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

<table>
<thead>
<tr>
<th>CQRS declarations for payment in the same month</th>
<th>9th of each month</th>
<th>Via CQRS</th>
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<tbody>
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<td>Maternity, paternity, parental or sickness absence</td>
<td>Last working day of each month</td>
<td>Via email to <a href="mailto:england.primarycaremedical@nhs.net">england.primarycaremedical@nhs.net</a></td>
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- **Items for all Practices**

**Influenza Programme 2019/20: a reminder of resources and information**

Flu season is fast approaching and we would like to share a reminder of all the links for information and resources available for the 2019/20 season, to support the delivery of the flu immunisation programme.

The gov.uk website has the following resources:


- National flu letter for 2019/20
- National slide sets for adult and childhood flu
- Inactivated flu vaccine - information for health care professionals
- Childhood flu programme - information for health care professionals
- Template invite letters
- Posters and leaflets


The NHS England and NHS Improvement South West website also has resources including the South West Flu Review for 2018/19 and a GP toolkit to support improving uptake: [https://www.england.nhs.uk/south/info-professional/public-health/immunisations/influenza/](https://www.england.nhs.uk/south/info-professional/public-health/immunisations/influenza/)

Information on using the written instruction is available here:

[https://www.sps.nhs.uk/articles/written-instruction-for-the-administration-of-seasonal-flu-vaccination/](https://www.sps.nhs.uk/articles/written-instruction-for-the-administration-of-seasonal-flu-vaccination/)

Stay Well This Winter Campaign resources are available on the following link:

[https://campaignresources.phe.gov.uk/resources/campaigns/34-stay-well-this-winter/resources](https://campaignresources.phe.gov.uk/resources/campaigns/34-stay-well-this-winter/resources)
This includes posters, leaflets and easy read leaflets.

Data Collection Guidance is available on Immform here:

And latest guidance will be published here shortly:

Please contact the PHE Screening & Immunisation Team if you have any queries:
england.swscreeningandimms@nhs.net

Primary Care Networks - Next Steps for Practice Managers Conference
NHS England and NHS Improvement are holding a series of dedicated regional events this autumn for Practice Managers. The day will focus on:

- Hearing from PCNs about the fundamental role of practice managers and what development support is available
- Providing an opportunity to talk to other practice managers who are working within PCNs and understand how their roles have developed
- Getting involved in interactive workshops that focus on:
  - PCN leadership: Clinical Directors and Practice Managers
  - Health & Wellbeing: work/life balance and resilience
  - Proactive patient care and collaborative working
  - Creating time and capacity: understanding your demand and future workforce needs

You can register by clicking on the appropriate regional link via the NHS England events page which can be found here – we will be confirming exact venues and an agenda as soon as we can.

Dates for the diary:

Thursday 7th November  East of England
Tuesday 12th November  Midlands
Thursday 14th November  South East
Thursday 21st November  London
Monday 25th November  North West
Thursday 28th November  South West
Tuesday 3rd December  North East

If you would like to be kept informed on any of the events please email england.gpdevelopment@nhs.net

EU EXIT Medicines update
The information for patients on nhs.uk around continuity of medicines supply if there is a no-deal EU exit has been updated. As well as this, the FAQ for clinicians on the NHS England website has also been updated. These updates explain the government’s multi-layered approach to ensure that medicines continue to be available if there is a no-deal EU exit. It is important that this information is shared with front line staff, so they can pass this information on to patients.
We have been requested to cascade this information with Provider and Commissioner SROs with a request to share with all staff.

South West General Practice to be showcased at BMJ Live – 4-5 October 2019
Representatives from NHS England together with local GPs and CCGs will be attending this year’s BMJ Live conference to be held at Olympia in London. The team will be exhibiting as part of the BMJ Careers Fair to promote working as a GP in the region.

We encourage prospective GPs to come along to talk to the team on Stand 81 about the great GP opportunities on offer in the South West, and to find out more about what it's like to work in the beautiful West Country.

BMJ Live is a two-day conference for all clinicians, offering updates on the latest guidelines and evidence, tools for taking control of your practice and advice on career development.

Find out more about the event and the work we are doing to encourage GPs to work in the Westcountry here.

Administrative errors detected in the cervical screening programme while it was managed by Capita
Dear Colleagues,
We have just received further information regarding further administrative errors within Capita while they were responsible for the national cervical cancer screening programme call and recall service. Details of the incident are provided within the email. We do not currently have any additional information relating to the numbers of women affected in our geographical area.

From: STAKEHOLDERENGAGEMENT, NHS (NHS ENGLAND & NHS IMPROVEMENT - T1520)
Sent: 18 September 2019 13:35

Good afternoon

Regrettably, I need to make you aware of further administrative errors detected in the cervical screening programme while it was managed by Capita. The details are contained in the briefing below.

I would be grateful if Regional Directors of Primary Care and Public Health could cascade the briefing on this issue to CCG accountable officers, copied to STP and ICS chief executives, and if Regional Heads of Public Health could cascade to:
- CCG primary care/public health contacts
- All GP practices
- Local authority Directors of Public Health.

We are also writing to the Cancer Alliances and a number of key external stakeholders.

The contract for the cervical screening administration programme moved from Capita to NHS North of England Commissioning Support Unit on 1 August 2019.
Media inquiries should be referred to NHS England and NHS Improvement’s central media team (nhsengland.media@nhs.net) as appropriate.

If you have any queries about the incidents, please contact england.pcsadmin@nhs.net

Core briefing

We are writing to update you on a further incident that came to light regarding the Cervical Screening programme provided by Capita.

Capita have notified us that due to an administration error, emails and letters sent to them relating to cervical screening were delayed or 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 four 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 48 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 has issued a full apology for this incident.

Capita have been stripped of their responsibilities for cervical screening administration, and the transition to inhouse service has happened.

Regards

Andrew Mabey on behalf of Professor Stephen Powis National Medical Director, NHS England Stakeholder Engagement Manager, NHS England and NHS Improvement.

Seasonal and Childhood Seasonal Flu Vaccination Coding

It was agreed in the new five year framework for GP contract reform (published Jan 2019) that the recommended Childhood and Seasonal Flu vaccines should be used for the relevant age groups to achieve payment.

The business rules and coding have therefore been adapted to take account of this agreement and were published on 9 September 2019. We are writing to remind practices of this as they will need to use the correct codes to be paid.

The key changes are:
There have been some slight changes to clusters, some generic codes have been removed - most notably SNOMED code 822851000000102 (aka 65ED. in Read). The reason this code was removed was because the recommended vaccines should be used for patients within age and at risk groups and 65ED. is a generic code and therefore not specific to any of these requirements.

Where the count stipulates either the first or the second vaccination, there are specific codes which should be used. These codes have been used in the business rules for a number of years as they are more specific. For payment purposes only the appropriate vaccinations as set out in the business rules should be used. These are available through https://digital.nhs.uk/binaries/content/assets/website-assets/data-and-information/data-collections/gof/seasonal_influenza_v5.1.zip. The link to the main page is https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/quality-and-outcomes-framework-gof/quality-and-outcomes-framework-gof-business-rules/enhanced-services-es-vaccination-and-immunisation-vi-and-core-contract-components-2019--2020#seasonal-influenza.

NHS England is currently updating the Technical Requirements document to reflect these changes. This will be published on the GP contract pages of their website https://www.england.nhs.uk/gp/investment/gp-contract/.

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

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  None

- **Items for Devon Practices only**
  None

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