

LMC ViewPoint



The newsletter of Leeds Local Medical Committee Limited

28th July 2023

National GP Patient Survey 2023

NHS England together with Ipsos, have published the [National GP Patient Survey 2023](#). The latest survey consisted of around 2.65 million questionnaires sent out to patients aged 16 or over registered with GP practices in England from 3rd January 2023 to the 3rd April 2023, so done at a time when general practice services were under significant winter pressure. There was a national response rate of 28.6%. Results are weighted to ensure they are more representative of the population of patients aged 16 or over registered with a GP practice.

Overall key national results:

- 71.3% of patients rated their overall experience of their GP practice as good, with 36.8% rating their experience as 'very good'. Compared with 2022, the proportion of patients who rated their experience as good has decreased by 1.1 percentage points from 72.4%. In Leeds the figure is higher at 73%. However, as noted above, the survey was carried out at a time that many practices were doing their best to manage some of the highest demand they had ever experienced, with Strep A, flu, secondary care waiting times and industrial action all having an impact.
- 54.4% of patients rated their overall experience of making an appointment as good, with 22.7% saying it was 'very good'. Compared with 2022, the proportion of patients who rated their experience as good has decreased by 1.8 percentage points from 56.2%.
- Most patients (93.0%) had confidence and trust in the healthcare professional they saw or spoke to, similar to 2022 (93.1%).
- Most patients (91.0%) felt their needs were met during their last appointment, the same as in 2022 (91.0%).
- Around 8 in 10 (82.2%) said the receptionists at their GP practice were helpful, similar to 2022 (82.1%).
- Of patients who had tried, approximately half (49.8%) said it was easy to get through to their GP practice on the phone, a decrease of 2.9 percentage points compared with 2022 (52.7%).
- Around 7 in 10 patients (72.0%) were satisfied with the appointment they were offered last time they tried to make one, similar to 2022 (71.9%).

In Leeds results were above the national average in many of the questions by between 1-2%. This is a reflection of the huge amount of work done by all those in practices in the city despite the many challenges we have faced throughout the year.

Participation in the NHS Staff Survey

All ICBs have recently been offered the opportunity by NHSE to give people working in general practice, PCNs and federations equal opportunity to participate in the [NHS Staff Survey](#). The NHS staff survey is one of the world's largest and well-respected workforce surveys and used for over twenty years in secondary care organisations to give staff the opportunity to have their voice heard. We have agreed with the ICB that it should be extended to general practice to enable parity with our secondary care colleagues.

The survey will be carried out on behalf of practice/PCN/GP Federation organisations by an independent and impartial survey contractor, Picker. Survey responses are anonymised and

subject to the highest standards of confidentiality protocols so what respondents say is kept anonymous. The survey is due to go live to general practice teams in October and more information will be provided shortly.

Implementing a triage system in general practice

As there is currently no standardised care navigation or triage system for GP practices, the BMA have developed a [resource](#) that is designed to support general practices to implement a triage system if they wish to do so. Ensuring that patients are seen by the appropriate clinician in the right place and at the right time supports good patient care and experience, reduces pressure on GP practices and allows GPs to spend their time where it is needed the most. For practices interested in introducing care navigation and/or triage, the BMA GP committee have provided a number of case studies along with two triage flowchart examples that can be tailored to suit your own practice.

General practice responsibility in responding to private healthcare

GPC England has published [guidance](#) on general practice responsibility in responding to private healthcare, to help practices reduce this extra workload.

Due to nearly 7.5 million people on NHS waiting lists in May 2023, patients are increasingly resorting to seeking private healthcare to deal with their health problems, which is adding extra workload for general practices. Their guidance covers what the responsibilities are for general practices in response to private providers making requests, such as making private referrals, providing medical information about patients, organise further tests, issuing prescriptions, and onward NHS referrals.

GP trainee visa sponsorship

The BMA is continuing to address the long-standing barriers to staying and working in the UK currently faced by trainee GPs as they approach completion of their training. As a temporary solution, the BMA has been working to secure agreement from the Home Office to allow an additional four months on Skilled Worker visas for GPs at the end of their training. This is intended to allow extra time to secure work with an employer and arrange sponsorship with them. The additional time will be available for all IMG trainee GPs who have successfully completed their training, and the Home Office has now confirmed this scheme will apply to GPs completing their training with Skilled Worker visas expiring from June 2023 onwards.

UK Visas and Immigration has been working with NHSE to ensure those GPs who complete their training this summer are identified when they submit their application. Those eligible should already have been contacted by NHSE with details of the application process. Note that you cannot apply more than one month before the current visa is due to expire (the end date on the BRP card or visa).

The BMA will continue to work with government to find a permanent and lasting solution to this issue. If you believe that you may be eligible for this extension but have not been contacted with details, please get in touch with the BMA's international team via info.international@bma.org.uk

Industrial Action and time out of training for GP trainees

GPC UK and the GP Trainees Committee has [written to all GP Training Programme Directors](#) regarding industrial action and time out of training for GP trainees. Concerns were raised about the possibility that doctors who have demonstrated the competencies for their CCT could be required to carry out additional time in training due to having taken industrial action, as well as the possibility that trainees nearing the end of ST1 and ST2 could be held back. The BMA believe that these would be improper outcomes in a competency-based qualification and would like to avoid the unnecessary impact that extensions would have on newly qualified GPs, trainees and training practices. Affected GP trainees can [contact the BMA](#) if the extension to training has been applied inappropriately.

NHS Resolution publish first beneficiary charter for General Practice indemnity schemes

Following the extension of the General Practice indemnity (GPI) schemes, which provide primary care clinicians and organisations with cover for clinical negligence claims, NHS Resolution has developed a [GP Indemnity Scheme beneficiary charter](#) to clarify some of the uncertainties that may occur during the life of a claim. It sets out the level of service that beneficiaries can expect from NHS Resolution and their panel solicitors, along with what is needed from beneficiaries of the schemes. It is intended to be read in conjunction with the [claims reporting guidelines](#) and [scheme rules](#).

Tuberculosis (TB) screening for those arriving from Sudan

UK Health Security Agency have updated [TB screening](#) advice for those arriving from Sudan. This now includes a recommendation on latent TB infection testing and consideration of additional infectious diseases. This replaces the previous version of this document.

New Menopause Care and FAQs Website

A new [menopause care](#) web resource has been developed. The LTHT Menopause Care and FAQ pages are aimed at patients, GPs and other healthcare professionals who are looking for information on menopause care including the specialist menopause clinic. It provides professional guidance and signposting to other high quality sources of information, as well as a place where patients can see what is offered here in Leeds.

Reducing violence directed towards healthcare workers

The NHS England Health and Wellbeing Team is running a Patient Rehabilitation Programme pilot over the next three to six months, which is free to participate in. The programme's aim is to prevent people who have recently received a warning letter from repeating the same unacceptable behaviour and to prevent them from entering the Special Allocation Service (SAS) Safe Haven.

In response to feedback, the national project team has prepared the following advice to support practices when offering the patient rehabilitation programme to patients, appreciating the unease felt by some practices when offering the programme and the potential to worsen the relationship between the practice and the patient. [A free e-learning programme](#) is also available to support frontline, patient-facing, clinical and non-clinical colleagues to deal with the pressures many face working in primary care. [Advice for practices](#), [Read the introductory letter to practices](#), and [Read more about the Patient Rehabilitation Programme pilot](#)

WY ICB board report

For your information, please see the attached a brief summary of some of the issues raised at the most recent WY ICB board meeting.

Abbott FreeStyle LibreLink app

NHS England have become aware of an issue with the Abbott FreeStyle LibreLink app, which monitors glucose levels in diabetic patients after an increase in calls to the 111 service from patients who use the LibreLink app, reporting that it is not working. The problem appears to have started after an update to the LibreLink app, which is specific to some Apple iPhones in the UK and has subsequently been withdrawn from the App Store whilst further work is undertaken by the company.

The company have advised that iPhone users in the UK who are experiencing problems with the app should contact its customer service line and "Customers experiencing issues with the iOS app should uninstall and reinstall the app". The Android version is not affected.

Further advice is provided on the Abbott website (link below), with a video clip showing how to delete and reinstall the app. If customers are still experiencing problems, they can contact the Customer Services team on 0800 170 1177.

<https://www.freestyle.abbott/uk-en/iphone.html>

Patients should also be advised that if they are still having problems with the app or if the readings do not seem appropriate, they should revert to the finger prick test for checking blood sugar levels.

Shape CQC's approach to assessing environmental sustainability – link to survey

Please take a few minutes to complete this [survey](#) from CQC, a chance to shape their approach to assessing sustainability. They are asking for Practice Manager input in particular- have your say.

GPMPlus Wellbeing Conferences - October 2023

GPMPlus are very pleased to announce that we are holding our annual conferences in October, where the focus will very much be on improving wellbeing and resilience in General Practice – both for individuals and for your teams

We would like to invite everyone working within general practice in West Yorkshire and Humber and North Yorkshire, to an informative and stimulating day, where you will be able to listen to keynote speakers and attend practical workshops designed to provide you with a selection of tools and techniques to aide wellbeing. We shall be providing morning refreshments and lunch – where everyone can network and meet our sponsors, service providers and the GPMPlus team. Car parking is ample and free at both locations.

Bookings are now being taken for the two locations:

17th October at Bradford Cedar Court ([Book Now](#))

18th October at the Old Swan, Harrogate ([Book Now](#))

Please also find attached the agendas – which offer further information and include booking links. Numbers for each conference are limited, so please book your places as soon as possible. There is no limit to the numbers attending per practice.

For further information, please contact Tim Bennett tim.bennett@yorlmcld.co.uk

Sessional GPs conference

The [Sessional GPs conference will take place on Friday 22 September 2023](#) at BMA House and is free to BMA members with a cost of £75 plus VAT for non BMA members. There will be a mix of plenary and workshop sessions, including: Health and well-being for sessional GPs; Gender Pay Gap; Pensions; Know your contract; Portfolio working; Dealing with complaints; Negotiation skills.

PRACTICE VACANCIES

PLEASE VISIT OUR LMC WEBSITE FOR PRACTICE VACANCIES VIA THE LINK

[Leeds LMC: Jobs](#)