



## LINCOLNSHIRE LMC NEWSLETTER

BY LINCOLNSHIRE LMC SECRETARIAT

Welcome to our monthly newsletter.

To look at our past newsletters please go to:  
[www.lincslmc.co.uk/newsletters](http://www.lincslmc.co.uk/newsletters)

For more information on the articles published in  
this newsletter, please contact:  
[info@lincslmc.co.uk](mailto:info@lincslmc.co.uk)

To keep up to date with the latest LMC  
information follow us on social media:  
[@LincolnshireLMC](https://twitter.com/LincolnshireLMC)

### LINCOLNSHIRE LMC NEWSLETTER

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# REFERRING PATIENTS TO BE ASSESSED BY A SPECIALIST

BY KIERAN SHARROCK

Lincolnshire LMC has generated a letter which practices can use when sending a patient to A&E. Please use this form to indicate why you are sending the patient to A&E rather than admitting through another pathway.

When we assess a patient and decide that they require hospital admission it is best practice to discuss this referral with the appropriate specialist and arrange for the patient to be admitted to the appropriate admissions unit. In recent times, however this has become more difficult. There are now multiple pathways to admit patients, should we send the patient to medical admissions, SDEC, IAC, or whatever the current name is? When we try to contact a specialist, we can spend hours waiting for switchboard to answer and then further hours waiting for the specialist to answer their pager. And when we do speak to the specialist, they say “send the patient to A&E”.

What is even more frustrating is that GPs then get criticised for misusing A&E.

To counteract this we have developed a form which you can use to highlight why you are sending the patient to A&E. This form highlights what why the patient is in A&E rather than an admissions unit.

Please indicate why you are sending patient to A&E	Yes	No	Details
Appropriate pathway- Patient has had an accident or is an emergency			
I have tried to speak to specialist/admissions unit to refer but was unable to get through			
I have spoken to a specialist/admissions unit and they have told me to send the patient to A&E			

Please continue to try to make the appropriate specialist referral but if you are unable to get hold of a specialist, or they advise you to send the patient to A&E, then please use this form, so that the patient gets seen by the appropriate specialist as quickly as possible.

This form can be downloaded by going to this guidance page:  
[www.lincslmc.co.uk/referringpatientstoaspecialist](http://www.lincslmc.co.uk/referringpatientstoaspecialist)



# NEW LMC MEDICAL DIRECTOR

BY KATE PILTON

Lincolnshire LMC is pleased to announce that Dr Reid Baker has been appointed as its new Medical Director.

Dr Baker is currently the Co-Clinical Director for East Lindsay Primary Care Network (PCN), alongside his roles as GP Partner and Director/Company Secretary for Lincolnshire LMC Limited. He brings a huge wealth of experience that will be of great benefit as he continues the work achieved by the current Medical Director Dr Kieran Sharrock, who has taken up a National role on the GPC Executive.



## NATIONAL TELEPHONY OFFER

BY STEVE PITWELL

To support GP practices and as part of Winter Access Funding, NHS Digital are releasing Teams Phone System for outbound calls. This is a nationally funded service provided at no cost for organisations that have requested to participate.

Practices will be able to make outgoing calls via teams thus freeing up telephone lines for incoming calls.

The system for outbound calls can be used through MS Teams to call the mobile or landline telephones of patients and other external contacts in a secure, straightforward way. It can be used for patient telephone appointments.

Full details of the service can be found [here](#).  
**[Using Microsoft Teams for outbound telephone calls – NHSmail Support](#)**



# EMERGENCY CONTACT DETAILS FOR HOSPITALS

BY KIERAN SHARROCK

When making an emergency referral to hospitals it is best practice to discuss the patient with the on-call specialist in advance of referral. This has traditionally been difficult due to problems with switchboards and getting in contact with the specialist. To facilitate this, we have asked for, and now been provided with, a list of contact details for hospitals in and around Lincolnshire which practices can use when making referrals.

This list is available on the LMC website:  
[www.linclmc.co.uk/emergencycontactdetailsforhospitals](http://www.linclmc.co.uk/emergencycontactdetailsforhospitals)



## NEW PROCESS FOR PODIATRY REFERRALS

BY KIERAN SHARROCK

From Tuesday 4th January 2022 all Podiatry referrals should be sent electronically via Lincolnshire Elective Activity Coordination Hub (EACH). Referrals will be triaged by LCHS clinicians' and processed accordingly.

Patients may be diverted to secondary care, Community Surgical Scheme, or podiatric surgery if this is deemed most appropriate. The EACH will divert the referral on behalf of the practice.

This process is the same for referrals to the Multi-disciplinary Diabetic Foot Team (MDFT) clinic at ULHT. MDFT referrals should go to podiatry for clinical triage, and not be sent straight to the MDFT.

Patients can still self-refer directly to podiatry, and podiatry will triage appropriately, and EACH will refer onwards as required.





# PATIENT ACCESS TO RECORDS

BY KATE PILTON

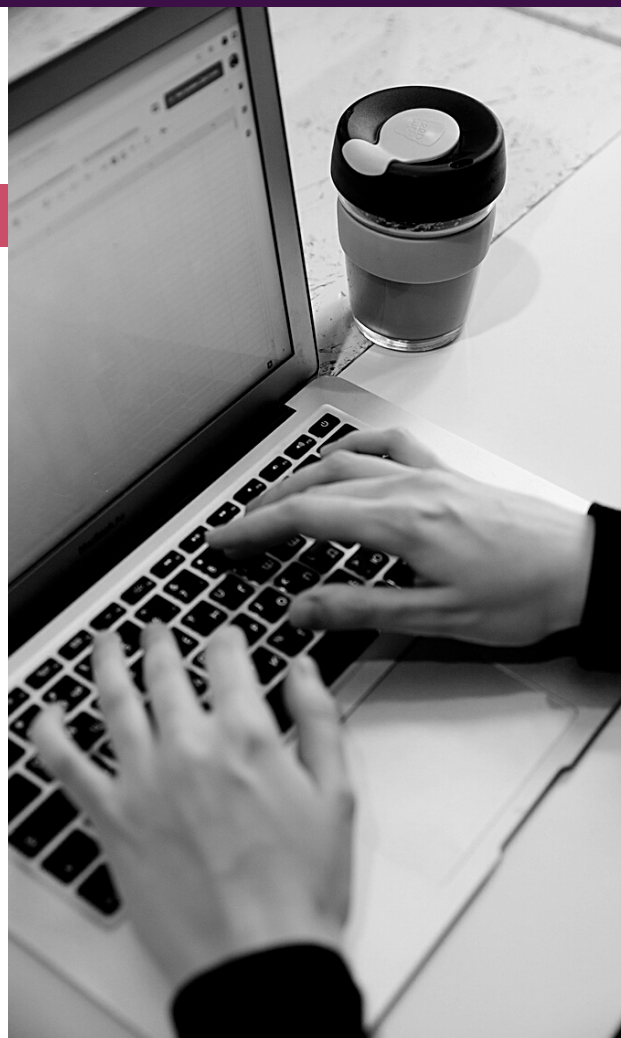
From April 2022, patients with online accounts such as through the NHS App will be able to read new entries in their health record. This applies to patients whose practices use the S1 and EMIS. It means practices will need to consider the impact of each entry, including documents and test results, as they add them to a patient's record.

NHS X are running a series of webinars on this topic, book your place here:

<https://www.events.england.nhs.uk/getting-ready-for-all-patients-to-have-access-to-their-future-data>

Further information is available here:

<https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/accelerating-patient-access-to-their-record>



## GPAS – PILOT SITES NEEDED

**General Practice Alert State**

BY KATE PILTON

For many years we have been notified of the alert statuses for hospital trusts & asked to divert patients away, while at the same time being inundated with patients in General Practice. Having no alert state has made it difficult to report this into the system. However, we are now able to roll out an alerting system for General Practice in Lincolnshire.

The General Practice Alert State (GPAS) is a simple system that collects a small amount of anonymised data so that it can be indicated to the broader system the strain that General Practice is under. It presents data in a simple to understand format which can compete with OPEL data collected on various system dash boards. The anonymised data will be collated by LMC & distributed the wider system

GPAS is being introduced to all Lincolnshire Practices from March 2022. Data collection takes place on a Tuesday each week & should take no more than a couple of minutes.

We are currently looking for pilot sites to trial GPAS with. If you are interested in piloting GPAS please email [laura.dexter1@nhs.net](mailto:laura.dexter1@nhs.net) for further details.

# OFFSITE STORAGE OF GP PAPER RECORDS

BY KATE PILTON

The CCG is to fund the offsite storage of all paper medical records. Please see the attached for details. If you have any queries, please contact: Nigel Kenward, Project Manager, Digital Transformation Team, NHS Lincolnshire CCG:  
E: [nigel.kenward@nhs.net](mailto:nigel.kenward@nhs.net)  
T: 07552 855357.

Attachments can be found and downloaded by following this link: [www.lincolnshirelmc.co.uk/offsitestorageofgppaperrecords](http://www.lincolnshirelmc.co.uk/offsitestorageofgppaperrecords)



## Lincolnshire LMC General Practice Infographics



We have created infographics for general practices to use on their websites and social media. These infographics inform patients on key services to use and how general practices are currently operating.

[www.lincolnshirelmc.co.uk/generalpracticeinfographics](http://www.lincolnshirelmc.co.uk/generalpracticeinfographics)





**Friday 15th July 2022 - Evening**

**A very special occasion for our General Practice Heroes.**

***Save the Date!***

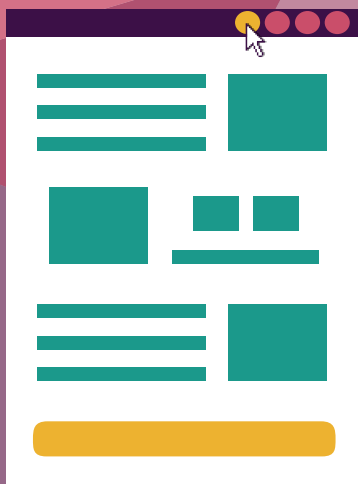
**We will be shining light on the incredible work you do, to thank all general practice staff, to reflect and to look forward to a positive future!**

**This event includes dinner, entertainment and some special guests.**

**All Lincolnshire general practice staff are invited.**

**Invitations to be sent shortly.**

## **Lincolnshire LMC Information Pack**



**Our information pack contains useful resources to ensure you and your practice receive the best support from us. You can access the pack by scanning the QR code or by going to our dedicated webpage:**

**[www.lincsllmc.co.uk/informationpack](http://www.lincsllmc.co.uk/informationpack)**

# FOLLOW US ON SOCIAL MEDIA

To ensure you keep up to date with the latest information from the Lincolnshire LMC Follow us on:

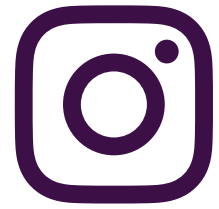
**@LincolnshireLMC**



**twitter**



**facebook**



**Instagram**

## USEFUL LINKS

### Training resources:

- [Lincolnshire Training Hub](#)
- [E-Learning for Health \(e-LfH\) Programmes](#)
- [NB Medical Education](#)
- [GP Forum CPD Opportunities](#)

### Resources:

- [We are with you](#)

### Networking:

- [Lincoln Medical Society](#)

### Newsletters:

- [Sessional GPs e-newsletter](#)
- [GP Weekly Bulletin \(England\)](#)
- [GP Trainee Newsletter](#)
- [Practice Manager Association News](#)
- [One You Lincolnshire newsletter](#)

### Buying Group:

- [Latest LMC Buying Group Update](#)





# VACANCIES IN LINCOLNSHIRE GENERAL PRACTICE

To view each listing please click on the vacancy titles.



**Adv. Clinical Practitioner – Harrowby Lane Surgery.**

E: karen.brewster@nhs.net | T: 01476 579494

**Adv. Nurse Practitioner – Branston & Heighington**

E: ian.green2@nhs.net | T: 01522 793260

**Adv. Paramedic Practitioner – Moulton Medical Centre**

E: t.zeferino@nhs.net | T: 01406 370265

**Clinical Pharmacist – Parkside Medical Centre**

E: l.baldwin2@nhs.net | T: 01205 365881

**GP Salaried or ANP – Woodhall Spa New Surgery.**

E: tessa.clark@nhs.net | T: 01526 353888

**Locum GP – Welton Family Health Centre**

E: nadina.prestedge@nhs.net | T: 01673 571210

**Part Time Salaried GP – Church Walk Surgery.**

E: kari.buffey@nhs.net | T: 07914800625

**Practice Manager – Branston & Heighington**

E: ian.green2@nhs.net | T: 01522 793260

**Prescribing ANP – Moulton Medical Centre**

E: t.zeferino@nhs.net | T: 01406 370265

**Receptionist – Vine House Surgery.**

E: mandy.peberdy@nhs.net | T: 01476 576851

**Salaried GP – The Deepings Practice**

E: recruitment@deepingspractice.nhs.net | T: 01778 579000

**Salaried GP – Harrowby Lane Surgery.**

E: karen.brewster@nhs.net | T: 01476 579494

**Salaried GP – Moulton Medical Centre**

E: t.zeferino@nhs.net | T: 01406 370265

**Salaried GP – Parkside Medical Centre**

E: l.baldwin2@nhs.net | T: 01205 365881

**Salaried GP – Branston & Heighington**

E: ian.green2@nhs.net | T: 01522 793260

**Salaried GP, ACP and NP – Merton Lodge Surgery.**

E: ianatkinson1@nhs.net | T: 01507 309094

**Treatment Room Nurse, Church Walk Surgery.**

E: kari.buffey@nhs.net | T: 07914800625

All vacancies can be found at: [www.lincsllmc.co.uk/jobs](http://www.lincsllmc.co.uk/jobs)

# USEFUL NON-CLINICAL WORKSHOPS AVAILABLE

The LMC is running a series of virtual workshops to help practice staff to learn techniques to cope with difficult and challenging situations in practices and to improve the patient experience at the same time.

Workshops available include:

- **Exceptional Customer Service**: The key objective is to enable primary care staff to consistently work towards delivering exceptional customer service while working under pressure.
- **Having Difficult Conversations**: This enlightening session will help delegates to understand the skills that are needed when having difficult conversations.
- **Improving the Patient Experience**: Attendees will examine the expectations of the patients and looked at creative ways to manage these effectively using a range of communication tools.
- **Conflict Resolution**: This course will provide delegates with the skills to deal with difficult people in the workplace. Delegates will be more confident in their ability to deal with these tricky situations.
- **Dealing with Abusive, Aggressive & Violent Behaviour**: There has been a significant increase in cases of abusive, aggressive, and violent behaviour towards staff in general practice. This course will focus on the techniques which will give staff the practical skills needed to deal with any type of challenging behaviour.

IMPACT  
lincs  
*take-30*  
AND LET'S TALK



## OUR SERVICES

[www.lincsImc.co.uk/impactlincs](http://www.lincsImc.co.uk/impactlincs)

### **Mentoring & Coaching Service:**

Mentoring & coaching can benefit you and your organisation in many ways.

Our trained mentors can support you to make positive steps forward in your career and personal life. Mentoring sessions can take place at a time & place to suit you.

### **Take-30**

This service aimed at providing confidential peer support for busy GP's, Practice Managers, Nurses & all other Practice Staff Members as they work through everyday challenges.

This service is available free of charge for all Lincolnshire General Practice Staff between 10am & 4pm for initial contact, Monday to Friday.

To find out more about both of these services, contact us: Email: [info@lincsImc.co.uk](mailto:info@lincsImc.co.uk) or call: 01522 576659