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 |

- **Items for all Practices**

**Information for NHS staff in accessing support from the NHS Volunteer Responders scheme**

All NHS and local government professionals can now refer people in for support from the NHS Volunteer Responders scheme to arrange support to self-isolate.

This is England-wide and volunteers are ID-checked and have DBS where appropriate. Volunteers start work on Thursday this week but referrals can be taken now.

They refer through this portal: [goodsamapp.org/NHSreferral](http://goodsamapp.org/NHSreferral)


**Suggested tweet:** Nurses who know of self-isolating people who don’t have support with shopping or phone company can refer in to #NHSVolunteerResponders HERE: [goodsamapp.org/NHSreferral](http://goodsamapp.org/NHSreferral) FAQs: [https://bit.ly/2JpTLCK](https://bit.ly/2JpTLCK)

**EOE IG Forum - PCSE for Primary Care**

Please see the attached document, called ‘LeDeR-prog-primary-briefing (1)’, regarding the LeDeR programme that has been commissioned by NHS England to support local areas in England to review the deaths of people with a learning disability.

**Message for Dispensing Practices - Dispensary Opening Hours on Good Friday and Easter Monday**

As you will be aware Good Friday (10th April 2020) and Easter Monday (13th April 2020) have now be identified as normal working days for GP practices. As part of our planning for the Easter weekend it would be very helpful to know what hours your dispensary will be open on these two days.

If your dispensary will be operating its usual Monday and Friday opening hours on Good Friday and Easter Monday you do not need to reply to this email. However, if your dispensary opening hours on Good Friday and/or Easter Monday are going to differ from your usual Monday and Friday opening hours please can you email Michele Toy [michele.toy@nhs.net](mailto:michele.toy@nhs.net) by Tuesday 7th April to advise her of your revised opening hours.

- **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**

**Update on QOF 2019/20 Year End sent on behalf of NHS Digital and NHS England and NHS Improvement**

We are writing to advise of a change to the year end collection schedule for QOF 2019/20. TPP, Microtest and Vision are extracting as planned between 1 and 3 April. EMIS have rescheduled the extract window for their practices due to undertaking urgent Covid-19 related work.

Consequently, QOF calculations for all practices will be placed on hold and practices will not be able to view their QOF achievement data until 23 April, as calculations can only take place once the data has been received from all the GP system suppliers. Access to some CQRS reports will be temporarily disabled on 20-21 April 2020 to allow calculations to complete uninterrupted.

However, we do not anticipate a delay to GP practices payments. The changes to year end validation processes for 2019/20, published on the NHS Digital website [here](#), mean that we can process the payment files as planned with achievement payments being made from May 2020.

Aspiration payments in April 2020 will be the same as March 2020 and will be updated from May 2020 if necessary.

The table below provides an overview of the amended schedule:

<table>
<thead>
<tr>
<th></th>
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<th>Date</th>
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<tbody>
<tr>
<td>1</td>
<td>Extraction window for TPP, Microtest and Vision practices</td>
<td>Wednesday 1 April to Friday 3 April</td>
</tr>
<tr>
<td>2</td>
<td>Extraction window for EMIS practices</td>
<td>Saturday 18 April and Sunday 19 April</td>
</tr>
<tr>
<td>3</td>
<td>Achievement and Aspiration calculations for all practices</td>
<td>Monday 20 and Tuesday 21 April</td>
</tr>
<tr>
<td>4</td>
<td>Analysis work undertaken by NHS Digital to compare 19/20 and 18/19 achievement and identify practices with significant differences in performance to be flagged to commissioners</td>
<td>Wednesday 22 April</td>
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<tr>
<td>5</td>
<td>Achievement data available to view in CQRS for all practices and automatic approval of data for practices who have not been flagged to</td>
<td>Thursday 23 April</td>
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<td>commissioners</td>
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<td>6. Submission of automatically approved payment files to NHAIS</td>
<td>Friday 24 April</td>
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