots of information and resources on the campaign page on the [PHE Campaign Resource Centre](#) including posters, wallet cards, briefing sheets and a video, they can be ordered or downloaded for use in local settings.

Conference for Nurses and Health Care Support Workers in General Practice

14th March 2019, Crown Plaza Felbridge - Gatwick, East Grinstead, RH19 2BH
19th March 2019, Taunton Conference Centre, Hyde Lane, Taunton, TA2 8BU

The joint South Regional Board for the GPN ten-point action plan for General Practice Nursing have arranged this innovative and thought-provoking conference, which has been designed to support a number of actions from the 10-point plan as well as supporting the Long-Term Plan for the NHS.

The conference will help delegates understand some of the complex social issues facing children and young people through some interactive and challenging sessions, exploring issues including exploitation and harmful sexual behaviour. Alter Ego Creative Solutions, one of the country's leading educational theatre companies, will be performing Chelsea's story. We are delighted to be able to support the NSPCC launch of their brand new, free

resources for health professionals, to help identify, respond to, record and refer harmful sexual behaviours displayed by children and young people.

Advance Nurse Practitioners, Nurses and Health Care Support Workers in General Practice are uniquely placed to recognise when children and young people may need extra support. This conference will provide delegates with a greater understanding of some of the social pressures, signs of potential exploitation and harmful sexual behaviour that children and young people face.

Developing confidence, capability and capacity

The joint South Regional Board for the ten point action plan for General Practice Nursing would like to invite you an exciting and thought provoking conference which we have designed to support a number of actions from the 10 point plan, (leaflet attached for your information). The conference will help participants understand some of the complex social issues facing children and young people through some interactive and challenging sessions.

General Practice nurses and Health Care Support Workers are uniquely places to recognise when children and young people may need extra support and reduce the likely hood of long term ill-health issues developing.

This event is **free to attend** and we hope you are able to join us.

Please use the link below to register, if you have not used this booking system before you will need to register, which only takes a few minutes to complete.

SW, GPNs and HCSW - Tackling some of the complex social issues facing children and young people

19 March 2019 10:00am – 4:00pm

Taunton Conference Centre at Taunton RFC, Taunton Conference Centre At Taunton RFC, Commsplus Stadium Hyde Lane, Taunton, Somerset, TA2 8BU, United Kingdom

<https://www.events.england.nhs.uk/events/sw-gpns-and-hcsw-tackling-some-of-the-complex-social-issues-facing-children-and-young-people>

Please use the link below to register, if you have not used this booking system before you will need to register, which only takes a few minutes to complete.

SE, GPNs and HCSW - Tackling some of the complex social issues facing children and young people

14 March 2019 10:00am – 4:00pm

Crown Plaza Felbridge - Gatwick, Crown Plaza Felbridge - Gatwick, London Road, East Grinstead, West Sussex, RH19 2BH, United Kingdom

Link for registration: <https://www.events.england.nhs.uk/events/se-gpns-and-hcsw-tackling-some-of-the-complex-social-issues-facing-children-and-young-people>

CHIS DSA Arrangements

Please find attached information relating to CHIS Data Sharing Agreement (DSA) in the South West.

CQRS Data Amendments

Please be advised that data amendments for services on CQRS may now take up to a week to process. Please therefore ensure that data amendment requests are submitted in a timely manner, ahead of the declaration deadline of the 9th of the month, to ensure that these can be processed without delaying declaration and payment timings.

• Items for Bristol, North Somerset, Somerset and South Gloucestershire Practices only

Investigation training for primary care professionals and managers – for Devon, Cornwall and Somerset

The event will include:

- Choosing the right events for the right level of review
- Taking a stepped process so proportionality is delivered
- The balance between the significant event audit process and a serious incident investigation
- What is, and is not a 'root cause analysis' – the meaning behind the words
- The development of sensible case assessment tools for incidents such as pressure damage, falls, swallowing, and 'wandering' incidents
- How to collect good quality information when time to do so is limited
- Achieving the principles of substitution, triangulation and thus validation on a 'time budget'
- Lessons learnt and the improvement plan
- The report, the write up and making it accessible to families as well as demonstrating a reasonable and relevant investigatory approach

How to book:

<https://www.events.england.nhs.uk/events/investigation-training-for-primary-care-professionals-and-managers>

The date is 4th April 9.00-5pm at Woodlands Castle, Taunton

• Items for North, East and West Devon Practices Only

See above item 'Investigation training for primary care professionals and managers – for Devon, Cornwall and Somerset'

• Items for South Devon and Torbay CCG

See above item 'Investigation training for primary care professionals and managers – for Devon, Cornwall and Somerset'

• Items for Cornwall and Isles of Scilly Practices only

See above item 'Investigation training for primary care professionals and managers – for Devon, Cornwall and Somerset'