



LINCOLNSHIRE LMC NEWSLETTER

BY LINCOLNSHIRE LMC SECRETARIAT

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SHARED DECISION MAKING (SDM)



Shared Decision Making (SDM) is a fundamental principle of good quality consultations between clinicians and patients. The focus of the Network Contract DES requirement on SDM is on improving the quality of those conversations by providing PCN clinicians an opportunity to refresh their skills and to develop a better understanding of their patients' experience of involvement in decision making conversations about their care and treatment.

Training requirements for SDM:

The Personalised Care Institute curriculum (2020) articulates the values, behaviours and capabilities required by a multi-professional workforce to deliver personalised care. The eLearning course on SDM (which PCN clinical staff must undertake), covers aspects of communicating and building relationships with patients, as well as to engage, enable and support them.

Note: By 30 September 2022, a PCN must ensure all clinical staff complete the Personalised Care Institute's 30-min e-learning refresher training for Shared Decision Making (SDM) conversations.

Quality Audits:

There are a number of available tools that enable patient experience of SDM to be measured. It is recommended that CollaboRATE or SDM Q9 are routinely used in order to measure patient experience

- CollaboRATE – a 'fast and frugal' patient-reported measure of SDM containing 3 brief questions that patients, their parents, or their representatives, complete following a clinical encounter.
- SDM-Q9 – 9 item questionnaire that measures the extent to which patients are involved in the process of decision making.

Note: By 31 March 2023, a PCN must audit a sample of their Patients' current experiences of shared decision making through use of a validated tool and must document their consideration and implementation of any improvements to SDM conversations made as a result.



Article by Nick Turner,
Practice Support Officer,
Lincolnshire LMC.

The Care Quality Commission (CQC) has a page on its website titled – GP Mythbusters.

The site clears up some common myths about their inspections of GP services and share agreed guidance of best practice.

They are listed under the five key questions that they ask about services.

We have been informed that the following MythBusters have been updated.

- [GP mythbuster 26: General practice nurses](#)
- [GP mythbuster 40: GP Fit Note](#)
- [GP mythbuster 50: GP locums](#)
- [GP mythbuster 95: Non-medical prescribing](#)
- [GP mythbuster 104: Cervical screening](#)

Unfortunately, we have no way of detailing the specific changes, therefore Practices should read the updated documents to ensure they meet the requirements



Article by Nick Turner, Practice Support Officer, Lincolnshire LMC.



WRITTEN COMPLAINTS GP COLLECTION-KO41B

The KO41b complaints collection for GP practices is open NOW until 11 September 2022.

This collection refers to complaints received between 1 April 2021 and 31 March 2022. It is a STATUTORY requirement to declare complaints information as detailed in the [2009 complaints regulations](#).

The information obtained from the KO41b collection monitors written complaints received by the providers of NHS primary care services during each financial year. This information is made available through an [annual publication](#) on the NHS Digital website.

Each GP practice will be invited by email to make a GP primary care complaints return on the NHS Digital Strategic Data Collection System (SDCS) accessed via this [link](#)

Details about how to submit the return are available [here](#)

The following areas are requested as part of the return, so it would be a good idea to have these areas categorised when you keep complaint information locally.

- National ODS Code of involved organisation
- Name of involved organisation
- Number of complaints carried forward
- Number of new complaints received during the reporting period
- Number of complaints resolved during reporting period
 - Of the resolved the number that were fully upheld
 - Of the resolved the number that were partially upheld
 - Of the resolved the number that were fully not upheld
- Number of unresolved complaints carried forward to next period
- For the number of new complaints during the reporting period breakdown by:
 - age of patient
 - who is complaining
 - Subject Area
 - Staff Group

Note: Any problems or issues with the SDCS tool please contact the NHS Digital data collection team at: data.collections@nhs.net



LMC SUPPORT FOR PRACTICES

Lincolnshire LMC exists solely to represent, advise, and support GPs and their practices (including practice staff) with the aim of helping you to continue to provide great care.

This support comes in many different forms. Examples of what we can offer are:

- Actively keeping in-touch with all Lincolnshire practices, whether that be through emails, phone calls or in-person visits. Please engage with us and check your details are up to date.
- Facilitating Support Network events (which so far have included claiming for enhanced services, GPAS and GPAD and SystmOne features). We are open to future ideas from anyone. Let us do the planning and preparation for the benefit of everyone.
- CQC preparation and run-throughs (including clinical-team visits). A half-day at your Practice can relieve the pressure of knowing how prepared you are for CQC. A fresh set of eyes can be a very useful tool. Don't wait for an inspection date, let us help you now.
- Promoting wellbeing in your team through our extensive online resources. Feeling the pressure now? Call our telephone support services (Take-30) to speak to a trained mentor. Don't let it build up, we can help. Looking to the future, Impact Lincs could be the service for you. Let us help to guide you.
- Practitioner Support. Lincolnshire LMC offers professional support for practitioners who may be struggling with challenges or obstacles which are causing a negative impact on their lives, wellbeing or performance in the workplace. The Practitioner Health Service (www.practitionerhealth.nhs.uk) is a free, confidential NHS service for doctors and dentists across England with mental illness and addiction problems, who are working or looking to return to clinical practice.
- The rates of mental illness in doctors are higher than those of the general population and in addition to this, healthcare professionals face a number of barriers to accessing healthcare. Concerns about confidentiality of the service often prevent doctors accessing services through their own GP.
- Guidance on how to access the service is given on the website above.
- News and Guidance pages. We do our utmost to keep you up to date on the changes that are happening that affect Primary Care.
- Training events for your teams. Develop you team, they will appreciate the opportunity and help the practice to continue to offer the very best service for its patients.

All the details are available at <https://www.lincsllmc.co.uk/> including all the ways you can get in contact with us or follow us on Social Media.

We are here for you.



Article by Nick Turner,
Practice Support Officer,
Lincolnshire LMC.

GPDF ANNUAL REPORT AND FINANCIAL STATEMENTS 2021

The Annual Report and Financial Statements for the year to 31 December 2021 has been published and distributed to Members of the Company with details of the Annual General Meeting.

The report can be viewed by following the link below:
[GPDF-Annual-Report-and-Financial-Statements-2021.pdf](#)

LINCOLNSHIRE GENERAL PRACTICE APPOINTMENT INFOGRAPHICS

Appointments in Lincolnshire General Practice July 2022



69% were face-to-face appointments:

261K

In July 2022 Lincolnshire's GP surgeries completed:

377K
appointments

54% of appointments were offered within 24 hours

205K

hw | lincs healthwatch
Lincolnshire
Proud to deliver....

Source of data: NHS Digital

lincolnshire lmc

Every month we create infographics using NHS digital's Lincolnshire General Practice Appointment Data.

General practices can download any of our infographics from our website: [General Practice Infographics \(lincs.lmc.co.uk\)](https://lincs.lmc.co.uk) and share them with their patients via their social media or websites

Infographics by Laura Dexter, Administrative Assistant, Lincolnshire LMC



PCNS – CLARIFICATION ON CQC REGISTRATION



Following concerns and some confusion at local level regarding Primary Care Networks (PCNs) and Care Quality Commission (CQC) registration, the following clarification has been provided by CQC:

‘It is important to remember that only legal entities can register with CQC. If a provider is a collaborative, such as a PCN, and is not a legal entity then it cannot carry out regulated activities and therefore it cannot be registered with CQC. In a situation where a PCN is not a legal entity, and the constituent members are already registered with CQC for the delivery of regulated activities they provide as part of the network (including extended access) they will not need to register separately from the constituent practices, however it is advised that providers amend their statement of purpose to accurately reflect the additional roles they will assume as a participant member of a PCN.

In a situation where a new or currently unregistered provider organisation is formed as a legal entity AND the organisation will have ongoing direction and control of the delivery of regulated activities it would be required to register with CQC. If a PCN becomes a legal entity but does not directly control and deliver regulated activities (for example by supplying staff to assist constituent practices to deliver their regulated activities) there is no need to register with CQC. Please note that new applications for registration can take up to 10 weeks to process. The exact timeframe will depend upon the complexity of the application and the availability of key information requested by the registration inspector.’

In addition to this statement, GPC England officers and staff will be working with CQC to develop and publish responses to a range of FAQs addressing PCNs and registration.

Article by Nick Turner,
Practice Support Officer,
Lincolnshire LMC.

NEW FLU ENHANCED SERVICE SPECIFICATIONS AND COLLABORATION AGREEMENT

NHS England and NHS Improvement (NHSE/I) has now published the service specifications for 2022/23 flu (including childhood flu and collaboration) vaccination programmes.

As practices will be aware from the previous NHSE/I flu letters, practice staff are still **NOT** included within the eligible cohorts for the programme. Although vaccinations for practice staff cannot be reimbursed, it is recommended that frontline healthcare workers should be vaccinated by Practices as part of their organisation's policy to prevent the transmission of infection.

GPC has raised serious concerns about this as including practice staff within the eligible cohort would improve uptake, protect patients, and help maintain workforce. We have repeatedly raised our concerns about this with NHSE/I, especially as practice staff were included in last year's programme, and this is something that we are continuing to discuss with NHSE/I as a matter of urgency.



Article by Nick Turner,
Practice Support Officer, Lincolnshire LMC.

TRUST REGISTRATION REQUIREMENTS - FIFTH MONEY LAUNDERING DIRECTIVE (5MLD)

On 10 January 2020, the Fifth Money Laundering Directive (5MLD) was transposed into UK law. One objective of the 5MLD was to broaden the scope of trusts required to comply with and sign up to the Trust Register Service (TRS), which may apply to some GP surgeries depending on how they are structured.

Property-owning GP partners may be required to register, particularly where the names on the land registry entry do not match the names of the property-owning partners, or where there are more than five surgery-owning partners. Similarly, and depending on the precise wording of your Primary Care Network (PCN) agreement, monies held by one practice on behalf of a PCN could be construed as the formation of a trust and may trigger a registration requirement.

Unless exempt, 5MLD requires the express trusts to register with the TRS. HMRC has published [guidance](#) on what may constitute an express trust and instances where [exemptions](#) may apply.

If you are unsure whether you need to register with the TRS, it is important that you receive independent legal advice, as a failure to register may result in financial and criminal penalties. The deadline for registration is **1 September 2022**.

SECTION 49 REPORT GUIDANCE - MENTAL CAPACITY ACT 2005

Under section 49 of the Mental Capacity Act 2005 (the “MCA”), the Court of Protection (the “CoP”) may require NHS health bodies and local authorities to arrange for a report to be made for the purpose of considering any question relating to someone who may lack capacity. Producing a report is a complex process involving assessing the patient, reviewing notes, discussing with relevant professionals and compiling information. The amount of time required to review a long and complex set of medical records presented can be significant.

The definition of ‘NHS body’ does not include GP practices, even if their contractor (ICB) is. Therefore, practices cannot be directly ordered by the Court of Protection to produce a report under section 49.

Although it is possible for an NHS body (e.g. an NHS Trust) that had been ordered to arrange for a report to be made to request that someone else produce a report (under section 49(3)), e.g. a GP – in doing so, the trust cannot compel a GP as an independent practitioner to do the work and if the GP agrees to do the work, he/she is entitled to be paid a rate agreeable to the GP.

Read more in this [guidance](#) by the BMA’s [Medico Legal Committee](#)

LINCOLNSHIRE LMC GP & ANP CONFERENCE

Managing Workload & Supporting Colleagues

**BOOK
NOW!**



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](#)

Buying Group:

- [Latest LMC Buying Group Update](#)



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VACANCIES IN LINCOLNSHIRE GENERAL PRACTICE

To view each listing please click on the vacancy titles.

[Adv. Clinical Practitioner – Harrowby Lane Surgery](#)

[Health Care Support Worker – The New Springwells Practice](#)

[Medical Secretary – Heart of Lincoln Medical Group](#)

[Part-time Salaried GP – Hibaldstow Medical Practice](#)

[Qualified Dispenser – The New Springwells Practice](#)

[Salaried GP \(part-time\) – The Glebe Practice](#)

If you would like your job listing advertised on our website, please send the advert to laura.dexter1@nhs.net.

Your advert should only be one A4 page and should include:

- Job title
- Location
- Practice logo or image
- Short overview of the role or the practice.
- Salary and any benefits
- Contact information & link to your practice's website
- Closing date of job listing

Your advert should preferably be sent to us as a PDF format.

Alternatively, you can submit your job listing here: [Create Listing](#)

Note: this will have to be approved by a Lincolnshire LMC administrator

All vacancies on the Lincolnshire LMC website can be found at: www.lincsllmc.co.uk/jobs

NEXT MEETING: 21ST SEPTEMBER 2022

Organised by Nick Turner,
Practice Support Officer

PRACTICE MANAGEMENT SUPPORT NETWORK

BOOK HERE

lincolnshire *lmc*
supporting lincolnshire's general practices to provide great care



TAKE-30 SERVICE

Feeling Frazzled?



www.lincolnlmc.co.uk/wellbeing

Our Take-30 phone support service is available for all Lincolnshire practice staff between 10am and 4pm, weekdays.

This is a great opportunity to talk through daily challenges with someone that understands what it is like working in a practice.

Don't bottle things up, offload! Take-30 and let's talk things through in a safe, supportive environment.

take-30
AND LET'S TALK



info@lincolnlmc.co.uk



01522 576659

IMPACT
lincs