

CLMC Bulletin 500 – 15/02/22

Calls on Government to begin negotiations for revised fit-for-purpose GP contract

In an extraordinary meeting, GPC England discussed the 2022-23 proposals from NHS England for this year's GP contract changes, the committee called on the Government to commence negotiations for the next GP contract, and to provide support for practices in meeting the ongoing demands placed on them in the wake of the pandemic.

During 2018, the BMA negotiated a five-year contract deal for general practice in England, with an agreement reached with NHS England in January 2019. Since then, details on implementation and additional amendments to the agreement have been negotiated annually.

However, as the deal was reached long before the arrival of the COVID-19 pandemic and all the additional and unprecedented challenges it has brought for practices, the committee is calling on the Government to enter negotiations with GPCE for a refreshed, fit-for-purpose contract so that practices can ably take care of patients, and adequately respond to the needs of general practice going forward.

GPCE also called for immediate support for practices in managing the record backlog in the communities, so as to safely care for patients and laid out their intention to begin plans for a profession-wide consultation on the future of General Practice. Read the GPC statement [here](#)

Interpretation Services – Language Empire Services

We have seen an increase in the number of queries around interpretations services and how practices can be supported in communicating with their non-English speaking patients to help the patients best navigate services and receive the information they need in a format they can better understand.

We have raised this with NHSE, who commission the interpretation services, and are exploring further work but in the meantime wanted to remind practices of the procured interpretation and translation (spoken and non-spoken) services provided by Language Empire for primary care practitioners in our area which has been commissioned since 1 April 2021. This service also includes support for deaf and blind patients.

The [services that have been commissioned from Language Empire](#) are:

- Face to face spoken interpreting
- Face to face non-spoken interpreting, including BSL, Lipspeaking and Deafblind communication
- Planned/pre booked telephone interpreting

This allows the practice to book an interpreter in advance online, by email or phone and guarantees access to the service at the time requested. This can operate scheduled three-way telephone conversations with the patient, practice and interpreter at the time booked. They can be contacted for pre-booking by telephone, email or through their booking portal.

- On demand telephone interpreting

This allows a practice to access an interpreter should they require a telephone interpreter immediately.

- Spoken and non-spoken video interpreting
- Written translation to and from English (including Braille, large print, transcription and ancillary services)

There are a number of helpful guides which cover access to services and best practice guides available on the Language Empire NHS England Cumbria and the North East website, which can be [accessed here](#) . Please note that there are different telephone numbers to access different services. There is also a general customer service number (0330 20 20 270).

Language Empire have arranged the following dates and times for remote refresher training sessions on the online booking portal. Each session should last no longer than 30 minutes each, and will cover:

- How to access the portal
- How to request all services
- How to update, amend or cancel bookings
- Feedback channels
- Live Chat Function
- Dashboard Functions

Please click the link for the date and time which suits you:

Date	Time	Link
Monday 21st February 2022	10:30pm – 11:00am	Click here to join the meeting
Monday 21 st March 2022	10:30pm – 11:00am	Click here to join the meeting
Thursday 21 st April 2022	10:30pm – 11:00am	Click here to join the meeting
Monday 23 rd May 2022	10:30pm – 11:00am	Click here to join the meeting
Tuesday 21 st June 2022	10:30pm – 11:00am	Click here to join the meeting

Tees Valley Primary Care Training Hub - Workforce Development Webinars

We have promoted this heavily on various workforce meetings as a way that others can understand primary care needs so please do engage with this return!

The Primary Care Training Hub recognise the requirement of supporting PCNs to fulfil their full potential through workforce development, planning and transformation.

The ICS Primary Care Training Hub have released a Multi-Disciplinary Workforce Training Needs Analysis. This is an opportunity for each practice, PCN and Federation to really understand the skill mix of their workforce and help to identify gaps in training that the Tees Valley Primary Care Training Hub can then in turn, work with the PCN to bring skills up to date, as well as aid in the PCNs and practices succession planning.

In recognition of the importance of having dedicated time to ensure that workforce planning can be undertaken, funding is available to enable you to identify a workforce lead (if you don't have one already) and PCNs will be reimbursed for up to eight hours per month to ensure the workforce lead is able to undertake training and planning within their role.

Tees Valley Primary Care Training Hub are holding meetings to discuss this further and explore how this role could work for your PCN and how we, as a Primary Care Training Hub can support. Please use the links below to book your place.

Wednesday 9th March 12.00 – 12.45 <https://www.eventbrite.co.uk/e/266172457987>

Thursday 17th March 12.00-12.45 <https://www.eventbrite.co.uk/e/266175497077>

Wednesday 23rd March 12.00-12.45 <https://www.eventbrite.co.uk/e/266176249327>

Home Oxygen Order Form (HOOF)

The HOOF is usually completed by secondary care for our patients requiring oxygen therapy. GPs may need to complete this when considering short-term palliative needs of our patients. The HOOF Form A needs to be completed along with the HOCF (consent form) and the IHORM (Initial Home Oxygen Risk Mitigation) form. The Oxygen Lead nurse, Sandra Stych at University Hospital of North Tees can be contacted on 01642 624395 in case of any queries with regards to the oxygen or the apparatus used. She is available on weekdays, between 9 and 5.

Infection prevention control and risk assessments

GPC England and the BMA's Occupational Medicine Committee have now published [guidance on risk assessments for practices](#) to advise that employers should carry out risk assessments and provide mitigations to reduce risk of contracting COVID.

This follows the [abbreviated guidance for practices](#) on COVID-19 Infection Prevention and Control published in January, which includes a template letter to CCGs requesting support with getting RPE supply.

Vaccination as a condition of deployment (VCOD) - what are your responsibilities now?

The Secretary of State for Health, Sajid Javid, [announced](#) that healthcare workers will not require COVID vaccination as a condition of deployment, which the [BMA has welcomed](#) due to the policy's potentially devastating impact on workforce numbers.

However, there is still a professional responsibility for health and social care staff to be vaccinated. It is also a requirement for employers to ensure that employees are protected from infection. Non-vaccinated people should, therefore, be identified and their role should be risk assessed to identify whether or not they should be redeployed into a non-patient-facing role.

Each case will be different depending on the level of risk, the potential other mitigations, the reasons for not getting vaccinated, and the practice set-up. Read more in the BMA [guidance on risk assessments](#), in particular the sections 'After the risk assessment' and 'The approach in primary and secondary care'.

The [BMA Employers Advisory Service](#) will be able to advise practices as employers on an individual basis.

GPC recently published [guidance for GPs and practices](#) which includes a flowchart for practices dealing with vaccine hesitant staff. Note that this guidance is on hold following the announcement and further guidance will be available once the latest regulations are confirmed.

Tees Valley Primary Care Training Hub - 22/23 ACP applications: NOW OPEN

Health Education England have opened the application process for organisations within the north east and north Cumbria to apply for support to train advanced clinical practitioners. The application form is now open, and can be found [here](#).

Further details can be found in [this document](#): Please note this includes details on the new training grant offer 22/23.

Key points to note:

- The supporting document contain details about the funding offer from HEE, employers' responsibilities/commitments and how to apply. If after reading these you still have questions, please email advancedpractice.ne@hee.nhs.uk.
- The application process includes the opportunity to apply for a "fast-track" route to develop employees into new ACP roles when they already have significant experience and qualifications at ACP level.
- The deadline to apply is Sunday 27th March 2022
- You will be notified of the outcome of your application by Friday 15th April 2022.
- Each organisation applying must nominate a single contact to lead on the ACP process and act as a key liaison for all enquiries relating to ACPs. All applications must be approved and submitted by the same lead contact.
- You will be required to submit a job description and job plan for your trainee ACP(s) upon applying, to ensure your application is considered. Further details in the guide.

Tees Valley Primary Care Training Hub – Primary Care Training Hub Knowledge and Library Hub

There is an incredibly useful [online resource](#) that has been developed across the ICS but is underutilised in our area. [This presentation](#) gives a little more information. To maximise searches you will need an Open Athens account but this library provides useful support to evidence based decision making, it places all the NICE guidance in one place and best practice. It is designed to take the heavy lifting out of medical knowledge training and research.

Tees Valley Primary Care Training Hub – Newsletter

Please view the [February newsletter here](#)

Pension tax seminars

NHSE/I are hosting a number of pension seminars in February for GPs aged 50 and over to address pensions and pension tax. There are 25 places available at each seminar, and slots will be offered on a first come, first served basis – book [here](#)

New to Partnership Payment Scheme Evaluation

NHSE/I are evaluating the structure and impact of the [New to Partnership Payment Scheme](#) to understand better how it is viewed by GPs, whether it has made a positive impact, either for you as new partners or in recruiting new partners to your practice. If you have received this grant payment and would be willing to share your experience and feedback, please get in touch by emailing england.newtopartnershipenquiries@nhs.net

GP workforce data

The latest [GP workforce figures \(from December 2021\)](#) have now been published. Following extensive lobbying by the BMA, the data once again include full estimates of the GP workforce (NHS Digital initially removed these estimates in August 2021). There have been several methodological changes since the estimates were last included so figures have been revised back to the start of collection in 2015. The data in this release and future releases is, therefore, not comparable to previous figures.

Data for December shows a decrease of the equivalent of 188 full time fully qualified GPs over the last year since December 2020. We now have the equivalent of 1,516 fewer fully qualified full time GPs than in 2015.

On a headcount basis, over the last year from December 2020 to December 2021 we have lost 454 GP Partners and gained 305 salaried GPs.

It is also worth noting that despite reductions in the fully qualified GP workforce, the average number of patients each GP is responsible for has increased by around 300 – or 15% - since 2015.

Read more about NHS pressures in the BMA [NHS under pressure hub](#), including GP workforce and pressures on the [GP analysis page](#)

Transfer of Care – Acute Inpatient Discharge Standard

Feedback through the national GP bureaucracy review suggested that information relating to patient discharge can, if not done well, impact on timely and safe patient care and create unnecessary workload for GPs. In response, a set of national information standards are to be implemented to standardise and regulate the content of discharge summaries, in a secure electronic format, that secondary care sends to general practice.

The [first standard, relating to Acute Inpatient Discharge for implementation by secondary care providers](#), has now been published. EMIS Web and SystmOne are already compliant with the Transfer of Care initiative and practices using these systems are already able to receive these electronic messages, based on Fast Healthcare Interoperability Resources (FHIR) directly into their workflow. This capability is expected in other Foundation IT systems shortly. [More information and a resource library](#) is available.

2019/20 Pensions Annual Allowance Charge Compensation Policy

The application window for 2019/20 Pensions Annual Allowance Charge Compensation Policy applications has closed (as highlighted previously any GP with an annual allowance charge for 2019/20 needed to submit their employer sign off to [PCSE](#) by 11 February 2022), late applications will only be processed if you have not received your information to submit this, or if your information changes post McCloud.

The Scheme Pays application needs to be in with NHSBSA by the hard deadline of 31 March 202. Late applications will not be accepted, where you have still have not received your information we advise submitting an application with a nominal amount which can be amended at a later date, again another window will open for this if your AA position changes after McCloud.

Read more about the Pensions Annual Allowance Charge Compensation Policy on the [PCSE website](#).

The BMA's advice on annual allowance is available [here](#)

Read more about the McCloud judgement [here](#)

GPC GP Bulletin & Informal Messaging

Read the latest GP bulletin (England) [here](#)

Read GPC Chair twitter page: [Dr Farah Jameel \(@DrFJameel\) / Twitter](#)

Read BMA twitter page: [General Practice \(@BMA_GP\) / Twitter](#)

Read more about the work of the [GPC England](#)

Read practical guidance for [GP practices](#)

BMA COVID-19 guidance

Read the BMA [COVID-19 toolkit for GPs and practices](#), which provides comprehensive guidance for practices to manage contractual issues and service provision during the coronavirus pandemic. You can access all the BMA guidance on COVID-19, including ethical guidance, [here](#). 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](#)

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

Primary care coaching - communications toolkit

In these pressured times it is absolutely critical you look after yourself and your teams. NHSE/I have launched their new communications toolkit, supporting promotion of the NHS England and NHS Improvement Looking After You national coaching service: <https://drive.google.com/drive/folders/1aS8-sTH1W9qv49d9Tq3hhwg9jJZZ5MFs>

Within the toolkit you will find social media images, banners, bulletin copy, website copy and quotes from those who have used the free services. There has been some excellent feedback from those who have accessed coaching, but we are aware there are still many colleagues who are not aware of this available support. It remains a difficult time for the workforce, so we would appreciate any help you are able to give to share these offers.

A member of their team would also be happy to come to meetings or events within regions and systems to talk about the offers: england.lookingafteryou@nhs.net

A coaching landing page hosts all three offers: www.england.nhs.uk/lookingafteryou. Recognising that frontline primary care colleagues involved in the delivery of primary care services, both clinical and non-clinical, continue to face many challenges, NHSE have developed three coaching offers for the workforce:

- 1) Looking After You Too – coaching about you and your wellbeing
- 2) Looking After Your Team – coaching about you and your team
- 3) Looking After Your Career - coaching about you and your career

The coaches are highly skilled and experienced, and all coaching is free and confidential. The sessions are delivered virtually, preferably via a video platform, but telephone appointments are also available. Thousands of people have booked sessions and given positive feedback on their experience.

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'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 is here for you and offers supportive [wellbeing services](#) which include face-to-face counselling. You can access one-off support or, after triage, a structured course of up to six face-to-face counselling sessions. Call 0330 123 1245 today or [visit the website](#) for more information.

For all other support, speak to a BMA adviser on [0300 123 1233](tel:03001231233) or email support@bma.org.uk

[Read more about doctors' wellbeing during the pandemic](#) and on Twitter [@TheBMA](https://twitter.com/TheBMA)

There is also a wealth of [ICS provided support through their North East Support Hub](#) Telephone: 0191 223 2030 or Email: Hubstheword@cntw.nhs.uk or via online form on the website

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.