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

Contents
• Key Deadlines
• Items for all Practices
  o Updated school aged immunisation pathways
  o Vaccine Incidence Guidance
  o GP PAG Bites, Issue 3
  o Translation and Interpretation services in BNSSG, Somerset, Devon and Cornwall
  o South West General Practice showcased at BMJ Live next week
• Items for Bristol, North Somerset and South Gloucestershire Practices Only
  o None
• Items for Somerset Practices Only
  o None
• Items for Devon Practices Only
  o None
• Items for Cornwall and Isles of Scilly Practices only
  o QOF 2019/20 Information now available to view on CQRS
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 |

• Items for all Practices

  Updated school aged immunisation pathways
  The school aged immunisation pathways are being recirculated due to an error on the front page, please accept our apologies for this and replace the pathways circulated last week with the attached amended versions.

Vaccine Incidence Guidance
This Vaccine Incident Guidance: Responding to errors in vaccine storage, handling and administration is a revised and updated version of the original Vaccine Incident Guidance produced by the Health Protection Agency in 2012. It has been developed to provide consistent guidelines, for both providers and commissioners of immunisation services, in the investigation and management of vaccine storage or administration incidents. Whilst the main focus of this guidance is where vaccine(s) has been stored outside the manufacturer’s recommended temperature range (+2°C to +8°C), or where there is doubt about the effectiveness of vaccination following a storage error, it also contains advice about other commonly encountered issues such as errors in vaccine preparation and administration. The document draws on existing guidance on vaccine storage and handling and reflects best practice procedures that should already be in place.


GP PAG Bites, Issue 3
Please see GP PAG Bites attached

Translation and Interpretation services in BNSSG, Somerset, Devon and Cornwall
Further to the bulletin item at the end of August, we are providing further information about the new service provider, Language Empire, and their online portal.

Language Empire will be providing:
  • Spoken face-to-face interpreting
  • Telephone interpreting
  • Translation/transcription services

In order to book, manage, track, or cancel a linguist request, please sign into Language Empire’s online LE-LSM portal - https://www.language-empire.net/site/index.html
You can also find helpful service support materials and additional information on the [Language Empire site](#), such as:

- How to Request Language Services
- On Demand Telephone Access Cards
- How to Request Translation Services
- Best Practice Guides for Using Interpreters
- Language ID Charts

You will shortly be receiving individual communications from Language Empire to provide you with the Practice specific username and password required for accessing the services.

If you have any questions in regards to the services, please do not hesitate to contact us at [england.primarycaremedical@nhs.net](mailto:england.primarycaremedical@nhs.net), or Language Empire who are available 24 hours a day, 7 days a week on a dedicated customer services telephone line and email:

Email: bookings@empire-groupuk.com
Telephone: 0330 20 20 270

As noted previously, the service to be provided by Language Empire does not include British Sign Language (BSL), the current BSL providers will continue to provide this service, excluding Devon where the CCG have made other arrangements for medical services.

**South West General Practice showcased at BMJ Live next week**

Next week representatives from NHS England together with local GPs and CCGs are exhibiting at this year’s [BMJ Live](#) conference held at Olympia in London. The team will be attending as part of the [BMJ Careers Fair](#) to promote working as a GP in the beautiful Westcountry.

Please can you help us and 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](#).

- **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**

**QOF 2019/20 Information now available to view on CQRS**

August QOF data has been collected and calculated and is now available to view in CQRS. After several years of stability, QOF 2019/20 has several changes and it is even more important to check that the data extracted matches your expectation of progress towards QOF Achievement.

There were a number of issues for some practices using Microtest for the year end extraction, so it is particularly important for Microtest practices to check the data so that confidence in QOF can be maintained.

This is QOF v42 – the business rules can be found at the link below:


Data will be collected and made available in CQRS monthly from now until QOF year-end, unless otherwise advised.