

LMC ViewPoint



The newsletter of Leeds Local Medical Committee Limited

29th September 2023

Translation services

The ICB have written to practices to inform of changes to the current use of Language Empire translation services. The current contract came to an end on the 31 August 2023, and they have been in negotiation to secure an extension to the contract until 31 March 2024. There is the potential for a WY ICB-wide translation service contract from April 2024.

With rising consultation rates the overall demand for these services and the appointment activity has significantly increased to over three times the amount it was in the first year of the contract. Due to ICB financial deficits they want practices to use the scheduled service rather than the on-demand service, as this is a cheaper option. This scheduled service can be accessed for urgent and last-minute appointments however they do need to be booked in advance using the practice log-in details. In addition, the call length for scheduled telephony translation was planned to be capped to 20mins but this relates to the cost of the call and does not mean that consultation calls will be cut off after 20 minutes when a consultation continues for longer than expected. Practices are though encouraged to book a longer call on the portal for more complex patients or appointments that are expected to take longer.

The LMC have raised serious concerns about this change. At a time that practices are providing more appointments than ever it is only to be expected that demand for translation services will increase. This should be a core part of ICB funding and it should not be subject to wider system financial pressures. Moreover, one of the four key [mission aims](#) of WY ICB is to reduce health inequalities yet this change could make access harder and therefore widen health inequalities.

Following discussion with the LMC a clarification letter was issued and changes made. However we continue to be concerned about the impact of this change and the practicality of using a pre-planned portal, with the potential for additional administrative work, when many appointments and surgery sessions are unpredictable. We will continue to discuss this with the ICB.

NHS England update on *Delivery plan for primary care access*

NHS England has written to ICBs on the [Next steps on delivering the Delivery plan for recovering access to primary care](#). They note that over 4,000 practice and PCN staff have registered for care navigation training and across the country the commitment to recruit 26,000 more direct patient care professionals in general practice through the Additional Roles Reimbursement Scheme has been exceeded, with more than 29,000 recruited at 31 March 2023.

One of the key goals set for ICBs is "Improving the primary-secondary care interface". NHS England expects each ICB to have an executive lead in place to support interface improvements across primary and secondary care providers. They are also expected to expand [self-referral pathways](#) (login required) by the end of September 2023 in seven named service areas, as set out in [operational planning guidance](#) published in December 2022 and reaffirmed in the [recovery plan](#).

COVID-19 testing policy

NHS England have written to outline that as of the 1 October 2023, the [COVID-19 testing policy and ordering and supply of Lateral Flow Devices](#) will transition from UK Health Security Agency (UKHSA) to NHS England. This is in line with previous letters regarding NHS testing policy and

guidance. From 1 October 2023, LFDs for all NHS use cases (with the exception of patients eligible for COVID-19 Antiviral Therapies) will be ordered through and delivered to NHS Trusts by NHS Supply Chain.

Flu resources

A set of PowerPoint slides have been prepared that bring together all the UKHSA flu resources for the 2023 to 2024 programme, including training materials, healthcare professional guidance, resources for parents, the public and schools. There are also links to relevant UKHSA websites. For resources that can be ordered through the Health Publications website, click on the link to take you there directly. Included within the pack are two resources produced by the British Islamic Medical Association setting out their position on taking up the flu vaccine, particularly in relation to the porcine gelatine content of the nasal spray.

Public Health Annual Report

The latest [Director of Public Health Annual Report 2022](#) for Leeds has been published and includes an accompanying short [film](#), both titled *In Our Shoes*. This year's report focuses on the current state of children and young people's health in Leeds. This includes exploring the impact of the COVID-19 pandemic on their lives. The Leeds' report has been commended as one of the best nationally by the Association for the Directors of Public Health

Children were less likely to become ill with COVID-19 than adults. They were not the focus of protective measures. However, the pandemic affected them profoundly and unequally. The recommendations in this report provide a guide to what further action is needed to maximise the chances for all children in Leeds to have a fair start in life.

Feedback on the Director of Public Health Annual Report is welcomed and if you have any comments, please email: publichealth.enquiries@leeds.gov.uk

EC04 Flex form

GPs may be asked to complete an ECO4 Flex form when a local authority has referred a patient that it considers to be living in fuel poverty or on a low income and vulnerable to the effects of living in a cold home. The form asks the GP to consider the patient's medical health conditions and then recommend one of two routes: households identified as vulnerable to the cold or an individual suffering from severe or long-term ill health.

This work is not covered within the core GMS contract and completing the form will require GPs to undertake a proper review of the patient's notes. As such practices are entitled to charge for the work, as it is not a prescribed form under Schedule 2 of the GMS regulations.

DVLA medical forms

Practices should note that completing DVLA medical forms is not within the scope of the CNSGP medical negligence scheme in relation to any complaints or concerns that may arise from this work. This is private work, for which a fee is chargeable, and practices may wish to check with their indemnity organisation that they are covered separately for this work under their own or a practice-based policy.

NHS Cervical Screening Programme

The IT system that supports the call and recall function for the NHS Cervical Screening Programme in England is changing. The current NHS AIS-based system, accessible through Open Exeter, will be replaced by the new NHS Cervical Screening Management System (CSMS) by the end of 23/24. More details can be found in the [Preparing for the new NHS Cervical Screening Management System \(CSMS\) letter](#)

Good Practice Guidelines for GP electronic patient records

[Digital Primary Care: The Good Practice Guidelines for GP electronic patient records – \(GPGv5\)](#) has been updated. They are intended to be an easy to access reference source for those working with digital services in general practice, providing the information required to use digital tools and

services effectively, safely and in accordance with the law and other national standards. Topics are being added to the website in batches so not all topics from this new version will be immediately available.

NHS Mail users working outside of the United Kingdom

In February, NHSmail announced that users accessing NHSmail and collaboration services from locations other than the United Kingdom could either:

- a) have suitable security applied before they leave the UK or
- b) could self-enrol for Multi-Factor Authentication (MFA) on their first logon outside the UK.

From early September, this policy will be changing, and users will no longer be able to self-enrol for MFA from outside the UK, it MUST be applied before the user leaves the country. If MFA is not applied and the Authenticator app not set up prior to leaving the UK, they will be unable to access NHSmail or any collaboration services - Teams, OneDrive etc.

Advice for Users wanting to self-enrol for MFA can be found on the NHSmail support pages at [Getting Started with MFA – NHSmail Support](#)

Merging Practice guidance

Bedfordshire and Hertfordshire LMC have produced guidance to support practices who are merging. The guidance has been added to the Leeds LMC website and can be found [here](#).

WONCA European definition of General Practice

The WONCA Europe Council has updated its [definition of General Practice/Family Medicine](#). The 2023 revision focuses on important challenges for GPs related to 'One Health'.

The statement defines the discipline of general practice/family medicine and the professional tasks of the family doctor, and describes the core competencies required of GPs. It outlines what family doctors in Europe should be providing in the way of services to patients so that patient care is of the highest quality and cost-effective.

I. The characteristics of the discipline of general practice/family medicine are that it:

- a) is normally the point of first medical contact within the health care system, providing open and unlimited access to its users, dealing with all health problems regardless of the age, sex, or any other characteristic of the person concerned.
- b) makes efficient use of health care resources through co-ordinating care, working with other professionals in the primary care setting, and by managing the interface with other specialities taking an advocacy role for the patient when needed.
- c) develops a person-centred approach, orientated to the individual, his/her family, and their community.
- d) promotes patient empowerment
- e) has a unique consultation process, which establishes a relationship over time, through effective communication between doctor and patient
- f) is responsible for the provision of longitudinal continuity of care as determined by the needs of the patient.
- g) has a specific decision making process determined by the prevalence and incidence of illness in the community.
- h) manages simultaneously both acute and chronic health problems of individual patients.
- i) manages illness which presents in an undifferentiated way at an early stage in its development, which may require urgent intervention.
- j) promotes health and wellbeing of patients and the ecosystems they live in both by appropriate and effective intervention.
- k) has a specific responsibility for the health of the community and environment.
- l) deals with health problems in their physical, psychological, social, cultural, environmental and existential dimensions.

Community Diagnostic Centres

LTHT and ICB have been working collaboratively to open the new Community Diagnostic Centres (CDC) in Leeds. There are three CDC sites, Seacroft is the Hub and Armley Moor Health Centre and Beeston Village Health Centre are the two spoke sites. The Seacroft Hub is operational in a number of areas, including Phlebotomy, Plain Film (Walk In Service) and Ultrasound.

From the 9th October CT will be operational and from the 20th October there will be a MRI service. Other services that are also planned for Seacroft Hub are ECG, ambulatory BP monitoring, pregnancy and urine analysis. The spoke sites at Armley and Beeston, are due to be fully operational in early 2024. The services on offer will be phlebotomy, ultrasound, ECG, ambulatory BP monitoring, pregnancy and urine analysis. Armley Moor Health centre have been able to offer temporary ad hoc rooms which means Ultrasound is now available, this is currently limited capacity but we will see a growth in capacity when Armley CDC officially opens early next year. The LMC is concerned at the lack of spirometry provision in the CDCs and have raised this with the ICB.

To refer to these modalities please continue to refer and complete ICE requests in the same way. It is important to take note that the current walk in service for phlebotomy is being reviewed and there is the plan to be implementing a new booking system. We are very keen this booking system is one that patients will be able to interact with and will greatly improve the patients experience when accessing blood tests in Leeds.

Community Pharmacy Independent Prescribing Pathfinder

West Yorkshire ICB will receive NHSE Pharmacy Integration Funding for 10 IP Pathfinder sites as part of the Independent Prescribing (IP) Pathfinder programme. From 2026 all new pharmacist registrants will have an IP qualification, mainstreaming prescribing into all sectors of pharmacy. This national IP Pathfinder programme provides the opportunity to influence the future of IP within community pharmacy and to test the different ways that independent prescribing in community pharmacy will benefit patients.

Collaboration between General Practice and Community Pharmacy will be a key factor in developing, implementing, and delivering a successful community pharmacy IP Pathfinder. Community pharmacies in West Yorkshire have received details of how to express an interest in being an IP Pathfinder site. Practices may wish to discuss the IP Pathfinder with your local pharmacies to see how you could support their EOI application by outlining how you currently work together and how you will support going forward.

More details can be found in the attached briefing.

RCGP elects new President

The RCGP have [announced](#) that Dr Richard Vautrey, Leeds LMC assistant medical secretary, has been elected as the next President of the Royal College of General Practitioners. He will take over the post from Dame Clare Gerada, whose two-year term will come to an end in November.

Leeds Health and Care Population Boards and Care delivery Boards

To enable joint planning and decision making for services and populations in Leeds, a number of health and care population boards and care delivery boards were established last year. This is where representatives of different organisations in Leeds work together to make decisions for particular groups of people who have similar needs in Leeds. Leeds LMC and Leeds GP Confederation worked together to appoint GP representatives on these boards to ensure that general practice fulfils its crucial role in deciding how services are designed and delivered, how resources are spent, and how we collectively address challenges such as health inequalities.

Leeds has two other boards, called 'care delivery boards'. These have the same responsibilities as the population boards, but instead of having a population they are responsible for, the board looks at specific services to improve how we work with all populations.

Members from General Practice include GPs, practice managers and a pharmacist. Details about who is a member of which board can be found [here](#).

GP e-newsletter - Best Practice Invite

Please include this conference invitation in any communications with your GPs – specifically your GP E-newsletter/Bulletins.

Also please spread this internally across your LMC leadership team.

The annual conference and exhibition Best Practice Show is around the corner on Wednesday 11th October and Thursday 12th October at the NEC Birmingham. It is the largest gathering of general practice HCPs in the country, and it is FREE!

- Accredited CPD Content – 16 different theatres of educational sessions to choose from – that is over 200 individual talks, including Kiren Collinson, Minal Bakhai, Nick Merrifield, Amanda Doyle, Claire Fuller, Raj Thakkar and hundreds more!
- Clinical Education – over 100 different clinical updates covering diabetes, respiratory, women's health, cardiovascular and many more...
- Multi-disciplinary Appeal – different yet specific programmes for PCN leaders, practice managers, GP Partners, all clinical staff, GP/PCN pharmacists, and practice nurses.
- Business Advice – develop your non-clinical skill set
- Products & Solutions – over 270 brands hosted within our exhibition, a great opportunity to scope out new products and services and demonstrate the latest and best!

For full information and to register please click here:

<https://www.bestpracticeshow.co.uk/lp-ian>

History of GP in Leeds

Help me write The History of General Practice in Leeds

I am a retired GP collecting stories and data for a history of GP in Leeds, going back to the days of apothecaries in the 19th Century to now. Can you help?

1. Does your Practice have a history that has been written or collected? Do you come from a family of GPs? Have you a tale to relate about how your Practice developed and innovated over the years?
2. Are you one of the many immigrant doctors who have practised in Leeds, and have you a story to tell of your career and its challenges?
3. Have you anecdotes about your own career difficulties, challenges or triumphs or about the patients and community you serve(d)?
4. Have you encountered difficulties in the NHS that have hampered your professional development... perhaps causing you to rethink your career.
5. Have you or a colleague or predecessor been an innovator in GP, conducted research, published papers or developed original services?

I'd be delighted to hear from you with your memories, vignettes, thoughts and experiences.

I SHOULD ALSO LIKE SOME HELP! IF YOU FANCY DELVING INTO OUR HISTORY WITH ME, I'D LOVE TO MEET YOU. PLEASE CALL ME FOR A CHAT. DO IT NOW!!

Arnold Zermansky. Phone 07747 618503.

Email: pandazed@virginmedia.com

GPMPPlus Wellbeing Conference - Bradford - 17th October 2023 - West Yorkshire Practices

Are you looking to enhance your wellbeing or that of your staff and colleagues? Are you trying to improve the resilience of your practice?

The GPMPPlus Wellbeing Conference is an event delivered by GPs and clinicians for GPs and practice staff.

The day will offer a detailed insight into the diversity of wellbeing activities and shed light on how practices can help to improve their staff and team morale and resilience.

GPMPlus would like to invite West Yorkshire practices to the Cedar Court Hotel, Bradford (Just off the M606) on Tuesday 17th October.

We are offering a full day of wellbeing workshops, keynote speakers, networking, refreshments and lunch – all for only £30.00 per delegate. Parking is ample and free too!

For more information, please find attached the Bradford Conference brochure or to book a place, please follow this link ([Book Now](#))

GPMplus updates: education, mentoring and wellbeing conference - More wellbeing education dates added

Please find attached the GPMplus wellbeing courses planned for October to December. Ranging from dealing with burnout to practice finances, these courses are fully funded and available to GPs, partners, practice managers and practice staff. They are all delivered by experienced GPs and practice managers. The aim of the courses is to help practices build personal, team and practice resilience - helping to build to strong leadership, staff engagement and staff retention. You can view our wide range of courses and dates in the attached brochure and book via the [GPMplus website](#).

Mentoring support available

A reminder that clinicians and leaders working within West Yorkshire General Practice can also access our mentoring service, which provides 8 hours of fully funded mentoring support. You can find out more about mentoring [here](#)

Wellbeing conference tickets - now limited availability

Tickets to our wellbeing conferences in October are selling fast. If you wish to attend you can book your tickets using the following links

Bradford event – 17 October – [book here](#)

Harrogate event – 18 October (only 10 tickets remaining) – [book here](#)

October wellbeing courses - places still available - BOOK NOW

Places are still available on the below October courses:

Teams Values and Culture – 3 October, 9.30 – 11 am

Suitable for: Practice management/senior managers, team leaders, partners

Course summary:

Developing a culture of compassion is critically important in health-care organisations but never more-so than in the current climate of escalating workloads, recruitment crises and budget cuts. We look at the research behind developing team culture, the importance of ensuring psychological safety, why establishing the values of an organisation underpins everything else, and the 'sweet spot' when passion, values and signature strengths all intersect, and teams move to high performance mode.

We introduce case studies, individual /group exercises, tools and top tips, all relevant for leaders in primary care teams, and you will formulate your own action plan to take back to your practice to help support change.

Read more and [book here](#)

Burnout Prevent and Repair – 4 October, 12.30 – 2 pm

Suitable for: All General Practice staff

Course summary:

This course will explain what burnout really is and how to recognise it in ourselves and our colleagues. You will explore ways of avoiding burnout and what to do if you feel you are heading towards burnout, or are already experiencing it.

You will come away with your own Burnout Avoidance Plan

Read more and [book here](#)

Personal Wellbeing – 5 October, 9.30 – 11 am

Suitable for: All General Practice staff

Course summary: This course will help you explore your own wellbeing and discuss how you can maintain your wellbeing through evidence based approaches and practical exercises.

Read more and [book here](#)

Practice Systems Resilience – 6 October, 9.30 – 11 am

Suitable for: Partners and practice management

Course summary: As practices emerge from the pandemic, they may wish to review their practice systems. This programme will help you to:

- Reflect on the resilience of your own organisation (using the Healthy Practice framework)
- Value and share your system resilience initiatives/processes that are working well for your organisation
- Determine and discuss systems that you may wish to have in place
- Discover tools and techniques to aid your organisation to become more resilient
- Access resources and a community of practice to provide ongoing support.

The practice systems covered within this course will include:

- Effectiveness of clinical systems
- Effectiveness of practice management systems
- Patient experience

Read more and [book here](#)

The courses are fully funded however we do request a £10 donation (optional) per delegate to the Cameron Fund Charity.

You can view our wide range of courses and dates via the [GPMplus website](#).

Also a reminder that our wellbeing conferences are now almost sold out, if you wish to attend we recommend booking as soon as possible: [17 October Bradford](#) and [18 Oct Harrogate](#)

GPMplus shortlisted for the General Practice Awards

Finally, we are delighted to share with you the news that we have been shortlisted at the national General Practice Awards as Health Care Provider Education Programme of the Year, for our Healthy Practice Programme. The winner of the awards will be announced in December and in the meantime a public vote is ongoing. Please do consider [giving us your vote here](#). It will take less than a minute. You will find GPMplus under the HCP Education Programme Provider of the year category.

Counter fraud newsletter – September edition

Please see the attached newsletter.

COMING & GOINGS

Drighlington Medical Centre

- We would like to mention Dr Farida Gupta will be retiring after 39 years as senior partner at Drighlington medical centre. She will be very much missed by all staff and patients. Had a wonderful career. Always putting patients' needs first. Well done.

Armley Medical Practice

- After 8 years at the surgery Dr Daisy Kumar is moving on to pastures new; her last day with us is the 4th October. May we take this opportunity to thank D Kumar for her work and commitment and send her the best wishes of everyone at Armley Medical Practice; she will be missed by patient and staff!

- We welcome Dr Philippa Crabtree back from maternity leave as a GP Partner. We look forward to Dr Crabtree being part of the partnership team! Congratulations!

Fountain Medical Practice

- Dr Thomas Bradshaw is leaving Fountain Medical Centre in October and everyone wishes him all the best for the future.
- Fountain Medical Centre would like to welcome Dr Aman Saleem who is joining the team as a Salaried GP.

PRACTICE VACANCIES

PLEASE VISIT OUR LMC WEBSITE FOR PRACTICE VACANCIES VIA THE LINK

[Leeds LMC: Jobs](#)