



## LINCOLNSHIRE LMC NEWSLETTER

BY LINCOLNSHIRE LMC SECRETARIAT

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### LINCOLNSHIRE LMC NEWSLETTER

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# FEATURED ARTICLE: PERFORMANCE MATTERS – SMARTCARD SECURITY

The LMC recently heard of a case where it transpired that a smartcard of one person was used by a family member also employed in the same GP surgery to prescribe controlled drugs for themselves on multiple occasions.

Initially the smartcard holder was thought to have issued the medications and faced significant external investigation (see link to our past article on [prescribing for friends and family](#)).

This case highlights the need for robust policies on Information Governance, including smartcard use to protect yourself and your practice as well as your patients who need to be confident that the information within their medical record is kept safe, secure, and confidential.

Some basic elements of a policy should include:

- Never allow anyone else to use your smartcard.
- Never leave your smartcard unattended.
- Never leave your smartcard in a smartcard reader when you are not using it.
- Always keep your smartcard in a safe and secure place when not in use.
- Any lost, stolen or damaged smartcards must be reported immediately to the local RA team or local smartcard administrator.

Read our full article here: [Lincs LMC | Performance Matters – Smartcard security](#)

Article written by Dr Reid Baker, Medical Director, Lincolnshire LMC





# NHS VACCINATION RESPONSE TO NEW COVID-19 VARIANT (BA2.86)

This [letter](#) discusses the urgent response to the new [COVID-19 variant BA.2.86](#) and changes to the autumn/winter 2023/24 vaccination delivery program.

The new [BA.2.86 variant](#) is concerning, and expert advice suggests vaccinating all eligible individuals quickly.

Therefore, it has been decided that the vaccination program will start earlier and aim to vaccinate as many eligible people as possible by the end of October. We understand that this is yet another change to the autumn vaccination schedules and how frustrating this must be for practices.

## Financial support:

In addition to the financial arrangements outlined in the Autumn 2023 GP enhanced service specifications, interim arrangements have been established to support the acceleration of the vaccination program.

Commissioned providers are eligible for the following additional payments:

- An extra acceleration payment of £10 (in addition to the IoS fee) for each COVID-19 vaccination administered to care home residents between September 11 and October 22, 2023.
- A separate one-off additional payment of £200 for each completed care home by October 22, 2023, confirmed to the commissioner through a live-time survey by October 29, 2023.
- An additional £5 acceleration payment (in addition to the IoS fee) for each COVID-19 vaccination administered to eligible individuals between September 11 and October 31, 2023 (excluding care home residents, housebound individuals, and health/care worker vaccinations under the NHS Standard Contract).

The current guidance states where **POSSIBLE** and **PRACTICABLE**, Flu and COVID-19 vaccines should be administered together for maximum protection.

For more information on Vaccination timeline changes & Eligible cohorts, please go to our full article: [Lincs LMC | NHS vaccination response to new COVID-19 Variant \(BA2.86\)](#)



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

In the past when we requested a community nurse to administer medication to a patient, the community nurse would request that we document this request on an Authority to Administer (A2A) form. The LMC and BMA have argued for some time that this is not necessary as the prescription should give instruction for how the medication is administered, and also the clinician will have documented in the medical record how the medication should be administered. The A2A form is thus duplicating work. However, the NMC states that nurses should not administer medication without written authority.

The LMC and LCHS previously worked on a solution to this impasse and developed an alternative pathway. This was not being following by some of our community colleagues, but we have reviewed this arrangement with LCHS again and have agreed it will be followed:

For non-injectable medications, such as pessaries, creams, suppositories, and dressings, LCHS policy is that an A2A is no longer required, and thus you should not be requested to complete one.

For injectable medications an A2A will not be needed if

- the prescription, and thus the label, has specific instructions e.g. administer 10-20u twice daily
- and the request to administer is documented in the medical record
- and the community nurse can see the patient's medical record

For the last condition, the patient will need to have SystemOne medical record, and a share will need to be open with LCHS. Unfortunately this will not be possible for EMIS practices.

If these conditions are not met, LCHS has requested that an A2A form is completed, and emailed to their Operations Centre.

This policy does not apply to palliative care "just in case" medications for which a gold CD1 form should still be completed.







The introduction of WebV into primary care has caused some legitimate concerns among users, not least because it has come at a time when primary care is under pressure, and it had felt like an additional burden being imposed. It may therefore be useful to go back to the beginning and explain why WebV is necessary, why Labeltrace represents a potential risk, and how WebV concerns are being addressed.

## Part 1– Why?

Labeltrace has been a useful product in General Practice but uses a locally based system i.e., reliant on each PC it's running on, as well as internet links to the lab. In recent years this has been increasingly unreliable and in 2021 some practices experienced day-long outages which meant that they could not send any pathology requests. Although Labeltrace has seemed to be more stable recently, it is only 12 months ago that the service desk was busy sorting out Labeltrace issues on a daily basis. As “old technology” this is expected to continue to be a problem, especially as we have been advised that there are no further Labeltrace developments planned. In addition, Labeltrace has been sold twice in the last 2 years and the current owners are only able to offer a basic maintenance contract to the ICB.

An alternative was sought that was entirely web-based and which would allow access from any registered user from any computer/tablet/phone regardless of where the individual happened to be (home, patient's home, office, surgery etc).

The current paper/email-based Radiology requesting system produces clinical risk in a number of ways. It is currently possible for requests to come from any staff member with approval from a clinician. Although this is helpful in terms of clinician time, it creates a risk of patients being given doses of radiation that are unnecessary if the requests are not carefully checked by a suitable qualified radiology requestor. Also, with the current system, a staff member at the radiology department has to transcribe email requests onto the radiology software, with the associated risk associated with human errors taking place. An automated, seamless link between primary care request and secondary care activity therefore represents an improve to safety.

Lincolnshire is increasingly moving towards system-wide solutions which work seamlessly across primary and secondary care. This leads to better integration of patient data and improves access to patient information for users in all the Lincs NHS trusts within the county. WebV allows this, resulting in more efficient requesting of radiology and pathology requests as users can immediately see previous requests, regardless of who made them and where the results have been sent.

Read Part 2 here: [Lincs LMC | The WebV Story](#)

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

# THURSDAY 28TH - FRIDAY

lincolnshire  
**lmc**

**PRACTICE**  
**CONFERENCE**



**BELTON W**

Once again our two day conference has a very strong line up of speakers that you won't want to miss! We have listened to feedback from last year and this year we have arranged on-point speakers covering essential topics for you, as well as other useful practice related seminars as well as workshops.

Do not miss this opportunity to come together to learn, share and strengthen your network and have a great time!



## **EVENING ENTERTAINMENT**

Fay Donaldson (Saxophonist) | Wicked Caricatures  
| The Magic Photo Booth Company



## **KAY K**

Conference  
IGPM F

Y 29TH SEPTEMBER 2023

# TICE MANAGER ERENCE 2023

OODS HOTEL, GRANTHAM, NG32 2LN

g line up that you  
m the last event and  
updates, hot topics  
ell as practical

rn, receive updates,  
in the process!

CLICK HERE TO BOOK  
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MORE INFORMATION:



[WWW.LINCSLMC.CO.UK/EVENTS](http://WWW.LINCSLMC.CO.UK/EVENTS)



EANE

ce Chair |  
ounder



VENUE

Belton Woods Hotel |  
Grantham



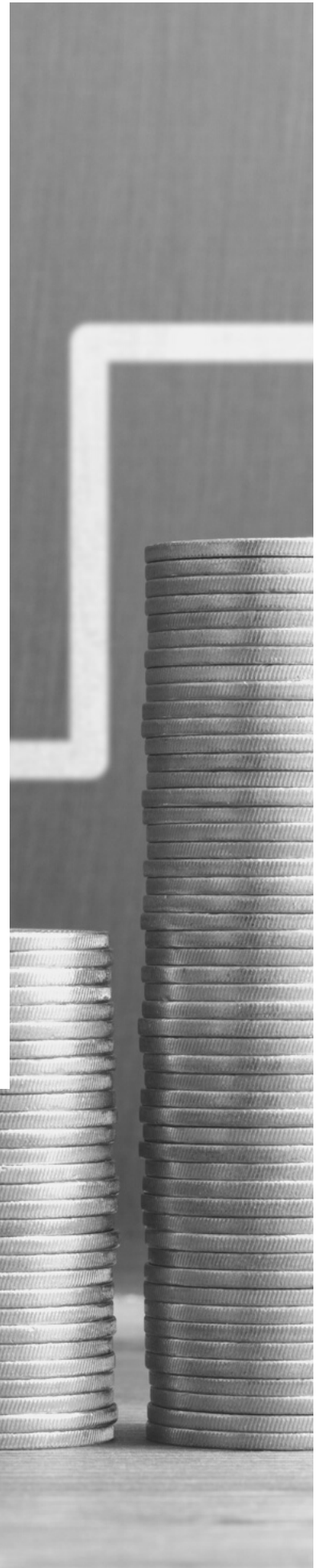
The Government has announced its response to the DDRB recommendations for doctors' pay in England which means that salaried GPs and all practice (non-ARRS) staff in England will receive a 6% uplift.

Due to GP Contractors being in the fifth and last year of a multiyear agreement, there was no recommendation made by the DDRB in relation to GP partners. ARRS staff will receive a funded uplift in line with Agenda for Change as in previous years.

GPC England continues to liaise with NHSE, the DHSC and HMTreasury to establish specific details about how this uplift will be calculated and funded to practices. As soon as we receive further information, we will share it with practices.

We suspect the devil is in the detail: attempting to provide a supplementary uplift, to a contract based on capitated payments to address a remuneration issue that is going to vary widely across individual practices, will be complex.

We need assurance from government over this, and we need to see the details. Until then, we advise practices to explain that the money is not yet in their accounts, but that we are in discussions with government as to getting this funded correctly nationally.



# SCAM CALL ALERT TO PATIENTS

Please be aware that there are potential scam calls being made to patients of practices in the area.

A patient called in to say that they suspect they had received a phone call from a potential scammer this morning (14 August 2023) alluding to be “health centre at a local Practice.”

The patient was astute enough to put the phone down and take a note of the number calling her: 0203 3552376.

This is a phone number primarily associated with scammers.



## COMPLETION OF FORM CREMATION 4

The most frequently occurring errors in completing these forms are:

- Failure to complete all questions in full
- Deletion of questions
- Incorrect completion of forms, and
- Illegible handwriting.

Abbreviations for causes of death are unacceptable where the abbreviation is unclear, unusual or ambiguous; in such cases, the medical referee is likely to make further enquiries of you. You should sign the form with an electronic or full signature, not an abbreviation. You cannot use a stamp.

You must complete the form yourself. It must not be completed by another person on your behalf.

Medical referees will expect that the evidence offered on the certificate demonstrates sound clinical grounds for the cause of death given, and you should complete form Cremation 4 with this in mind.

You can read the full guidance here: [Lincs LMC | Completion of form Cremation 4](#)



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

# ARE YOU MAKING THE MOST OF YOUR BUYING GROUP MEMBERSHIP?

When was the last time you reviewed how much your practice is spending on the products and services you regularly buy?

The cost-of-living crisis is really starting to bite and even GP practices will be looking for ways to reduce running costs.

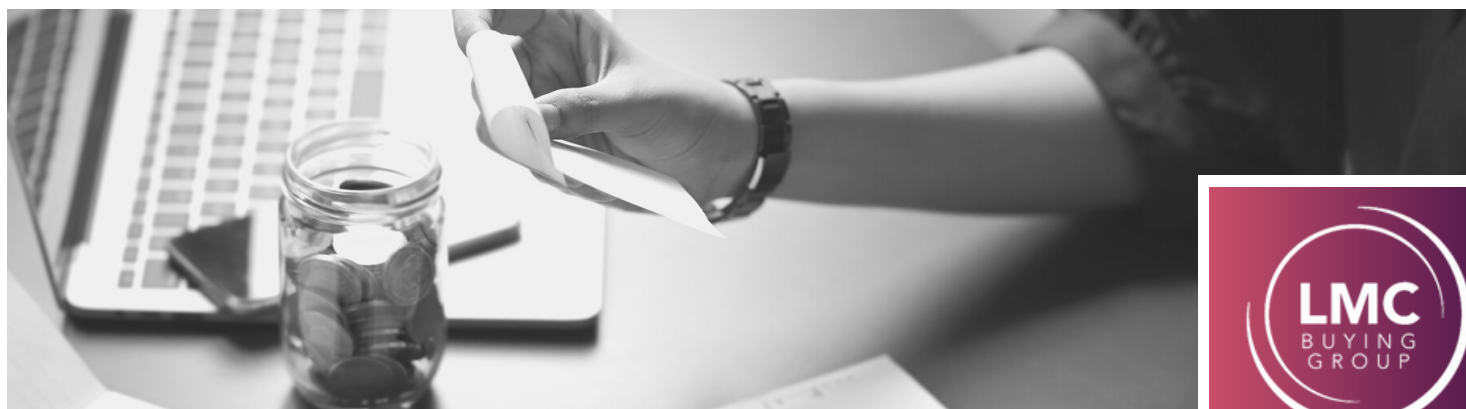
This is where your free membership to the LMC Buying Group can really come in handy as it offers practices access to discounts on a wide range of products and services. They can help you save money on the following areas:

- Medical consumables and equipment
- Stationery, Office equipment and furniture
- Workwear
- Insurance
- Confidential information shredding
- Energy
- Recovery Oxygen
- Trade Waste Management
- Telecoms
- Test and Calibration
- Online Training
- DBS Checks Processing



The Buying Group suppliers won't just offer you a great price one week and then ramp up the price the next so you can be assured that if you order from their suppliers, you'll get a great price every time you shop meaning you don't have to 'shop around' to find the best deal every month anymore.

If you're not sure whether you're a member and/or have access to the Buying Group website (this is where you can view the pricing/discounts and get quotes) then contact the Buying Group team on 0115 979 6910 or [info@lmcbuyinggroups.co.uk](mailto:info@lmcbuyinggroups.co.uk). They can also help you with any questions you might have about your membership or the suppliers.



Article written by LMC Buying Group



We wish to notify you of some recent changes to the PharmRefer CPCS referral tool and also give details of how to access PharmRefer within your practice.

## 1. Inactivity logout

When initially introduced, PharmRefer was designed to remain open and logged in for up to 8 hours without the need to log in and out.

There has been a clinical security review by the system developers at EMIS Health and they have decided to implement an auto-logout following 15 minutes of inactivity, thereby aligning their PharmRefer and PharmOutcomes (the pharmacy system) products.

## 2. PharmRefer training video and written guidance

Following the above revision and other visual changes to the PharmRefer tool, we understand that a new training video and written guidance on PharmRefer system use will be produced and available very soon.

## 3. PharmRefer access

It has been reported that some practices have had difficulty sending referrals via PharmRefer as well as receiving feedback from the pharmacy post-consultation. This may take two forms:

### a. PharmRefer app:

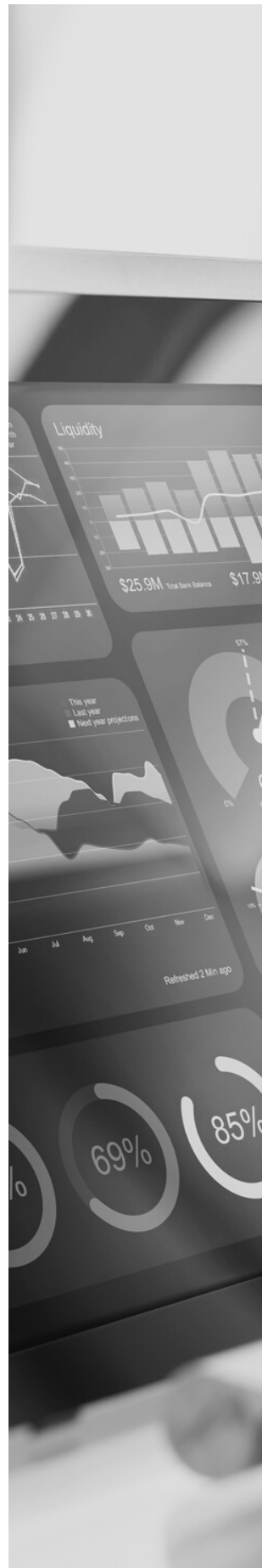
Please ensure that you access PharmRefer for CPCS referrals via this link to the PharmRefer app: [PharmRefer](#) and do not use the “Outcomes For Health” portal. If you use Outcomes for Health the referral may not reach the intended pharmacy so the service will not be completed and the patient will not be contacted.

### b. Designated default SystmOne email:

Please ensure that you have verified your default SystmOne email when requested by Pinnacle and that you have not asked Pinnacle to turn off notifications to the practice via the default email address.

Please let us know if you have any queries or operational concerns with the PharmRefer tool by contacting Stuart Hellon, the Community Pharmacy Lincolnshire Services Implementation and Support Lead, on:

[stuart.hellon@pharmacylincolnshire.org](mailto:stuart.hellon@pharmacylincolnshire.org) | 07759 029027



# LINCOLNSHIRE GENERAL PRACTICE APPOINTMENT INFOGRAPHICS

## Appointments in Lincolnshire General Practice July 2023

In July 2023 Lincolnshire's GP surgeries completed:  
**414K appointments**

**69% were face-to-face  
appointments: 287K**

**51% were within 24 hours of  
contact: 211K**

hw|lincs healthwatch  
Proud to deliver... Lincolnshire

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](mailto: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](mailto:INFO@LINCSLMC.CO.UK)

[www.lincslmc.co.uk/wellbeing](http://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.

[Health Care Assistant | Wragby Surgery](#)

[Paramedic | Colsterworth Medical Practice](#)

[Salaried GP | Abbey Medical Practice](#)

[Paramedic Practitioner | Beacon Medical Practice](#)

[Nurse Associate | Beacon Medical Practice](#)

[Practice Nurse | Beacon Medical Practice](#)

[Salaried GP | Sleaford Medical Group](#)

[Fixed Term GP | K2 Healthcare](#)

[Locum GP | K2 Healthcare](#)

[Salaried GP | The Glebe Practice](#)

[Salaried GP | Harrowby Lane Surgery](#)

[Adv Clinical Practitioner | Harrowby Lane Surgery](#)

If you would like your job listing advertised on our website, please send the advert to [info@lincsImc.co.uk](mailto:info@lincsImc.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.lincsImc.co.uk/vacancies](http://www.lincsImc.co.uk/vacancies)

# UPCOMING TRAINING & EVENTS



lincolnshire **lmc**  
**GP SOCIETY**

07/09/2023, IS IT TIME TO TAKE  
BACK CONTROL? – LIPID MANAGEMENT  
WITH SPEAKER: PROF. KELVIN LEE



LINCOLN VENUE:  
INTERNATIONAL BOMBER  
COMMAND CENTRE



[WWW.LINCSLMC.CO.UK/EVENTS](http://WWW.LINCSLMC.CO.UK/EVENTS)



GRANTHAM VENUE:  
THE ANGEL AND  
ROYAL

JOIN US FOR A FREE DINNER AND GOOD CONVERSATION!  
LOCATIONS: LINCOLN | GRANTHAM

**BOOK NOW**

## 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@lincsllmc.co.uk](mailto:info@lincsllmc.co.uk)

☎ 01522 576659

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lincs

