



LINCOLNSHIRE LMC NEWSLETTER

BY LINCOLNSHIRE LMC SECRETARIAT

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FEATURED ARTICLE: INAPPROPRIATE SECONDARY CARE WORKLOAD TRANSFER

The recent NHSE document Recovering access to primary care outlined plans to end the inappropriate transfer of workload to general practice from secondary care.

The BMA report below includes links to template letters to send to the ICB when a breach occurs.

The LMC also advise that practices send the template letter to the provider who has breached these terms.

The LMC asked Ardens to add the template letter and this is now available in Ardens to enable practices to notify the ICB and the provider of breaches.

We strongly advise that practices do send the letter when a breach occurs to accurately capture the current volume of workload shift that occurs into general practice from secondary care.

The LMC will be advising the ICB regarding creation of a robust pathway for reporting and actioning of breaches going forward.

BMA Report on the GP recovery plan is available [here](#).

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



COMMUNITY PHARMACY MEDICINE SUPPLY ISSUES

Community Pharmacy Lincolnshire, the Local Pharmaceutical Committee, thought that it might be useful to share an extract from a recent briefing on medicines supply issues produced by the national pharmacy negotiating body Community Pharmacy England (previously known as PSNC) with GPs, as we are aware that pharmacy contractors are increasingly having difficulty sourcing medications prescribed to patients, causing more workload for both pharmacies and general practice.

Community pharmacies in England dispense over 1 billion prescription items every year, with patients relying on access to these medicines for their health and wellbeing, and very often even to save their lives. But we are increasingly seeing disruption in the supply of medicines with problems both accessing them and procuring them cost effectively, and this a cause for great concern. Our members – community pharmacy owners in England – are under immense pressures and they have recently (July 2023) rated medicines supply instability as being the most severe pressure facing their businesses. The instability puts operational pressures on pharmacies, financial pressures on businesses, and for patients it means worrying delays.

What is the extent of the problem?

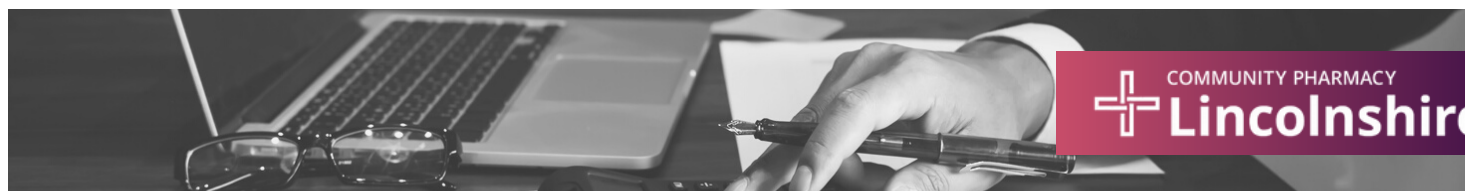
Our 2023 Pharmacy Pressures Survey found that:

- 92% of pharmacy teams are dealing with medicine supply issues daily, an increase from 67% in the 2022 pressures survey.
- Almost all pharmacy owners (97%) reported significant increases in wholesaler and medicine supply issues.
- And 71% of pharmacy owners reported significant increases in delays in prescriptions being issued.

These findings are echoed by other data and studies across the health and care landscape. One local HealthWatch survey in Oxfordshire found that 29% people had experienced delays in getting prescription medicines. And in December 2022 the Nuffield Trust noted the worsening medicines supply situation saying: “The wider period since 2020 ... appears to have seen spikes of elevated medicine shortages on nearly every available metric.”

Pharmaceutical wholesalers also report increasing instability in the market as they have to work ever harder to manage this volatility on behalf of their pharmacy customers. And one GP told us that medicines shortages have ‘a profound impact on general practice, affecting patient care, increasing the workload of healthcare providers, and undermining patient trust’.

Full article can be found on the LMC website: [Lincolnshire LMC | Community Pharmacy Medicine Supply Issues \(lincs1mc.co.uk\)](https://lincs1mc.co.uk)



Article written by Tracey Latham-Green, Chief Officer, Community Pharmacy Lincolnshire.

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice.

2023 results were published at 9.30am on 13 July and is available [here](#).

On the site you can see the following:

- The results
- Search for a practice
- Compare a practice
- Analysis tool
- Latest results
- For GP staff
- Why use the survey data?
- How do I...?
- Uses of GPPS
- Past surveys

The CQC Mythbuster [108](#): Involving and engaging with the patient population and local communities details how GP practices engage and involve local communities in primary care is incredibly important, both in terms of reducing health inequalities and hearing and acting on feedback.



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

ARDENS NETWORK CONTRACT DES 2022-23 CQRS DISCREPANCIES

Following the publication of the Network Contract DES 2022-23 performance and payments on CQRS, we have received a large number of queries regarding discrepancies between the data on CQRS and the data on Ardens EMIS, Ardens SystmOne and Ardens Manager.

We have produced the following CQRS discrepancies support article which we will continue to update if we have more information. The main reasons for any discrepancies that we are aware of at present are listed on our website article: [Lincolnshire LMC | Ardens Network Contract DES 2022-23 CQRS discrepancies \(lincs-lmc.co.uk\)](https://lincs-lmc.co.uk/ardens-network-contract-des-2022-23-cQRS-discrepancies)



DWP FORMS FOR HEALTHCARE PROFESSIONALS

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy.

As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers.

This table lists the forms DWP may ask healthcare professionals to complete and whether there is a charge for doing so.

<https://www.gov.uk/government/publications/dwp-factual-medical-reports-guidance-for-healthcare-professionals/dwp-forms>



Both articles written by Nick Turner, Practice Support Officer, Lincolnshire LMC

RECORD KEEPING AUDIT

In Domain 1: Knowledge skills and performance of the [GMC Good Medical Practice](#) - Doctors are required to “Record your work clearly, accurately and legibly”.

One of the most common reasons that clinicians are successfully sued is poor record keeping. Performance panels repeatedly highlight poor record keeping as a marker of poor clinician performance.

The LMC recommends that practice regularly carry out an audit of their clinicians' record keeping:

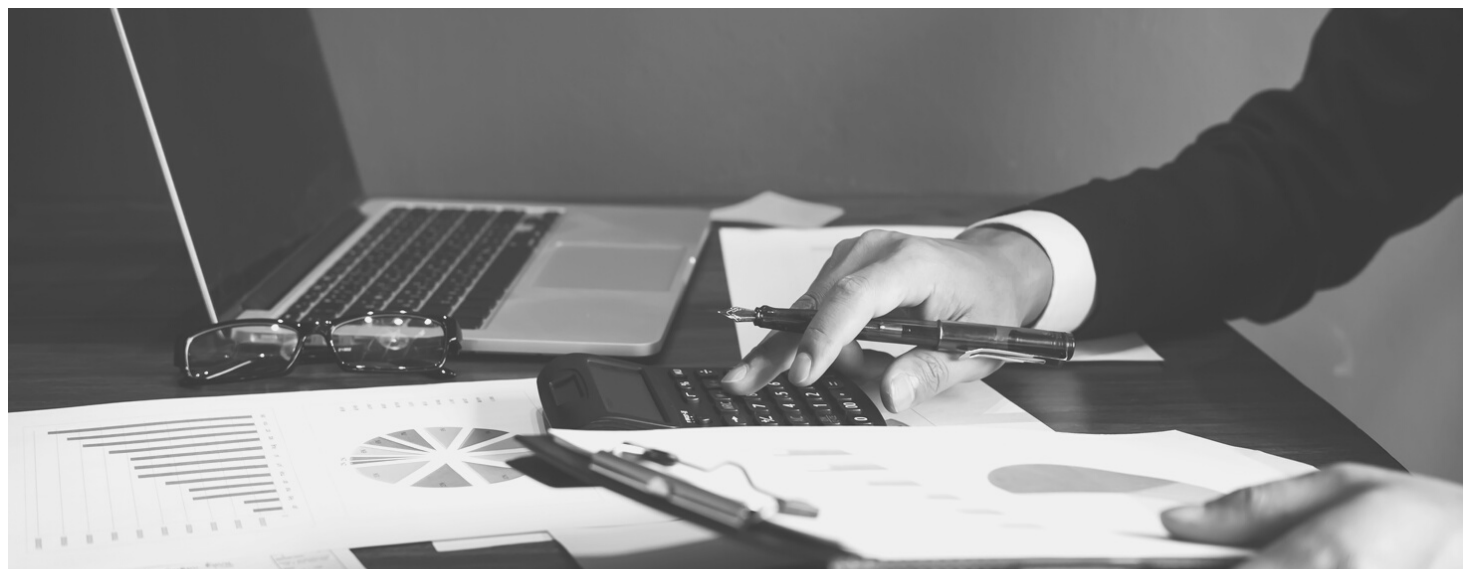
- This audit can be used as evidence of good record keeping.
- The audit can also be used to highlight less good record keeping, and act as a tool to improve this.
- The LMC recommends that the audit should be completed on a practice-wide and individual level, so that the practice can identify general patterns as well as identifying individual learning needs.

Audit method

- A set number of medical records for each clinician should be evaluated against each criterion; this could be randomly selected, or could be taken as consecutive consultations.
- The number should be chosen by the practice, but at least 10 consultations should be evaluated to give a good sample.
- The evaluator will need some clinical knowledge, but does not need to be a clinician.
- The evaluator should record the results, suggested results proforma is attached.
- The results should be collated for the whole practice, and for each individual clinician.

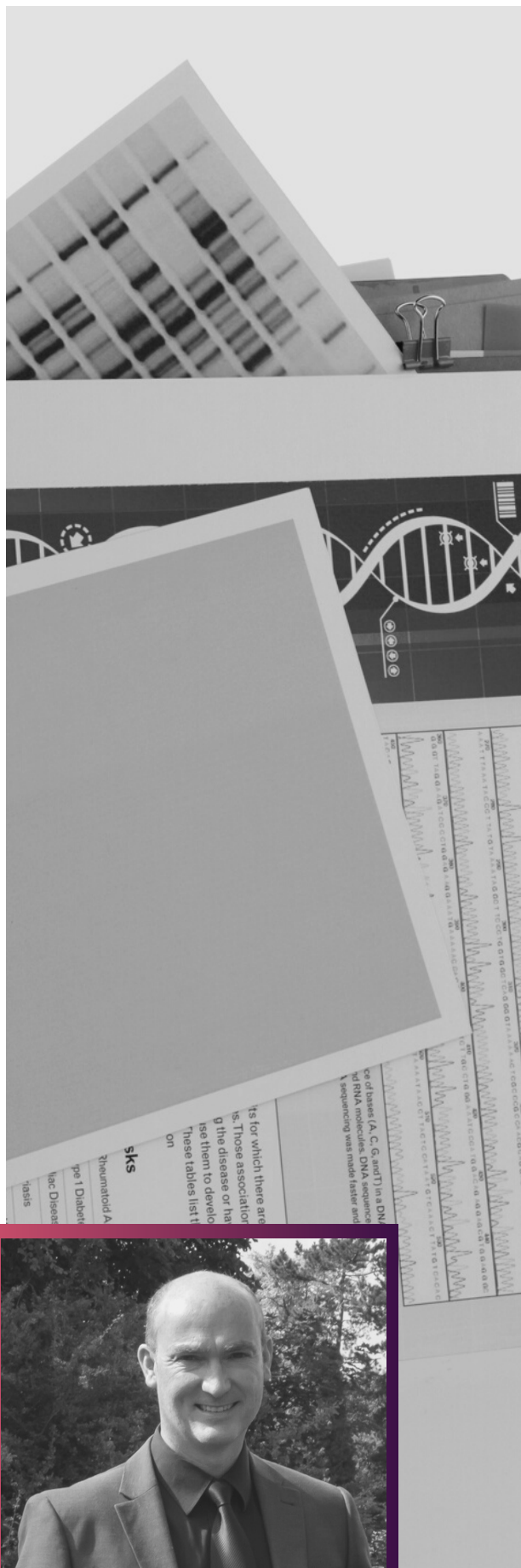
The LMC have written an article depicting the recommended 'audit criteria', 'audit results', and 'completing the cycle'. Please follow link to access the full article:

[Lincolnshire LMC | Record Keeping Audit \(lincslmc.co.uk\)](https://lincslmc.co.uk)



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

PRINTING OF MEDICAL RECORDS ON DEDUCTION



GP2GP allows patients' electronic health records to be transferred directly, securely, and quickly between their old and new practices, when they change GPs. This improves patient care by making full and detailed medical records available to practices, for a new patient's first and later consultations.

For patients who **de-register** from your practice list and **do not register elsewhere**, you will still need to print **electronic records**, in line with your usual process. Changes later in the year will mean that these suspended patient records will be held electronically in a national electronic records repository.

GP2GP Large messaging

This increases the ability to transfer large electronic health records (greater than 5MB or more than 99 attachments), as well as removing file type restrictions that prevented certain attachments from transferring.

Note: both the old and new practice must have Large Messaging for a successful transfer.

Reduced paper printing when patients leave a practice

Less paper printing for patients leaving a practice means reduced cost for practices, plus reduced scanning at the new practice. A notification informs the sending practice if any printing is needed, once the new practice has integrated (filed) the record.

Practices using Version 2.2a should **integrate** the received electronic health record **promptly within 8 days**.

If not, the previous practice will **automatically be notified** at the end of day 8 that:

- the record has not been integrated, and
- that a paper copy of the electronic record should be printed, to send with the Lloyd George envelope to the new practice.

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

RESPONDING TO PRIVATE HEALTHCARE

GPC England has written the following guidance to help practices reduce extra workload generated by requests from private providers.

With nearly 7.5 million people on NHS waiting lists in May 2023, patients are increasingly resorting to seeking private healthcare to deal with their health problems. This is adding extra workload for general practices due to private providers making requests in several areas:

- to make private referrals
- to provide medical information about patients
- to organise further tests
- to issue prescriptions
- for onward NHS referrals.

This guidance is written to help support practices to reduce this extra workload.

NHS guidance states

Patients may pay for additional private healthcare while continuing to receive care from the NHS.

However, in order to ensure that there is no risk of the NHS subsidising private care:

- It should always be clear whether an individual procedure or treatment is privately funded or NHS funded.
- Private and NHS care should be kept as clearly separate as possible.
- The patient should bear the full costs of any private services. NHS resources should never be used to subsidise the use of private care.
- The arrangements put in place to deliver additional private care should be designed to ensure as clear a separation as possible of funding, legal status, liability and accountability between NHS care and any private care that a patient receives.

Patient referrals from a GP for private services

If a patient chooses to seek private treatment, they can self-refer. However, some consultants will only see patients that have a referral from a GP.

If a private insurer requests a GP referral, this would be classed as non-NHS work, and thus the private company can be levied a charge for this. We would recommend utilising the [BMA fees calculator](#) to ensure an appropriate charge is made.

If a private provider requires medical information about a patient, this can be provided by the patient by supplying copies of hospital letters received by the patient or by sharing their medical records via the NHS app or online medical records system. Patients can make a SAR request to obtain a free of charge printed summary of their medical record.

If a private provider requests more information from a general practice, this can be provided, following consent, and the cost of preparing the report can be charged to the private provider.

Please see this [link](#) for the full BMA article

LINCOLNSHIRE GENERAL PRACTICE APPOINTMENT INFOGRAPHICS

Appointments in Lincolnshire General Practice June 2023



70% were face-to-face
appointments:

305K

In June 2023, Lincolnshire's
GP surgeries completed:

437K
appointments

52% of appointments
were offered within 24
hours of contact

221K

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

Source of data: NHS Digital

lincolnshire lmc

Using the information provided by NHS digital we have created infographics detailing how many appointments were made each month by Lincolnshire General Practices, how many were face-to-face and how many were within 24 hours of contact.

These can be shared via your practice's social media.
All of our general practice infographics can be found here:
<https://www.lincslmc.co.uk/infographics>

In addition to the Appointments infographics, we also create useful infographics with information to help your patients care for themselves at home and inform patients of key services.

Do you have an idea for a useful infographic?

If you would like us to create an infographic that will be helpful for Lincolnshire general practices to share with their patients, please email us at info@lincslmc.co.uk



Appointment infographic created by Laura Harrison, Lincolnshire LMC, using NHS digital data,.

MENTORING AND COACHING

Our trained mentors can support you to make positive steps forward in your career and personal life.

MENTORING & COACHING CAN BENEFIT YOU AND YOUR ORGANISATION IN MANY WAYS:



- Help to make improvements to your work life balance
- Allow you to manage transitions positively
- Create a positive focus on achieving your aspirations
- Improve your motivation



- Develop & enhance your leadership skills
- Improve your resilience
- Build your confidence

01522 576659 | INFO@LINCSLMC.CO.UK

www.lincslmc.co.uk/wellbeing

This service is available free of charge for Lincolnshire GPs, Nurses & Practice Managers.

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](#)
- [The Cameron Fund newsletter Autumn 22](#)

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. Nurse Practitioner | Church Walk Surgery](#)

[Salaried GP | The Deepings Practice](#)

[Adv. Nurse Practitioner | The Deepings Practice](#)

[Asst. Practice Manager | Minster Medical Practice](#)

[Adv. Nurse Practitioner | Minster Medical Practice](#)

[GP Partner / Salaried | Minster Medical Practice](#)

[GP Salaried | Cliff Villages Medical Practice](#)

[Nurse Practitioner | Cliff Villages Medical Practice](#)

[ANP | Swineshead Medical Group](#)

[ANP | Colsterworth Medical Practice](#)

[Salaried GP | Moulton Medical Centre](#)

[Receptionist | New Coningsby Surgery](#)

If you would like your job listing advertised on our website, please send the advert to info@lincs1mc.co.uk

Your advert should preferably be sent to us as a word document.

Additional attachments to be sent as PDFs.

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 & how to apply
- Link to your practice's website
- Closing date of job listing

All vacancies on the Lincolnshire LMC website can be found at: www.lincs1mc.co.uk/vacancies

UPCOMING TRAINING & EVENTS

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

Organised by Nick Turner,
Practice Support Officer

PRACTICE SUPPORT NETWORK

PREPARING TO BE
SAFE IN CQC TERMS

THURSDAY 17/08/2023, 12:00 - 13:00



TAKE-30 SERVICE

Take-30 Service

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.

Have a friendly, confidential conversation with a trained mentor, contact us:

@ info@lincs-lmc.co.uk

☎ 01522 576659

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lincs

