

## Lincolnshire LMC Weekly Update - 04/02/2022

Lincolnshire LMC's weekly update is an overview of our published information relevant to practices.

All of our weekly updates can be found on our website: [www.lincslmc.co.uk/weeklyupdates](http://www.lincslmc.co.uk/weeklyupdates)

### Practice Updates

**National Telephony Offer - For more information and contact details please go to:** [www.lincslmc.co.uk/nationaltelephonyoffer](http://www.lincslmc.co.uk/nationaltelephonyoffer)

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.

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

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**BMA - Nominations Open** - Submit a nomination: [elections.bma.org.uk](http://elections.bma.org.uk) or for more information email: [elections@bma.org.uk](mailto:elections@bma.org.uk)



**Elections to GPC are taking place in your region, want to get involved?**

If you are a BMA member and you would like to represent colleagues in your region now is your chance.

**Nominations open 7th February at midday and close on 7th March at midday.**

To submit a nomination go to [elections.bma.org.uk](http://elections.bma.org.uk) For more information email the team [elections@bma.org.uk](mailto:elections@bma.org.uk)



## Impact Lincs and Take-30 Services

[Download a poster for your staff room here!](#)

Our Impact Lincs and Take-30 services are resource that you can direct staff and colleagues to, we also have lots of self-help resources on our wellbeing pages as well as an extensive directory of external support services and organisations.

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**Impact Lincs** mentoring and coaching service is available to all practice staff.

Our trained mentors can support individuals to make positive steps both for your career and personal life through. After an initial conversation with one of our lead mentors; you will be able to access up to four sessions that happen at a time and place to suit you. Mentoring and coaching can be beneficial to you and your organisation in many ways such as building confidence, improve resilience, support to manage transitions and, enhance leadership skills, and much more.

For More information go to [www.linclmc.co.uk/impactlincs](http://www.linclmc.co.uk/impactlincs) or email [info@linclmc.co.uk](mailto:info@linclmc.co.uk) or call **01522 576659** (between 10am and 4pm)

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**Take-30** is a telephone support service which is available to all Lincolnshire general practice staff. This service provides a friendly confidential conversation with a trained mentor who understands general practice. You can talk through everyday challenges, talk through something that is worrying you or just release a bit pressure.

For More information go to [www.linclmc.co.uk/impactlincs](http://www.linclmc.co.uk/impactlincs) or email [info@linclmc.co.uk](mailto:info@linclmc.co.uk) or call **01522 576659** (between 10am and 4pm)

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## News & Guidance

Our Guidance section is updated weekly and can be found at: [www.linclmc.co.uk/guidance](http://www.linclmc.co.uk/guidance). Our News section is also updated regularly with headlines and hot topics, this can be found at: [www.linclmc.co.uk/news](http://www.linclmc.co.uk/news).

Recently Added News / Guidance Articles:

- **National Telephony Offer** - [www.linclmc.co.uk/nationaltelephonyoffer](http://www.linclmc.co.uk/nationaltelephonyoffer)

- **Offsite Storage of GP Paper Records -** [www.linclsmc.co.uk/offsitestorageofgppaperrecords](http://www.linclsmc.co.uk/offsitestorageofgppaperrecords)
- **New LMC Medical Director – Dr Reid Baker -** [www.linclsmc.co.uk/news](http://www.linclsmc.co.uk/news)

## FAQ Updates

### COVID-19 FAQs

We regularly update our COVID-19 FAQ document with relevant and helpful information. To view our past and current COVID-19 FAQ documents please go to: [www.linclsmc.co.uk/covid19](http://www.linclsmc.co.uk/covid19)

**Most recent COVID-19 FAQ Documents:** [Lincolnshire LMC FAQs Updated 03.01.2022](#)

Topics added or updated:

- When are the NHS medical exemption certificates due to expire? (ADDED)

## Webinars & Podcasts



Lincolnshire LMC has produced a range of educational webinars and podcast directed at practice members. To find out more please go to: [www.linclsmc.co.uk/educationalwebinars](http://www.linclsmc.co.uk/educationalwebinars) for webinars and [www.linclsmc.co.uk/podcasts](http://www.linclsmc.co.uk/podcasts) for our podcasts.

Our most recent webinars and podcasts:

- **Podcast - Episode 25: Abnormal Liver Function Tests -** [www.linclsmc.co.uk/lmcpodcastpreviousisodes](http://www.linclsmc.co.uk/lmcpodcastpreviousisodes)

## Training and Upcoming Events

**General Practice Appointment Data (GPAD) Online Workshop -** [Book here](#)

A live interactive workshop with Tracy Dell via Microsoft Teams.

The session will provide an overview of the GPAD programme and explore the ways in which practices can gain an understanding of the key principles to enable them to engage with the GPAD programme to maximise the benefits at practice and Primary Care Network level.

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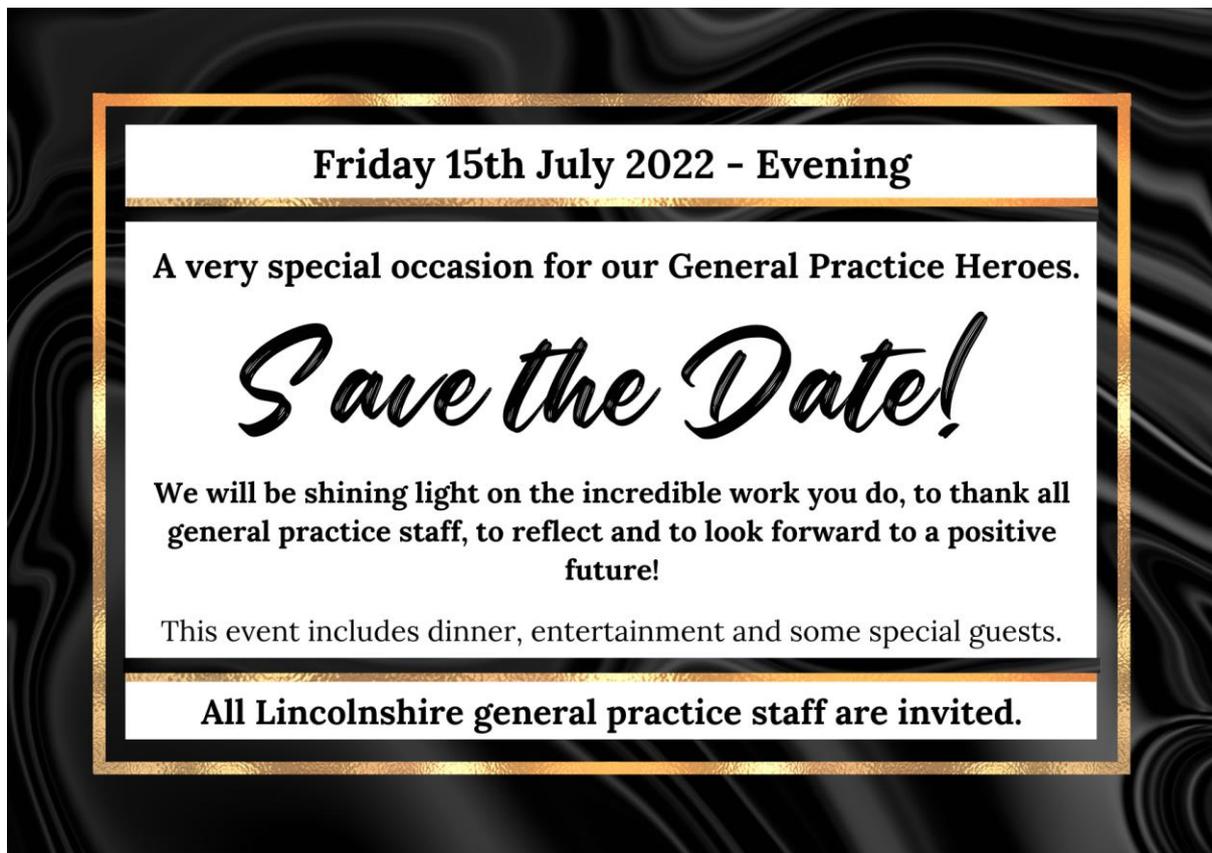
The LMC is running a series of virtual workshops to help practice staff to learn techniques to cope with difficult and challenging situations in practices and to improve the patient experience at the same time.

**Useful non-clinical workshops available:**

- [Exceptional Customer Service](#)
- [Having Difficult Conversations:](#)
- [Improving the Patient Experience:](#)
- [Conflict Resolution](#)
- [Dealing with Abusive, Aggressive & Violent Behaviour](#)

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**Save the date: Friday 15th July 2022 - Evening Event.** Invitations to be sent to all practice staff members shortly.



**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.**

## LMC Monthly Newsletter

To view our interactive **January newsletter** please go to: [www.lincslmc.co.uk/lmcnewsletterjan22](http://www.lincslmc.co.uk/lmcnewsletterjan22)

**Lincolnshire LMC Committee:**

## Lincolnshire LMC Committee Meetings



Next meeting taking place on **Thursday 10<sup>th</sup> February 2022**. Observers are welcome, if you would like to attend a committee meeting as an observer [please let us know](#). To see who are your committee representatives go to our '[meet the team](#)' webpage or [click here](#) to view committee meeting reports.