



May 2019

Heartbeat

Message from the LMC Chair

Our May meeting has proved exceptionally interesting to local GPs and we were pleased to welcome three GP observers who attended our County meeting.

We have issued our third edition of FAQs linked to the development of Primary Care Networks together with detailed notes on how to complete the mandatory Network Agreement and Schedules. These, and all our previous guides and advisory notes are all available on the LMC Website.

May will be a busy month as practices consider signing up to the PCN DES and develop their local PCNs. PCNs remain at the centre of attention for the LMC and I imagine for practices. The BMA's Primary Care Network Handbook is essential reading. It may look daunting, but offers everything you need to know before making any decisions on how to progress your PCN.

While the PCN offers you a lot of control and opportunity to transform your practice, you will likely need further support to make the most of the opportunity it offers.

Get in touch with your LMC to discuss the local challenges that you face. For specialist advice on aspects of how to structure your PCN, get in touch with the BMA.

The local NHSE Office has commissioned some workshop support for practices developing their PCN thinking.

Cheshire LMCs latest Practice Development Programme (this year with a focus on practice management also kicks off (see below for details). Our practice managers are a key resort for all of us and we need to ensure they have the opportunities to develop their skills and knowledge and also benefit from networking with colleagues.

We hope that you can encourage your practice managers to attend the sessions which have greatest relevance to their own needs. This year's programme was co-designed with local practice managers and also took account of feedback from the Learning Needs Assessment we issued in 2018.

Stephen Kaye
LMC Chair

PCN Network Agreement

The publication of the PCN Network Agreement has increased the work of emergent PCNs as they meet to discuss actions to be completed by 15 May and 30 June and colleagues across the county have been sharing their thoughts with us about the challenges and opportunities that PCNs bring to general practice and GPs. There are still many unanswered questions for colleagues and with any change it is inevitable that there will be concerns about how these changes will impact you personally and where you can get the support you need.

This handbook will help you get ready for the roll out of PCNs on 1 July this year. But this is not the only support the BMA is going to provide for you. Over the coming weeks, they will release a suite of BMA resources, which will provide you with tools, training and support to guide you through the process of setting up a PCN.

From July onward, they will be launching a BMA PCN membership offer, providing ongoing support that is tailored for your PCN. This may save you having to pay for bespoke work by solicitors. This will be a professional package built by the team that negotiated your contract and knows it best. It will include all the support that you need not just for today, but for tomorrow and beyond. The BMA web site already has some useful checklists and guidance <https://www.bma.org.uk/>

Your next step should be to read the Primary Care Network Handbook. While the PCN offers you a lot of control and opportunity to transform your practice, you will likely need further support you to make the most of the opportunity it offers.

The LMC will continue to develop local FAQ sheets about PCN development and provide further advice via updates to the Guide to the new GP Contract.

Remember the PCN DES is an extension of your own practice and therefore you control it not any outside organisation.

Cheshire CCGs Executive Appointments

The following is a note of the new single Executive Team for the Cheshire CCGs

- Tracey Cole – Executive Director of Strategy & Partnerships
- Matthew Cunningham – Director of Governance & Corporate Development
- Neil Evans – Executive Director of Performance & Delivery
- Lynda Risk – Executive Director of Finance & Contracts
- Paula Wedd – Executive Director of Quality & Patient Experience
- Clinical Executive Director – to be recruited

The Network Investment and Impact Fund

With all the focus on signing up to the new DES it is easy to lose sight of some of the upcoming funding streams under the new contract agreement. Those who can progress their PCN quickly should note the Network Investment and Impact Fund which becomes available from April 2020. This is a significant opportunity to attract additional monies. Further details will be released in the next few months.

North West Ambulance Service: Paramedic Calls to Practices

A few weeks ago Dr Annabel London and Dr Jonathan Griffiths (Vale Royal CCG) had a teleconference call with the North West Ambulance Service. This was prompted by concerns raised at Vale Royal GPs and reports from South Cheshire practices about the increasing number of calls from paramedics to practices asking to speak to a GP.

We are all aware of the increasing heat across the whole system including primary care, secondary care, ambulance service and accident and emergency. The ambulance service is also under great pressure to reduce the number of people conveyed to hospital.

Paramedics are aware that a proportion of the calls they receive do not require hospital assessment and are trying to manage these patients in a different way.

They are using the 'Manchester Triage System' to determine how to manage their patients, and one of the possible outcomes from this is to direct to 'Primary Care'. This then often results in a call from a paramedic to the practice. NWAS are clearly not going to stop using the Manchester Triage System, and are reluctant to stop calling practices as they have found this to be a very effective way of reducing conveyance rates.

Drs London and Griffiths were able to point out that there is no local funded agreement in place for GPs to take these calls and take on the responsibility for these patients. While we accepted that it was not unreasonable for a paramedic to call the practice in order to gain more information about the patient from the clinical record to assist them in making a decision, we and the CCG do not feel it acceptable for paramedics to be passing clinical responsibility for these individuals to the GP.

NWAS is going to feed back to their paramedics that there is no local commissioned 'AVS' scheme in South Cheshire and Vale Royal, and that any GP agreeing to take a call is doing so out of courtesy rather than obligation. They will also ensure that paramedics are aware there is no target to be met regarding how quickly practices need call them back (there are some areas nationally where GPs are paid to provide a service and return a call within a certain time). The CCG have suggested some 'softer' wording to be used during interactions with practices which is in response to anecdotal feedback received about abrupt calls from paramedics.

CCG colleagues will facilitate an introduction to the LMC who can talk to NWAS from a GP provider perspective around what paramedics should do when the Manchester Triage System suggests 'Primary Care' and perhaps define the term Primary Care.

We feel that it is likely that calls to practices will continue. CCG colleagues strongly suggested to NWAS that it is unreasonable to expect a GP to take responsibility for a decision about a patient over the phone. We have no doubt that GP-paramedic interaction can be beneficial to the patient but need to make it clear that no one should be put into a position where they feel pressurised to take clinical responsibility for a patient where they are uncomfortable about doing so. We would encourage you to bear this in mind when taking these calls.

NWAS have subsequently fed back on their actions. They have linked in with paramedic crews in regards to the approach. Staff have been told that they should not be requesting GPs to take medical responsibility, nor push GPs for a treatment plan. Crews should (where required) ring MCHFT or the NWAS clinician if they require further support around decision making. Crews have also be informed that we do not have a locally commissioned AVS in Vale Royal or South Cheshire and so should not insist on speaking to a GP, but request if a GP is available to contact them.

NWAS are keen to hear if there are any other ongoing issues so please inform your CCG if you have any problems.

We have also heard from one practice about a new guide issued by NWAS on GPs requesting an ambulance <http://www.nwas.nhs.uk/professionals/requesting-urgent-or-emergency-ambulance-transport-for-a-patient/how-to-request-an-ambulance/> We have not been consulted or advised about this process and are requesting a meeting with the CCG and NHWAS about it. Please let the LMC office and your CCG know if you have any problems with this.

GP Access for Members of the Boating Community

Healthwatch has produced the [attached report](#) looking into barriers to accessing GP and other health services in 2018 and are planning a follow up in early 2019.

GP practices with a marina or canal within their practice boundary are likely to have members of the boating community registered or seeking to register. Affected practice partners, managers and receptionists might find the report of interest.

Boaters in some ways are akin to Gypsy Travellers in their mobility, the latter group have poor health outcomes partly as a consequence of the barriers they face accessing care. As an LMC we encourage practices to review their registration policies in the light of this report, and to avoid creating unnecessary barriers to access to general practice.

Practice Manager Development Programme 2019/20



[Wednesday 15th May 2019 \(session 1\)](#)

Training Provider Primary Care Commissioning

Venue: Nunsmere Hall Hotel,

9:30am registration

10:00 - 4:00pm 'Strategic Context' [Agenda](#)

Lunch and refreshments provided.

TO BOOK EMAIL jhughes@cheshirelmc.org.uk

There are a few places remaining

The first session serves as an introduction for participants setting out the current and emerging NHS landscape.

The session will look at:

- The role of the practice manager as leader in PCNs and participants will learn about the drivers, scope and impact of working at scale
- Partnerships and what a well-led practice looks like.

Calling All Cheshire GPs

We still have a small number of vacancies on the Committee for representatives from Eastern Cheshire, South Cheshire and Vale Royal (and one for Ellesmere Port). Having completed the election process we can co-opt any additional members if we feel they have knowledge or a special interest area which is of particular value to the LMC. Contact William Greenwood wgreenwood@cheshirelmc.org.uk LMC Chief Executive if you would like an informal discussion as to what is involved.

Sessional GP Subcommittee's Newsletter

The latest Newsletter is available via the link below.

<https://bma-mail.org.uk/t/JVX-6645O-1BJCJOU46E/cr.aspx>



TRUSTED TO SAVE GP PRACTICES TIME & MONEY

Supplier Update

Over the last few months the Buying Group team have been kept busy with contract renewals with approved suppliers as well as planning our future marketing efforts and ensuring we continue to provide member practices with the best possible offering.

We have said goodbye to two suppliers: Scan and Collate and Lexacom but we have welcomed on board, [Scan House](#) who specialise in the scanning of paper documentation to electronic format and provide dedicated document archiving and records management solutions. In addition, Scan House offer a back-scanning service for practices who want to digitise all their paper documentation.

LMC Events and Conferences

Over the last few years, the LMC Buying Group has supported numerous LMC annual conferences by being an exhibitor.

We have always felt this was a win-win situation as it gave us a platform to highlight the benefits of membership to practice managers in person and this in turn led to greater engagement and increased take-up of supplier deals which increased commissions so we

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could sustain and build our infrastructure to support the members and LMCs also benefited through increased payments to support their work.

We are often quoted considerable fees to be an exhibitor despite paying commissions over to the LMC hosting the event which seems somewhat counter-productive. The Buying Group is still willing to support your events as an exhibitor (and help you reach out to the approved suppliers to find additional sponsorship) but we can no longer accept invitations to be an exhibitor if there is a large fee involved. We would prefer to use such fees to invest in our wider communications and engagement work in increasing the benefits to our member practices.

Recruitment

We have advertised 147 GP practice vacancies since launching our recruitment platform last year. We'd love to reach out to more practices to help them when they are next recruiting (clinical and non-clinical roles). We'd appreciate it if you can let practices know about this free service as it will help them increase the reach of their advert. All practices need to do to submit a vacancy to us is login to the website and upload it onto our [recruitment](#) page.

The LMC Buying Groups Federation offers free membership to GP practices across the UK.

Membership gives practices access to an extensive range of products and services on which they have negotiated excellent discounts with their approved suppliers.

To find out more visit <https://www.lmcbuyinggroups.co.uk/>

Important Footnote:

There have been a number of GP and practice manager's changes recently. Thank you to all those practices that have kept us informed of these.

If there have been any GP/Locum/Practice Manager staff changes within your practice could you please email Julie Hughes @ jhughes@cheshirelmc.org.uk with an update.

It's particularly important the LMC has the most up to date practice contact and email information for your practice as the fast paced changes brought about by the new contract mean we are issuing up to date guidance and advice. You risk missing this if we do not have your up to date contact details on our register.

Please do share the LMC newsletter as widely as possible through email and social media. We also value your suggestions about the format, future articles or what you might like the LMC to provide for its members.