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>
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<th>CQRS declarations for payment in the same month</th>
<th>9th of each month</th>
<th>Via CQRS</th>
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• **Items for all Practices**

### Improving identification of people with a learning disability: guidance for general practice

NHS England has issued guidance to ensure that practices identify all those eligible for a learning disability health check and flu jab.


### Translation and Interpretation services in BNSSG, Somerset, Devon and Cornwall

Further to recent bulletin items we remind practices this week again of the new service provider, Language Empire, and their online portal. The new service arrangements became operational on 1 October 2019.

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](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

Each practice should have already received 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](mailto: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.

- **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