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

Vaccination of individuals with uncertain or incomplete immunisation status
Please see attached.

MMR catch-up for 10 to 11 year old children: Information for GP’s
In April 2019, NHS England and the BMA General Practitioners Committee (GPC) agreed to a catch-up campaign for the measles mumps and rubella (MMR) vaccine.

The campaign includes checking and updating the child’s computerised records and inviting those children missing one or both doses of the MMR to make an appointment.

This leaflet provides resources for GP practices to support the MMR catch up programme.

Reminder about NHS England Customer Care Centre
The NHS England Customer Care Centre is available for patients to use if they have any complaint query or concern about GP services. This is the case whether the commissioning of primary care medical services is delegated to CCGs or whether it remains with NHS England & NHS Improvement.

The Customer centre provides patients with a helpful contact point and support when they have issues. The contact details below should be included in patient communications, this would include the practice leaflet, patient letters regarding complaints and registration issues.

Telephone: 0300 311 22 33
Email: england.contactus@nhs.net
General Post (including complaints): NHS England, PO Box 16738, Redditch, B97 9PT
Website: https://www.england.nhs.uk/contact-us/
Quality improvement for Practice Nurses
Please see attached.

Contract award for Translation and Interpretation services in BNSSG, Somerset, Devon and Cornwall
Following a robust procurement process, NHS England & NHS Improvement and CCGs wish to announce that Language Empire will be providing translation and interpretation services for general practices, pharmacists, optometrists and dentists in BNSSG, Somerset, Devon, Cornwall and Isles of Scilly (DCIOS).

The service will start from 1 October 2019 and will replace previous contracts which had been commissioned prior to delegated commissioning of medical services.

The new provider will undertake the following services:
- interpretation - spoken word NOT including British Sign Language (BSL);
- translation - written word or braille transcription.

NHSEI and CCGs will be working with the new provider to ensure the smooth mobilisation of the service. The new provider will be in touch with primary care colleagues shortly to introduce themselves and confirm working arrangements.

We have removed British Sign Language (BSL) from the new contract as we did not secure sufficient assurance on the quality of this element of the service. This decision also reflected feedback from engagement with patients and stakeholders ahead of the assessment of bids.

We intend to procure this service separately from the current process.

We have contacted current BSL providers with the intention to continue their service for another year whilst we procure this service separately, excluding Devon where the CCG have made other arrangements for medical services. Pharmacy, optometry and dental practices in Devon will continue to be commissioned by NHSEI until the second procurement is completed.

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

- **Items for Somerset Practices only**

Delegated Commissioning – Special Allocation Scheme (SAS) – Somerset CCG
Somerset CCG have taken on the day-to-day responsibility of managing the Special Allocation Scheme (SAS) with immediate effect. All queries and applications relating to the SAS within the Somerset area should be directed to somccg.generalpractice@nhs.net
• Items for Devon Practices only

**ACTION REQUIRED – CQRS Service Offer**
The following contractual service has been offered to Practice on CQRS:
- Alcohol-related risk reduction scheme 2019/20 - please note that this service is a contractual requirement
Please log in to CQRS and accept this service as soon as possible to ensure that you are included in the automated extraction.

**Learning Disabilities Health Service Check – Reminder for Quarter 1**
For those practices who have yet to submit please remember to add your Learning Disabilities register size to complete the quarter 1 submission. The automated extraction only gives the number of health checks undertaken in the quarter.

• Items for Cornwall and Isles of Scilly Practices only

**Summary of Primary Care Networks funding, payments and payment methods for Kernow CCG**
The information contained below is valid for Kernow CCG for financial year 19/20.

<table>
<thead>
<tr>
<th>Fin. Year</th>
<th>Payments</th>
<th>Funding Source</th>
<th>Paid to</th>
<th>Pymt route</th>
<th>List Size Type</th>
<th>Commences</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>19/20</td>
<td>Network Participation Payment</td>
<td>NHS England</td>
<td>Individual signed up practice</td>
<td>NHAS/ Open Exeter</td>
<td>Jan 01st Normalised</td>
<td>Pymt 01st July19, backdated to 1st Apr19, then monthly in arrears</td>
<td>£1.761 annual rate. Monthly - £0.147 multiplied by number of the Contractor Weighted Population</td>
</tr>
<tr>
<td></td>
<td>Core PCN funding</td>
<td>CCG</td>
<td>Network nominated Practice</td>
<td>NHAS/ Open Exeter</td>
<td>Jan 01st Raw</td>
<td>Pymt 01st July19, backdated to 1st Apr19, then monthly in arrears</td>
<td>£1.50 per registered patient per year (equating to £0.125 per patient per month)</td>
</tr>
<tr>
<td></td>
<td>Clinical Director contribution (population-based payments)</td>
<td>NHS England</td>
<td>Network nominated Practice</td>
<td>NHAS/ Open Exeter</td>
<td>Jan 01st Raw</td>
<td>Monthly in arrears from Jul19</td>
<td>£0.514 per registered patient to cover July 2019 to March 2020 (equating to £0.057 per patient per month)</td>
</tr>
<tr>
<td></td>
<td>Staff reimbursements: Social Presc Clinical Pharm</td>
<td>NHS England</td>
<td>Network nominated Practice</td>
<td>NHAS/ Open Exeter</td>
<td>TradeShift: Invoice required</td>
<td>Actual costs to Maximum amounts per the 5 year Framework agreement</td>
<td>Actual salary plus employer on-costs up to the maximum amounts as set out in the Network Contract DES Specification, paid from July 2019 following employment Clin Pharmacist max. £37,810 Soc Prescriber max. £34,113</td>
</tr>
<tr>
<td></td>
<td>Extended hours access</td>
<td>NHS England</td>
<td>Network nominated Practice</td>
<td>NHAS/ Open Exeter</td>
<td>Jan 01st Raw</td>
<td>Monthly in arrears from Jul19</td>
<td>£1.019 per registered patient to cover period July 2019 to March 2020 (i.e. equating to £0.122 per patient per month)</td>
</tr>
</tbody>
</table>

Invoices for the staff reimbursements should be directed to NHS England via the Tradeshift system.

Further information for Tradeshift can be found at this website: [https://www.sbs.nhs.uk/supplier-einvoicing](https://www.sbs.nhs.uk/supplier-einvoicing).

Please add as much information as possible to the narrative on the invoice and include:

- The PCN name
- The staff type (Social Prescriber/ Clinical Pharmacist)
- The WTE (whole time equivalent)
- The period of the claim.
- Employee start date
- Employer (i.e Age UK, Volunteer Cornwall etc)