



Meet the LMC's new PM representative

**Editorial by Ali Butterill,
Practice Manager representative at Kernow Local
Medical Committee**

I'm delighted to have recently joined the LMC's Committee as its practice manager representative.

Anyone who knows me will testify that I don't like politics – but I do like helping bring about change for the better!

I hope that I can represent local practice managers and our practice teams to help ensure our voices are heard, to flag challenges and opportunities, to share best practice and report on the LMC's work.

Practice managers are the key to a successful practice and are the glue that holds the team together.

I'm keen to link up with practice managers across Cornwall, so please get in touch. If you have anything you want raised at the LMC meetings please email me at a.butterill@nhs.net. It would be really helpful if you could start the subject title with 'LMC'.

I'm really looking forward to the Practice Managers Conference in November – organised by the LMC and Kernow Health – and thank them for putting on what looks like a really interesting day.

It's so important to hold local events like this...to learn, network with peers, build resilience, reflect on changes impacting on GP practices and the NHS – and to take some time out and have some 'headspace' away from your hectic day to day work. More information about the event – including how to register – is on page 2 of this newsletter.

It's also great that the LMC is planning on launching a new website later in the year, which will include a much needed dedicated section for practice managers. If you have any content ideas please contact myself or Rich Turner, Communications Lead at the LMC, at rich@kernowlmc.co.uk by 24 September as we are currently planning the material.

In terms of my background, I'm heading towards 30 years' experience in local general practice which I bring to the LMC in my new role.

I started in general practice in 1992 at Lower Lemon Street Surgery (now Three Spires). Things were very different then – pulling notes, writing prescriptions, appointment books and fundholding – but they were good times, although I'm so glad we don't have to hand write prescriptions anymore!



This was a great foundation to be a practice manager at Phoenix with a final move to Helston Medical Centre in 2013 and then becoming a partner a few years ago.

We run the St Marys Health Centre on the Isles of Scilly and whilst as far as social media goes it looks pretty glam (check in at Lands' End Airport flying to Isles of Scilly) the reality can be (and was at the time of writing) three hours in the airport, squeezing a day's work into a much smaller gap and then being delayed coming home. However, that was a good day – at least I made it there and back!

I'm really proud of what we offer in general practice, I feel we are very people focused and always try to do the right thing for patients and the practice team.

I wish we were better at publicising all the good work that goes on so that the good news stories are heard by more people – just look at the effort we all make to continue to provide an adequate service in bad weather.

Places filling up fast for the local Practice Managers' Conference

A final reminder for practice managers – or equivalent – to confirm attendance at this event and to choose which workshops they wish to participate in as very few places remain.

Around 50 of the 60 allocated places have already been taken and we'd encourage you to book as early as possible, as the workshops are available on a first come first serve basis. The closing date to register is 30th September.

The full-day event, which will take place at the Carylton Bay Hotel, near St Austell, costs £50 to include lunch and refreshments. The booking form is available [here](#). The deadline to complete it is 30 September. The agenda – previously advertised in our newsletter – is available [here](#) and includes a mix of local and national speakers covering themes such as Primary Care Networks (PCNs) resilience, finances, HR and workforce.

The event is being run in partnership by Kernow Local Medical Committee (LMC) and Kernow Health.

Conference of English LMCs

The LMC will attend the Conference of English LMCs on Friday, 22 November, to represent the views of local general practice. If you have any proposed motions for debate please send them to Emma Ridgewell-Howard, Chief Executive at the LMC, by 5pm on Wednesday, 11 September. The LMC's Executive Team will then look for common themes to craft into motions to submit to the British Medical Association (BMA).



Meet our new-look LMC Committee

Our new LMC Committee is in place following the recent elections. A list of members is available on our website [here](#). We are publishing the bios of all our members in our LMC newsletters.

Dr William Howe is a partner at Lostwithiel Medical Practice. He has been a GP in Cornwall since 1995 and in that time has become involved with practice development, research in primary care, GP training, quality and service improvement.

His published work includes:

<https://www.bmj.com/content/362/bmj.k3056/rr-0>

<http://www.rcgp.org.uk/clinical-and-research/bright-ideas/dr-will-howe-dementia-service-quality-and-care-in-primary-care.aspx>

<https://doi.org/10.3399/bjgp16X683809>

Dr Steve Gray is a partner at St Austell Healthcare. He graduated from Bristol in 2001, initially training as a medic then jumping ship to be GP in 2006 – a move he hasn't regretted! He undertook his GP training in St Austell and has been a partner there since 2007. Steve's other roles include Locality Chair for Mid Cornwall and Newquay, as well as out of hours sessional work.

Dr Jonathan Katz is currently Kernow Health's Medical Director. He has previously been the Deputy Medical Director and Chair of the organisation. He is a senior partner at Penryn Surgery and has been there for 23 years. He has a special interest in medicines management and is currently the Chair of the Cornwall Area Prescribing Committee and Cornwall Commissioning Prescribing Committee, as well as a prescribing lead GP for NHS Kernow. He is a former Vice Chair of Cornwall and Isles of Scilly LMC. Dr Katz is also the senior trainer at Penryn Surgery and is a GP Appraiser with 15 years' experience.

Dr Victoria Olobia is a portfolio GP working in both West and Central Cornwall.

LMC database cleanse

As a membership organisation Kernow Local Medical Committee currently holds contact details for local GPs and practice managers – or equivalent – so they can elect LMC members, receive our communications, details of our events and important information we gather which has a direct impact on them.

We want to ensure that our contacts' database is accurate, so that our communications are received by the right people in a timely manner.

We would be grateful if you could provide the work email contact details of all your GPs – including partners, salaried and sessional – along with those for practice managers, or equivalent. Could we please have your submission by noon on Friday, 27 September.

The information will be used for LMC communications and won't be shared with any third parties, unless written permission has been given. If any GPs or practice managers – or equivalent – no longer wish to receive our communications or be retained on our database, please notify us at admin@kernowlmc.co.uk by noon on Friday, 27 September and we will remove the details from our records.

We look forward to hearing from you and if you have any queries please contact us.

How to claim for PCSE error

All Microtest practices in Cornwall impacted by a Primary Care Support England (PCSE) error in its payment schedule this month and who have suffered financial loss as a result of the delay should contact Rachael Crawley, Assistant Contract Manager at NHS England and Improvement, who is co-ordinating any claims made. Her email address is: Rachael.Crawley@nhs.net

CHIS update

By Sue Davis, Deputy Head of Operational Service for Cornwall South West Child Health Information Service (CHIS)

Immunisation Recalls

The Child Health Information Service will soon be introducing a new list, called 'Out of Circulation' which will be emailed to practices on a weekly basis; the subject matter will say: FAILED TO ATTEND LIST for [PRACTICE NAME] with a PDF attachment. This acts as a failsafe for practices to identify which children have missing immunisations.

Currently children are called three times by CHIS for their immunisations. If the child fails to attend on three separate occasions, they are moved to 'Out of Circulation' for those antigens by the Child Health computer system. Each practice will be emailed their lists of children 'Out of Circulation' to allow them to follow up with the parent or carer, as appropriate. If a practice wishes a child that is 'Out of Circulation' to be re-started being called for their immunisation, a request can be made to Child Health.

If parents refuse consent for their child to be immunised please let CHIS know and we will remove them from the weekly practice lists and stop sending the parents letters.

Paper-free Child Health Information Service

CHIS is working to become paper-free by the end of 2019 and we would like to stop receiving immunisation information from practices on paper by the end of September. If your practice is not signed up for HI Hub extracts, we will contact practices that still send paper to plan how this change can be made. Sending data by CSV file is safe and secure and eliminates the possibility of transcription errors.

Data Protection Officer service

By Trudy Corsellis, Deputy Director of Corporate Governance at NHS Kernow

As part of the new GP contract clinical commissioning groups (CCGs) are responsible for offering a Data Protection Officer (DPO) function to practices in addition to their existing DPO support services.

Having worked closely with Kernow LMC and Kernow Health, we have produced a [leaflet](#) which aims to provide more clarity around roles and responsibilities. It also confirms the DPO function currently offered by Kernow Health CIC moved across to NHS Kernow with effect from 5 August, 2019.

If practices wish to rely on NHS Kernow for their DPO support, they are asked to:

- 1) Change their ICO DPO registration and website details from Maria Harvey to Trudy Corsellis, NHS Kernow CCG, Sedgemoor Centre, Priory Road, St Austell, PL25 5AS, Tel: 01726 627800.
- 2) Use Bev Gallagher as their first point of contact should they have any data protection queries – her contact details are beverley.gallagher@nhs.net Tel: 01726 627372.
- 3) Note that Bev will be in touch shortly to support practices achieve mandatory compliance with the [National Data Opt-Out](#) policy by March 2020.

Should practices prefer to use their own DPO, could they let Bev know as soon as possible? The aim is to then issue a simple contract variation to confirm the change later in September. If you have any queries, please call Trudy on 07881804867 or Maria on 01872 221108.

Free NHS pension seminar for local GPs

Cornish GPs are invited to attend a free NHS pension seminar at St Austell Print Works on Wednesday, 16 October, from 6:30-9pm.

Luke Bennett, from Francis Clark, will be running the session, which will include a Q&A. A buffet and light refreshments will be available from 6:30-7pm.

Please confirm your attendance by email to admin@kernowlmc.co.uk by noon on Tuesday, 1 October, for catering purposes.

Local GP group nominated as national PCN of the Year

Cornwall has been recognised in the national General Practice Awards – the 'Oscars' of the profession. St Austell Healthcare has been shortlisted for the Primary Care Network of the Year accolade. The winners will be announced at a ceremony in London on 29 November.

PCN Additional Roles Reimbursement Scheme

NHS England has now published the joint guidance on the [Additional Roles Reimbursement Scheme](#) (ARRS) that will start in April 2020, so PCNs can better prepare for the additional workforce from 2020.

Data sharing guidance

NHS England and the General Practitioners Committee (GPC) have agreed on a non-mandatory, high-level data sharing template for use by PCNs. To make things simpler for practices, the BMA has also produced a version of the agreed template which expands on a number of areas with greater detail, along with guidance on the document. This provides practices with a better idea of how they may wish to populate the template agreement, including proposed best practice when sharing and transferring data between partners within the network. Further information and a link to the British Medical Association (BMA) resources are available on the [BMA web page Creating and running primary care networks \(PCNs\)](#).

Guide to help newly qualified GPs navigate the appraisal and revalidation process

The Royal College of General Practitioners (RCGP) has produced a guide to help newly qualified GPs navigate through the appraisal and revalidation process. Read more [here](#).

Safeguarding reports and the CNSGP

Following further discussions on some of the finer definitions of the scope of the Clinical Negligence Scheme for General Practice (CNSGP), the BMA has agreed with the Department of Health and Social Care (DHSC) and NHS Resolution (NHSR) that the compiling of safeguarding reports for NHS patients will now be included within scope.

It was initially thought that as these reports can be chargeable under collaborative fees arrangements, they should be deemed to be private work and therefore out of scope. However, lobbying from the BMA extended an alternative view of these statutory reports as being reimbursed by the system rather than a private service to patients. This perspective has been accepted by DHSC and NHSR and therefore actions originating from the completion of safeguarding reports after 1 April 2019 will be covered by CNSGP.

PCSE medical records incident

The GPC previously highlighted the PCSE incident whereby 148,000 patient medical records were erroneously archived instead of being sent to the subsequent GP practices. These records will have been sent to the practices that currently have the patients registered and NHS England expects those practices to undertake an assessment of harm for each patient affected.

Over the past few weeks, the GPC has been in discussions with NHS England to highlight the impact this will have on practices and their patients. The GPC has been clear that practices should receive the necessary support to cover the additional costs of dealing with a problem



for which they are not to blame to ensure that GPs and other practice staff are not taken away from direct patient-facing provision. Further BMA guidance on the service failures can be found [here](#).

Unfortunately, NHS England is not prepared to provide the amount of funding that the GPC believe is necessary to cover GP and practice staff time required to do this assessment properly. The GPC was not prepared to agree to a settlement which it believed would not fully compensate practices for the problems created by Capita. If you would like to ask NHS England what compensation they are able to offer to your practice, please contact england.reports@nhs.net. Practices should carefully consider whether any offer made reflects the work that will need to be undertaken and whether it will adequately compensate them. If a practice believes the offer is sufficient and accepts it, they will not be able to claim additional monies via any legal route. If, however, a practice considers the offer does not reflect the work that will be required and decides to reject it with the hope of claiming compensation via a legal route for the additional work, the GPC recommends that the practice contacts the BMA support@bma.org.uk using this [pro forma](#) so that it can start to collate the necessary information to take forward legal action.

Access to patient records

New regulations will be laid before Parliament imminently and will come into force on 1 October – in line with the 2019/20 GP Contract agreement – for full online access to be offered and promoted to all **newly registered** patients, subject to the usual safeguards in patients' best interests, harm to their or other person's physical or mental health, third party info, and IT system capability.

Declining patient registration

The GPC is reminding GP practices that they may only decline to register a patient if they have reasonable grounds to do so and the circumstances where this will be the case are very limited. There is full guidance available on the BMA website [here](#)

New CQC myth-buster: NHS services delivering online primary care

GP practices are increasingly providing online services as patients demand faster and more convenient access. The Care Quality Commission's (CQC) latest [myth-buster](#) looks at what you should consider if you use digital technology to help deliver care.

Updated CQC advice about managing test results and clinical correspondence

The CQC has updated its myth-buster and advice about managing test results and clinical correspondence. Read more [here](#).

2019 Suture Tariff

The LMC publicised changes made to the list of suture materials that will be reimbursed after the Association of Surgeons in Primary Care (ASPC) made us aware of this unilateral,



CONNECT

Monthly newsletter for the Duchy's GPs and practice managers

central decision. This document has since been updated. Please find the latest version on the link [up-to-date tariff](#).

Practice Manager Job Satisfaction Survey results 2019

More than half (57.6%) of practice managers are satisfied with their work-life balance, according to a new national survey.

Additionally, 40.2% indicated that they get adequate support from the practice partners, while 47.7% feel regularly under stress in their current role. Read more [here](#).

Latest jobs in local general practice

The latest practice vacancies – including GP and practice manager roles – are available on the [jobs page](#) of the LMC's website. Vacancies are also available on the [jobs page](#) of Kernow Health's website.

Kernow Health's Staff Bank is also now live for workers and practices to sign up. Please follow these links:

<https://cornwallcepn.co.uk/general-practice-staff-bank/>

[Bank Worker sign-up](#)

[Practice manager sign-up](#)

Events calendar

The LMC's [events calendar](#) provides an overview of what's taking place to support local general practice – including:

- details of the Next Generation GP leadership event in Cornwall on Wednesday, 17 September
- information on a Dementia Webinar supported by the national team in conjunction with system partners in Cornwall on Wednesday, 17 September.

Produced by Kernow Local Medical Committee. Copy submissions for the October newsletter should be emailed to rich@kernowlmc.co.uk by Monday, 23 September please.

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