

CLMC Bulletin 330 – 22.08.17

PCSE Claims Guidance Update

GPC England are aware that practices and individual GPs continue to experience unacceptable incidents relating to PCSE (primary care support services in England), commissioned by NHS England and provided by Capita. The issues have been ongoing for some time and we are aware of cases where practices have not received payments, or have received incorrect payments. It is never acceptable for payments to be delayed and we advise practices to follow the below process to ensure incorrect payments are corrected. Similarly, we are aware that practices or individual doctors may have suffered losses due to the failing of these services.

We advise following [this process](#) if a practice or individual has experienced an issue due to PCSE, please share this guidance with any members who are experiencing issues with PCSE. Please contact GPC at info.gpc@bma.org.uk if the issue is not resolved through this process in a timely manner, and they will take up your claim with NHS England.

SCAM Warning, European Directory/TEMEDI/Med1web/Novachannel

It seems they are back doing the same old scam. There have been many guises all asking practices to sign and return something to be included in some form of directory or listing. Please be alert and double check the origins of any directory (or similar) requests. IF YOU RETURN ANYTHING YOU WILL BE BILLED!! DO NOT SIGN AND/OR RETURN ANYTHING UNTIL YOU HAVE DOUBLE CHECKED ORIGINS!

NHS Shared Business Services Incident, Update

NHS England have advised that not all correspondence in the mail redirection service did not reach the intended recipients.

The incident team sent correspondence to GP practices in December 2016, March and May 2017 asking practices to complete and return a response form to indicate whether any patient may have suffered potential harm as a result of the error. NHS England have said that approximately 30% of practices have yet to return these forms and will be writing to Heads of Primary Care to inform them of practices that have yet to respond, and CCGs will also be aware.

GPC would encourage practices to undertake this in a timely manner as they are best placed to do it, and should be paid for such work. Payments for work undertaken in March and May 2017 will be paid in August or September 2017.

All cases of potential harm are now being reviewed by NHS England GP national Clinical Directors to confirm whether further clinical review is required. NHS England are contacting practices to obtain patient details, and can offer support to practices if required. In recognition of workload on practices, local area teams may be asked to assist with providing information.

NHS England has provided GPs with a dedicated phone line 0800 028 9723 and email address england.sbsincident@nhs.net on which they can use to contact the Incident Team with any queries.

Lease Incentives for GP Practices – NHSPS Tenants Only

The information below is for tenants in NHS Property Services and Community Health Partnerships in relation to financial support available in signing a new lease and has been circulated by NHS E.

IMPORTANT: Please double check all guidance issued resigning new leases – including checking against model leases negotiated by the BMA. Advice is to be absolutely sure before signing a new lease, seek professional legal advice and consider all clauses. You can refuse and should not agree until appropriate advice is sought and followed. That said, we want to ensure you were aware of this information.

The General Practice Forward View committed to providing financial support to every GP practice that is a tenant in an NHS Property Services or Community Health Partnerships building to enter into a new lease. This offer is available until 30/11/2017 and includes:

- reimburse Stamp Duty Land Tax for the initial term (up to 15 years)
- contribute up to £1,000 plus VAT of legal fees related to the lease transaction
- reimburse management fees for the financial year 2016-2017 and 2017-2018

Further information on how GP practices can claim for this financial support can be found on

<https://www.england.nhs.uk/gp/gpfv/infrastructure/lease-incentives-for-gp-practices/>

HaST CCG New Leadership Arrangements

You may already be aware that there are changes in HaST Leadership as of October 2017. Ali Wilson will be taking a phased retirement and Dr Andrea Jones, the current Clinical Chair of Darlington CCG, will take on the role of Chief Clinical Officer. Dr Posmyk will continue as the Chair of HaST CCG. HaST have written to all stakeholders with details of the working arrangements but we want to take this opportunity to thank Ali Wilson for all she has done over the years in working with CLMC. We wish Ali well in the future and look forward to continuing the positive working relationship we currently have with Dr Jones as she settles into the her new role.

Pharmacists Defence Association – survey request

We are simply acting as a mail box for this! Please see message direct from the PDA below:

Current developments in primary care across the UK have resulted in a significant increase in the numbers of clinical pharmacists working in general practice. We have recently surveyed hundreds of these pharmacists and are now keen to get the views of GP practices.

The Pharmacists' Defence Association supports pharmacists in their legal, practice and employment needs and has over 26000 members, many of whom work in general practice. The results from this survey will be used to inform our ongoing work in supporting pharmacists in general practice, and ensure the benefits of having a pharmacist are maximised to the advantage of GPs and their patients.

The survey should only take a few minutes to complete and we would be very grateful for your support,

Please [click here](#) to complete the survey

NHS E General Practice Forward View Animation

This [animation](#) has been developed that shows what the General Practice Forward View has already achieved and how it continues to support local practices.