

CLMC Bulletin 482 – 05/10/21

Tackling abuse and aggression towards GPs

As you will be aware, over the last few months, reports of patient abuse and aggression toward GPs and practice staff have increased, coinciding with very high levels of pressures in general practice.

At the same time, patients and the media are calling on general practice to increase face-to-face appointments, whilst [government infection control guidance](#) remains for practices to ensure social distancing and make use of remote consultations to protect patients and staff, when we know that most practices are providing a balance of remote triage, telephone, digital and face-to-face appointments based on their assessment of patient need.

Richard Vautrey, GPC Chair, met with the Secretary of State, Sajid Javid, and [called on the government to enable and support general practice](#) over the coming winter. At that meeting, GPC made it crystal clear how unacceptable the increasing abuse against GPs and the general practice workforce is, fuelled by a damaging and demoralising misinformation campaign in some parts of the media, as well as comments from politicians.

Following that meeting GPC have written to the Secretary of State again to outline key asks to support and to protect practices against abuse, which include:

- Providing clear public backing for GPs, recognising the huge pressure they are under
- Invest urgently in primary care and remove unnecessary bureaucracy
- Support increased sentencing for those who assault healthcare workers
- Commitment to work with the BMA on a national campaign to stop abuse of the NHS staff

GPC have since had discussions both with officials from the Department of Health and Social Care and NHSE/I on these key asks, but are clear that there remains an urgency to deliver them. They have confirmed they will return to GPC with some firm proposals for a package of support for General Practice focused on quickly tackling abuse / aggression, low morale and unmanageable workload.

Good to share and definitely worth a watch. Rapping in Rapping in support of GPs and the NHS:
<https://youtu.be/q0L8AZpcMPw>

Whilst this BMA survey for professional opinion has not yet been officially launched (we will share the official launch) it has been opened so we wanted to share the link in order to maximise the opportunity to respond. All responses provided ahead of the official launch will be captured so please do complete the survey, we want as many responses as possible - [Survey on General Practice response to the current crisis](#) (surveymonkey.co.uk).

Consultant support for GPs

The BMA consultants committee are showing its support in their published statement, unequivocally condemning the unacceptable abuse against hardworking and dedicated GPs and the general practice workforce – read the statement [here](#). We wholeheartedly welcome this support from our consultant colleagues.

Support your surgery campaign

The BMA continue to campaign in defence of GPs and their staff with the [Support Your Surgery campaign](#) to get the backing of patients to make the changes to primary care that are so urgently needed.

Please continue to show your support by signing the [Support Your Surgery petition](#) and sharing it with colleagues, friends, and families. It's important to get as many signatures as possible to put pressure on the Government to support general practice.

GPC have produced a [GP campaign factsheet](#) that can be used to rebut the misinformation being published in the media and to proactively include in social media posts, letters to the local press or MPs. Please do all you can to help us defend and support general practice at this critical time.

You can also get involved in the [#SupportYourSurgery social media discussion](#). Many GPs and patients are sharing their support for each other and practices across social media. This will help reach as many people with the campaign as possible.

Following increasing instances of GPs being scapegoated by the media and rising instances of abuse against GPs and their staff, GPC are asking members to use this [template letter](#) to write to your local MP to outline the current pressures being faced by GPs across the country.

COVID-19

Boosters for health care staff

Health and social care workers can now book their COVID-19 vaccination boosters through the [National Booking Service](#) or by calling 119.

As part of the booking process, staff will need to self-declare they are a frontline health or social care worker, and they will also be asked to provide as proof of employment as an eligible health or social care worker using a workplace photo ID.

Booster vaccinations can be administered no earlier than six months after completion of the primary vaccine course.

Medical exemptions

A systematic medical exemptions process was introduced 30 September to ensure that those who, for medical reasons, should not be vaccinated (and/or be tested) for COVID-19 are not disadvantaged across certification use cases.

Given the need for clinical judgement and access to patient records, the Department of Health and Social Care are asking GPs, secondary care clinicians and midwives to assess applications. Steps have been taken to ensure this does not impact workload (e.g. no appointment required, pre-screening process).

Read the [guidance](#) detailing the process and clinical criteria. The [updated SFEs](#) in relation to this have now been published, page 47 has the relevant information regarding the exemption payments (pasted below for ease). Payment is not just for those with a positive outcome.

General

19.—(1) This Part relates to the payment for a Contractor providing services under Regulation 22A of the 2015 Regulations.

Payment

(2) The Board must pay a Contractor an IoS fee of £44.00 in respect of each response to a valid exemption confirmation request(a) that the Contractor makes.

(3) The Board must make the payment referred to in paragraph (2) by the end of the calendar month following the calendar month in which the Contractor responded to a valid exemption confirmation request.

Eligibility for payment

(4) A Contractor is eligible for the IoS fee referred to in paragraph (2) if the Contractor responds to the valid exemption confirmation request by recording its response on the SCRa in relation to the relevant patient.

Vaccine Data Resolution Service (VDRS)

The Vaccine Data Resolution Service (VDRS), established by NHSE/I and NHS Digital, aims to resolve missing or incorrect vaccination records for people vaccinated in England who have a current NHS number and are registered with a GP practice in England.

A pilot of outbound calls was launched on 3 August to patients identified as having a second dose but where no first dose is showing on the national immunisation database (NIMS). This service continues to operate. An inbound service accessed has also been launched, and referrals to the VDRS can be made via any of the services accessed via 119.

Note that 119 and VDRS call agents will not provide clinical advice and cannot assist with queries related to vaccinations received overseas. If the query relates to personal information that is incorrect on the patient record (e.g. name, address), these will still need to be resolved by their GP practice. If a member of the public believes they have missing or incorrect COVID-19 vaccination data, they should be advised to call 119.

Flu vaccinations for primary care contractors and frontline staff

The [Enhanced Service Specification for Seasonal influenza vaccination programme 2021/22](#) has now been updated and published. GPC have been lobbying for many years for GPs and practice employees to be included within specification for the annual flu programme and for practices to be able to claim an item of service fee for giving flu vaccinations to their staff.

GPC are, therefore, pleased that they have now been able to secure agreement with NHSE/I to the inclusion of all frontline practice staff in the Enhanced Service. All practice staff with patient contact, including both medical and administrative staff, will now be eligible to receive a flu vaccination from employing practice or the practice at which they are registered as a patient, and practices will receive an item of service fee for their provision. As in previous years locum GPs will also continue to be eligible for a free vaccination. The provision of flu vaccination to all target groups will, therefore, be covered under CNSGP.

NHSE/I has also [published guidance](#) (available on the Future NHS platform) on the process for recording flu vaccinations administered to patients not registered with a practice. PLEASE NOTE: whilst this is a hugely positive step for the inclusion of frontline/practice staff in the resourced vaccination programme there are some serious concerns with regard to the suggested process as it advises practices to register staff as a temporary resident and provide under immediate and necessary treatment. As you will be aware, this is contractually inappropriate. Further national clarification is being sought; until this is clarification is received in writing it may be that practices choose to vaccinate only their registered patients who are frontline staff to ensure contractual compliance and avoid unnecessary risk.

NHS 111 Booking into general practice

During the pandemic a temporary change was made to the requirement for practices to make available to NHS 111 one appointment per 3000 registered patients to one appointment per 500 registered patients. This temporary change will stop at the end of September 2021 and the GMS contractual requirement will revert to 1:3000. PLEASE NOTE: in Tees the GP LIS has a requirement for 1:2000.

Medicines Delivery Service extension

An extension of the medicines delivery service has been announced by NHSE/I. The [announcement letter](#) explains that to help provide support to people who have been notified of the need to self-isolate by NHS Test and Trace, the Community Pharmacy Home Delivery Service and the Dispensing Doctor Home Delivery Service will be commissioned from 1 October 2021 to 31 March 2022 (inclusive) for anyone living in England who has been notified by NHS Test and Trace to self-isolate.

GP Recruitment Campaign 2021

HEE (Health Education England) has just begun campaign activity to raise awareness of Round 1 GP specialty training applications, scheduled to open Thursday 4 November – Wednesday 1 December for an August 2022 start. GPC has been working in partnership with HEE since September 2015 and GP trainee numbers have increased by 36% during that period - from 5,026 to 6,855 in July 2021.

Whilst continuing to signpost doctors who might be thinking about a career as a GP to the [GPNRO website pages](#), HEE is keen not to simply rely solely on social media or online content, and would like to hear innovative ideas and thoughts about how to reach more doctors via gprecruitment@hee.nhs.uk

Thank you to all those that have come forward and volunteered to help create lots of new content to populate the new [Choose GP Instagram page](#), which complements the [Facebook](#) community.

Tees Valley Training Hub: New Respiratory Surge in Children programme now available

Health Education England, supported by NHS England and NHS Improvement Paediatric Critical Care Operational Delivery Networks and the Paediatric Critical Care Society, has launched a new programme for all NHS healthcare staff who care for unwell children in preparation for the anticipated surge in respiratory infections in 2021-22.

The [Respiratory Surge in Children programme](#) is a digital repository of training resources for self-directed learning, as well as for trainers and educators, to support the cross-skilling of the workforce to increase capacity and enhance capability in response to the expected and experienced increase in prevalence of respiratory illnesses in children.

Launched in draft form earlier this year, the programme continues to develop with the aim of providing content that is appropriate for various settings where a child will present with respiratory illness, including home, primary and community care, and across the acute hospital environment.

The programme presents elearning as a mix of short videos, narrated presentations, PDFs and links to blogs and webinars - all designed to let the learner access the content they need, in an educational form that suits them.

The Respiratory Surge in Children programme, which is hosted by HEE's elearning for healthcare, is underpinned by an interprofessional skills matrix mapped to professional standards and frameworks. It is available free of charge to the health and care workforce.

The team continues to seek additional content, and feedback, on the work so far to co-create a programme that meets the needs of the workforce. You can get in touch to discuss specific needs, provide feedback, or share resources by emailing LTLC@hee.nhs.uk.

Restorative Just Culture Training Offer - 14 Free places

Text as received!

The NHSE/I Civility and Respect team are funding the Restorative Just Culture training offer which is an accredited training programme facilitated by the University of Northumbria Newcastle and Mersey Care NHS Foundation Trust Partnership.

This training offers a valuable opportunity for organisational influencers who are responsible for championing and creating a compassionate culture in their organisation. It is aimed at any professionals and practitioners who are involved in the management and welfare of a range of stakeholders (employees, patients, clients) when an employee relations matter has arisen (including bullying / harassment/ grievances/ disciplinary etc), and/or an adverse event/incident has occurred. Delegates will learn how to manage these issues in a restorative way that minimises the negative impacts, maximises the learning, and develops an organisational culture where people feel safe in an environment they can trust.

The total national financial investment for this training offer is £315,000 (£1,500 per nominee). Due to the level of investment needed to ensure there is a commitment to this offer. Further details are on the links below. It is recognised that capacity to engage at short notice in training opportunities is limited at present and this will reduce further due to winter pressures, however this is a unique offer to attend a highly regarded training free of charge.

Please send your nominations using the table in the [Restorative Just Culture Training – Application Template for Nominees](#) and indicate your preferred training dates.

- [Restorative Just Culture Applicant information](#)
- [Restorative Just Culture Training NHSEI programme schedule](#)

Learning/Sharing opportunity: READY Paramedics – A Realist Review of Paramedics Working in General Practice, 13 October 2021, 9am -11.30am

Text as received!

GP services are under increasing pressure with growing demand, made worse by a lack of GPs. Paramedics are increasingly being used alongside GPs to address these shortages.

Due to differences in the way that paramedics are employed within general practice, it is difficult to compare practices that employ paramedics with those that do not to find out which patients get a better service and how much it costs. READY are therefore using an established method called 'Realist Evaluation' to look at what works best, for whom, in different circumstances.

As part of this study, READY have carried out a review of the literature to identify different models of how paramedics are working in general practice across England. From this review they have produced a set of 'programme theories' which describe how different models of paramedics working in general practice might work, for whom and in what circumstances. For further information about the study please see: [READY Paramedics](#)

The next stage, the *Consensus Exercise*, is to test and refine these theories with a group of people who have knowledge and experience about how paramedics work in general practice. The information shared during the Consensus Exercise will help prepare for the next stage of evaluation, in-depth case studies with general practices in England.

If you would like more information about the Consensus Exercise, please see the [Participant Information Sheet](#), or contact the study co-leads:

Dr Sarah Voss: 0117 328 8906 or e-mail sarah.voss@uwe.ac.uk

Dr Matthew Booker: e-mail: matthew.booker@bristol.ac.uk

If you would like to attend, please register for free [here](https://www.eventbrite.co.uk/e/175584236177):
<https://www.eventbrite.co.uk/e/175584236177>

GPC GP Bulletin

Read the GP bulletin [here](#).

GPC Sessional GP Bulletin

Read the latest sessional GPs newsletter [here](#)

BMA COVID-19 guidance

Read the GPC [COVID-19 toolkit for GPs and practices](#), which provides comprehensive guidance for practices to manage contractual issues and service provision during the coronavirus pandemic. There is also guidance on the following topics:

- [Model terms of engagement for a GP providing temporary COVID-19 services](#)
- [Terms and conditions for sessional GPs](#)
- [Risk assessments](#)

You can access all the BMA guidance on COVID-19, including ethical guidance, [here](#)

Mental health and wellbeing – looking after you and your practice team

GP appraisal leads and GP tutors offer of telephone support conversations remain for any GP who feels they would like to talk through any aspect of their professional/personal life that has been affected by Covid. To organise a telephone support conversation, either with the appraisal lead or with a GP tutor, please contact the appraisal team, or email di.jelley@nhs.net

Crisis Coaching & Mentoring: [Coaching and mentoring sessions are available now](#) for all NHS and Health and Social Care leaders. Delivered by The Centre for Army Leadership and Meyler Campbell Coaching, these sessions are designed to support with the huge pressure on the ability of the NHS to deliver safe, high-quality care, sharpen focus on meeting the core needs of staff, ensuring wellbeing and sustained motivation to deal with this rapidly changing situation. The intervention will give leaders an understanding of crisis leadership that goes beyond what is necessary and focused on engagement and motivation through Covid19. Further information and how to register [see link here](#)

CLMC continue to offer [wellbeing services via Validium](#) for **ALL working in general practice within Tees** (including locums). We understand that a number of staff have accessed this confidential service and it has been well received.

The BMA now offers face-to-face counselling, in addition to their [existing wellbeing services](#). For the next six months, you can access one-off support or, after triage, a structured course of up to six face-to-face counselling sessions, provided by the BMA's existing accredited provider Health Assured, through a grant from the [CHSA](#). Call 0330 123 1245 today or [visit the website](#) for more information. Access the [BMA's COVID-19 wellbeing pages](#) and the [BMA wellbeing twitter page](#)

The BMA's [report on the mental health and wellbeing of the medical workforce](#) which sets out ten recommendations to be addressed to protect staff during the pandemic and in the future. The BMA continues to offer [wellbeing services and confidential 24/7 counselling and peer support for all doctors and medical students](#), as well as their partners and dependents, on 0330 123 1245. For hard copies of the [Wellbeing poster](#), please email wellbeingsupport@bma.org.uk

There is also a wealth of [NHSE provided support](#) available to you and your team including a **wellbeing support helpline, a 24/7 text alternative, peer to peer, team and personal resilience support, free mindfulness apps and the #LookingAfterYouToo coaching offer**.

NHSEI have recently developed a new [communications toolkit](#) and resources to help promote their offers to the workforce. The toolkit has an overview of each offer, including bulletin, email and social media copy, and links to some case studies and posters. You can also follow this link [Primary Care Coaching – Link to Assets](#) to a range of resources, including social media assets, a video, PDF case studies and posters, website and email banners.