About this bulletin
To minimise the number of emails sent to practices, NHS England and NHS Improvement – South West 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 affecting payments, as well as updates on issues relating to GP contracts. We recognise that CCGs with delegated authority may also issue information to practices regarding their areas of specific responsibility, however, the bulletin remains relevant to the practices in those areas in terms of the public health areas for which NHS England and Improvement remain responsible.

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 |
| Maternity, paternity, parental or sickness absence | Last working day of each month | Via email to england.primarycaremedical@nhs.net |
| Register to receive CAS Alerts | by 13 September 2019 | Via https://www.cas.mhra.gov.uk/Register.aspx |

- **Items for all Practices**

**£12m funding helps practices retain their GPs - GP retention Toolkit Published**

As part of its ongoing commitment to make general practice a great place to work and reducing pressures on doctors, NHS England and Improvement are investing £12 million to support local efforts to encourage GPs to stay working in the profession and stem the flow of those leaving.

The funding is supported by a practical toolkit which sets out the key learning from our retention programme and includes recommended approaches and key areas to focus on in the future. Evaluation of this work showed that where issues around workload are tackled and GPs have opportunities to work with greater flexibility or with greater variety and with additional support to help them in their role through mentoring or peer support, there is a greater chance that they will have increased job satisfaction and will be more likely to stay in general practice.

The Operational Planning Guidance 2019/20 requires all Integrated Care Systems and System Transformation Partnerships to ensure recommendations from this toolkit are incorporated into local planning.

The toolkit provides a step-by-step process for those involved in developing the primary care workforce to develop and implement a robust GP retention action plan.

It aims to:
- Support clinical leads, GPs and their appraisers to know what good looks like and to understand the potential contribution of different levels of the system towards making general practice a better place to work.
- Help primary care networks and local workforce leads to consider, know and respond to the support needs of their GPs, how they should engage with designing the local retention action plan and what funding is available.
- Guide system leaders in understanding the core requirements of an effective action plan for GP retention and to ensure that these play a prominent part of the local primary care strategy.
Find out more about the resources to support GPs and access the toolkit on the NHS England website (https://www.england.nhs.uk/gp/gpfv/workforce/retaining-the-current-medical-workforce/making-general-practice-a-better-place-to-work/)

Social Prescribing in Primary Care Networks
The Department of Health and Social Care (DHSC) has produced two short films to highlight the role of social prescribing link workers in primary care networks https://www.longtermplan.nhs.uk/areas-of-work/personalised-care/

Primary Care Networks: Frequently Asked Questions

GP Patient Survey 2019

Administration of the seasonal flu vaccine to GP practice staff using a written instruction – additional guidance
We recently shared guidance regarding the new ‘written instruction’ that is to be used for immunising healthcare workers against flu this autumn. The attached guidance document from the national team gives further information and hopefully clarifies some of the frequently asked questions we have received. Please note – PGDs cannot be used for vaccinating members of staff this season for occupational health purposes. If staff are eligible for the vaccination under the NHS programme they should be encouraged to attend their own GP practice or community pharmacy for vaccination.
The attached guidance explains several scenarios and options for the provision of immunisation. The website links within the document will take you to the template written instruction that can be downloaded and used within your setting.
If you have any further queries, please contact: england.swscreeningandimms@nhs.net

Flu Vaccine Supply
See attached

Cervical Screen Programme Provided by Capita
We are writing to update you on an issue that came to NHS England and NHS Improvement’s attention regarding the Cervical Screening programme provided by Capita. Capita have notified NHS England and NHS Improvement nationally that due to an administration error, emails and letters sent to Capita relating to cervical screening were not processed correctly. These pieces of correspondence relating to screening were not processed as they should have been. A full review found the vast majority of these unprocessed items were correctly handled through another route, as part of the NHS Cervical Screening fail safes that are in place, but that that 16 women missed an invitation to attend their appointment.
Those who did experience delay and who need an invitation for screening have been contacted and will be able to access support from their local GP, who have also been contacted. There are also 99 women who requested to be removed from the programme, but that request was not actioned. These requests have now been processed and the women concerned have been contacted to apologise for the delay.

There is no current evidence that this incident has led to any harm. The advice from Public Health England is that the risk posed by the delay in sending these letters remains low in the context of the development of cervical cancer, which takes place over many years.

Capita will be issuing a full apology for this incident.

Changes are now being undertaken in relation to the management of the cervical screening administration, and the transition to an inhouse service has begun and will be completed in the next few months.

The following provides a link to a report produced by NHS Digital presenting information about the NHS Cervical Screening Programme in England in 2016/17 as well as key statistics from previous years.


- **Items for Bristol, North Somerset and South Gloucestershire Practices only**
  None

- **Items for Somerset Practices only**
  None

- **Items for Devon Practices only**
  None

- **Items for Cornwall and Isles of Scilly Practices only**
  None