

# SHEFFIELD LOCAL MEDICAL COMMITTEE

# Newsletter

# JUNE 2015

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### ANNUAL CONFERENCE OF LMCS 2015

General Practitioners Committee (GPC) and LMC representatives meet at the Annual Conference of LMCs. Proposals from individual LMCs across the country are debated, alongside those from the GPC. The outcome of the debate determines the framework for the profession's negotiations.

The 2015 Conference was held in London on Thursday 21 and Friday 22 May. As well as the motions submitted for debate, there were numerous other opportunities to debate and learn more about the current "hot topics" of particular interest to general practice, such as:

- a keynote speech from Dr Chaand Nagpaul, Chair of the GPC;
- breakout groups;
- a soapbox session;
- an Ask the Executive session.

A report on the main items of note can be downloaded from the LMC website at:

[http://www.sheffield-lmc.org.uk/Reports/Annual\\_Conference\\_of\\_LMCS-2015.pdf](http://www.sheffield-lmc.org.uk/Reports/Annual_Conference_of_LMCS-2015.pdf)

More detailed information, such as links to webcasts and Dr Chaand Nagpaul's keynote speech, can be accessed via:

<http://bma.org.uk/working-for-change/negotiating-for-the-profession/bma-general-practitioners-committee/lmc-conference>

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### PATIENT IDENTIFIABLE INFORMATION

The LMC often receives requests for advice on queries relating to patients. In many cases this will involve sending copies of documents to the LMC office to ensure that we can provide the correct guidance, make direct contact with other organisations on the practice's behalf etc.

It is of concern that some practices continue to send hard copy communications to the LMC office that are not fully anonymised.

We would like to remind practices that to protect patient confidentiality and ensure that practices and the LMC do not breach their data protection procedures, documentation must not contain patient identifiable information (name, address, NHS number etc).

Thank you.

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### DRIDEX MALWARE ATTACK

The Health and Social Care Information Centre (HSCIC) wrote to a number of GP practices in March and April that had been identified as being infected with malicious software known as Dridex, which infects systems via macro-enabled documents and .xml attachments sent by email.

The letter from HSCIC contained advice on the actions that need to be taken by practices against this malicious software, and requested that practices confirm with HSCIC that the necessary actions had been taken.

Of 1200 GP practices affected, only around 500 so far have provided such confirmation to HSCIC. Therefore, the GPC has asked LMCs to cascade this reminder to practices to help ensure those affected have taken these important actions.

Please note that only those practices already written to by HSCIC need take action.

Where practices require further advice, they can contact HSCIC via [enquiries@hscic.gov.uk](mailto:enquiries@hscic.gov.uk) quoting 'cyber incident' in the subject line or by calling 0300 303 5678, selecting option 2.

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### **NAMED ACCOUNTABLE GP FOR ALL PATIENTS**

As you will be aware, the 2015/16 contract negotiations included the extension of the named GP requirement to all patients.

The contractual requirement is that by 31 March 2016 all practices will need to include on their website reference to the fact that all patients, including children, have been allocated a named, accountable GP.

The GPC has produced guidance, available at the link below, which aims to help clarify how GP practices can fulfil this requirement:  
<http://bma.org.uk/practical-support-at-work/gp-practices/named-accountable-gp-for-all-patients>

In addition, NHS Employers has published an FAQ on the issue, which is available at:  
<http://www.nhsemployers.org/your-workforce/primary-care-contacts/general-medical-services/faqs-and-queries/gms-faqs#10>

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### **OVERSEAS VISITORS AND PRIMARY CARE**

The Department of Health (DH) has recently issued guidance on implementing the overseas visitor hospital charging regulations 2015.

The British Medical Association (BMA) guidance on this and the impact on primary care has been updated.

The guidance covers issues such as:

- Duty of care;
- Pre-existing conditions;
- Discretionary registration;
- Temporary residents;
- Discrimination;
- Requesting formal identification;
- Care on a private basis.

The revised guidance can be accessed via the BMA website at:  
<http://bma.org.uk/practical-support-at-work/gp-practices/service-provision/overseas-visitors-and-primary-care>

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### **CHOOSE AND BOOK (C&B) DEFER TO PROVIDER FUNCTION**

*Article submitted by Sarah Chown,  
Programme and Projects Co-ordinator,  
Informatics Directorate, Sheffield  
Teaching Hospitals NHS Foundation  
Trust (STHFT)*

Many practices will have undergone C&B refresher training (provided by the Commissioning Support Unit) or will have requested practice training, which would have included information on the Defer to Provider function.

This function has been available since C&B was launched in 2004. However, as there still appears to be some confusion around its availability and use, please find to follow information which aims to clarify this process for practices:

- All available appointments within the target periods are available on C&B - if there are no appointments showing as available, it is likely that the service in question is unable to match the service demand.
- This is a particular problem in certain specialties, eg gynaecology, neurology and

orthopaedics. In addition, some specialities may have problems with capacity on an ad hoc basis for a variety of reasons, such as staff vacancies.

- When no appointments are available, the referrer should defer the responsibility for booking the appointment to the patient's chosen provider using the Defer to Provider function.
- Please do not select an inappropriate service just because it has slots available, as this will result in the referral being delayed whilst it is reviewed and referred on to the appropriate service.
- Deferring to provider does not mean that STHFT is holding back appointments that are not available to practices - it means that ad hoc arrangements have to be made with clinicians to provide additional capacity to see patients.
- The status of the patient's referral will remain on the STHFT Awaiting Booking / Acceptance Worklist until it is booked.
- The Deferral Options Summary screen will indicate a date by when the patient should have heard from their chosen provider – this will be based on the priority of the referral.
- When a referral has been Deferred to Provider, some departments with waiting list issues may need to create a dummy appointment slot for the patient, until it can be agreed with a consultant that an additional clinic slot can be scheduled. This enables them to view the referral letter.
- The practice will see that the patient has been allocated an appointment. However, this is very rarely the appointment that will be communicated to the patient. Therefore if a patient contacts the practice to ask about an appointment that has been Deferred to Provider, the patient should not be advised of their appointment date, but should be

advised that STHFT will contact them regarding their appointment, or they should be provided with the name and contact details for that service (available on C&B).

- Once the referral letter has been reviewed and graded and the consultant has agreed a time at which to see the patient, STHFT will allocate an appropriate appointment.

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### **PATIENT GROUP DIRECTIONS (PGDS) AND PATIENT SPECIFIC DIRECTIONS (PSDs)**

There have been a number of regulatory and organisational changes within the NHS since the GPC last produced guidelines on PGDs and PSDs in 2010.

In particular, a NICE guideline has been published and subsequently revised on this matter and, as a consequence, aspects of the original GPC advice have been updated.

The updated GPC guidance is available via the LMC website at:  
<http://www.sheffield-lmc.org.uk/OG09/Patient%20Group%20Directions.pdf>

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### **GP PRACTICE ANNUAL COMPLAINTS DATA**

NHS England has written to GP practices asking them to submit data on written complaints received by the practice between 1 April 2014 and 31 March 2015.

This is an NHS-wide data collection and asks practices to submit numbers of written complaints made by patients (or others acting on their behalf) about GP services.

The figures to be submitted are total numbers of complaints by service area and subject of complaint, and the number of these that were upheld.

No personal confidential data is included in this collection.

The questions are unchanged from previous years' collections, but will now be collected through the Primary Care Web Tool.

The GPC has clarified that this is a statutory requirement under The Local Authority Social Services and NHS Complaints (England) Regulations 2009 and, therefore, practices are advised to complete the return.

The deadline for submission is **Wednesday 8 July 2015**.

The letter sent out to practices, and guidance on completion, are available below:

[http://www.hscic.gov.uk/media/12643/KO41b-Collection-letter/pdf/KO41B\\_GP\\_Practice\\_Introduction\\_Letter.pdf](http://www.hscic.gov.uk/media/12643/KO41b-Collection-letter/pdf/KO41B_GP_Practice_Introduction_Letter.pdf)

[http://www.hscic.gov.uk/media/12644/KO41b-Guidance/pdf/KO41\(b\)\\_GP>Returns\\_Guidance\\_2014-15.pdf](http://www.hscic.gov.uk/media/12644/KO41b-Guidance/pdf/KO41(b)_GP>Returns_Guidance_2014-15.pdf)

Please note that NHS England will soon be consulting on future changes to the collection of complaints data from practices, and the GPC will be submitting views.

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### **SESSIONAL GPs E- NEWSLETTER**

The May edition of the Sessional GPs e-newsletter is available on the BMA website at:

<http://bma-mail.org.uk/t/JVX-3E2WH-1BJCJOU46E/cr.aspx>

The main articles include:

- Annual Conference of LMCs;
- Top tips for working in out of hours;
- Your fee questions answered;
- Confidential counselling;
- Update your clinical know-how;
- Your retirement made simple.

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### **ROUNABOUT'S ANNUAL OPEN EVENING**

*Article submitted by Amy Casbolt,  
Fundraising Co-ordinator, Roundabout*

**Thursday 9 July 2015  
6 – 7.30 pm**

**Theatre Delicatessen, The Moor**

Roundabout, Sheffield's local youth housing charity, will be hosting its Annual Open Evening on Thursday 9 July, and we would be delighted if you could join us for the event.

Roundabout supports 150 homeless young people in Sheffield every day. Demand for our service has never been greater, but our open evening will give us the opportunity to celebrate all that Roundabout has achieved over the past twelve months and invite past and present service users to speak about their experiences with Roundabout.

Please pass on our invitation to your contacts and encourage them to come along.

RSVP to Amy Casbolt via email [acasbolt@roundaboutltd.org](mailto:acasbolt@roundaboutltd.org) or tel: (0114) 2536753.

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Please forward any articles, comments etc for inclusion in the LMC newsletter to the LMC office via email to:  
[manager@sheffieldlmc.org.uk](mailto:manager@sheffieldlmc.org.uk)

**Articles for the July edition to  
be received by Friday 10 July**

**Further submission deadlines  
can be found at:**

[http://www.sheffield-lmc.org.uk/Newsletters14/VB\\_and\\_Newsletter\\_Deadlines.pdf](http://www.sheffield-lmc.org.uk/Newsletters14/VB_and_Newsletter_Deadlines.pdf)