



Primary Care Medical Newsletter - April 2017



**QOF:
Have you
checked?**

The Quality Outcomes Framework (QOF) 2016/17 collection period from 1-3 April 2017 is now complete. Data was returned for 98% of practices recorded as participating in QOF on CQRS.

A further collection of data was run on 9-11 April to collect the remaining 2%. Those practices should expect to view data (including achievement data) in CQRS from Wednesday 12 April.

All practices should now be able to review and declare their QOF 2016/17 data and achievement data in CQRS.

Achievement summary report

Once your practice's achievement has been calculated, you can run the achievement summary report for QOF. For full details on how to do this, please refer to the CQRS Reporting document [available on the NHS Digital website](https://digital.nhs.uk/GP-Collections/user-support-and-training?_cldee=am9obi5yZWFzb25AbmhzM5ldA%3d%3d&recipientid=contact-4f7ba3035bb9e211ad9f005056ab5ef8-9634595ca3e748b5b4a7c0db5d0a6438&esid=f84e27a1-0c19-e711-8101-5065f38b05d1&urlid=0).
https://digital.nhs.uk/GP-Collections/user-support-and-training?_cldee=am9obi5yZWFzb25AbmhzM5ldA%3d%3d&recipientid=contact-4f7ba3035bb9e211ad9f005056ab5ef8-9634595ca3e748b5b4a7c0db5d0a6438&esid=f84e27a1-0c19-e711-8101-5065f38b05d1&urlid=0

Year-end user support

Contact your **commissioning organisation** and **clinical system supplier** if you cannot see information from a collection in CQRS by the date given, or it is different to the information in your clinical system.

The following channels are available for further year-end related enquiries:

CQRS Web: <https://digital.nhs.uk/article/279/General-Practice-GP-collections>

GPES: <http://content.digital.nhs.uk/gpes>

Service Desk: cqrsservicedesk@gdit.com 0800 440 2777, 8am-6pm Mon-Fri

CQRS System log in: <https://login.cqrs.nhs.uk/cas/login>



Make a note

Child Health Information Services for BaNES have changed from 01 April.

- BaNES phone number: **0300 421 1627**
- BaNES email: banes.chis@nhs.net
- BaNES address: CHIS Team, NHS South, Central and West, Sanger House, 5220 Valiant Court, Gloucester Business Park, Gloucester, GL3 4FE
- Website www.scwcsu.nhs.uk/chis



The clinical waste contractor is changing

Changes to clinical waste collections from the 1st July 2017

In December 2016, SRCL was appointed as the provider of clinical waste collection and disposal for GP practices in BaNES, Swindon and Wiltshire. From 1st July 2017, GP Practices' clinical waste will be collected by this new provider and any PHS services will cease.

What is happening in the background?

In the background we are working with the old and the new provider of the service to ensure that this is a seamless transfer.

What happens next?

Over the coming weeks you will be sent a letter by NHS England informing you that you will be contacted directly by SRCL who will confirm with you your collection data information, validating the information that has been provided by PHS. This will enable them to ensure the information we hold on you is correct; this in turn will support the smooth transition of your service from the old to the new contract.

Between now and 1st July you should:

- Check and understand your clinical waste output. Review for volume and type.
- Ensure you have a nominated lead for clinical waste.
- Check whether your bagged waste should be classified as infectious (orange bag), contaminated with medicines/chemicals (yellow bag), just offensive/non-infectious (tiger bag), or 'domestic equivalent' (black bag). Bag correctly as required and do not mix. Do you have the correct bag holders and are they in the appropriate places?
- Check whether your sharps bins are being used correctly for sharps: taking blood/giving saline (orange top), dispensing medicine (yellow top), giving cytotoxic/cytostatic drugs (purple top).
- Check for any stockpiled clinical waste bins. If you have put some aside 'just in case', you must run down your stockpile before 1st July. SRCL will provide new bins of their own when they take over the contract. Bins will be available for all sharps waste types. Bin sizes will be from a standardised national list only.
- Ensure the waste going into your collection streams only comes from your own services. All other healthcare providers in your premises are responsible for their own clinical waste removal and by law must have an appropriate contract in place. Note that all pharmacies have their own collection provided by NHS England. Non-GP services may be breaking environmental law if they use your waste collection, and may also be committing fraud if they use waste services that NHS England funds. All organisations producing hazardous waste must have auditable evidence of the amount and type of waste produced and of correct disposal by a licensed carrier of that waste type.

Important Information for Practice Managers



GP Practice Management

Extended Access - Workshop for GPs, Practice Managers and CCGs

NHS England is organising a workshop on 9th May 2017 from 12.00 noon to 5.00pm at The Hexagon Theatre, Queens Walk, Reading, RG1 7UA

The focus of the events will be on sharing learning from existing GP Access Fund schemes, as well as providing practical advice and guidance to resolve health inequalities in general practice. The aim is to support CCGs, GPs and Practice Managers to develop and roll out extended access to general practice services in line with plans set out in NHS Guidance 2017 and the General Practice Forward View.

<https://www.events.england.nhs.uk/events/1071/south-regional-engagement-workshop-delivering-the-planning-guidance>

GP Winter Indemnity Scheme – extension to cover Easter

NHS England's 2016 GP Winter Indemnity Scheme is designed to meet the costs of personal professional indemnity for additional out of hours work undertaken by GPs.

<https://www.england.nhs.uk/gp/gpfv/investment/indemnity/winter-indemnity/>

GMS contract changes 2017/18

- New Technical Guidance available
- Summary of the agreement
- FAQs and Ready Reckoner

<http://www.nhsemployers.org/GMS201718>

Changes to PMS and APMS GP contracts 2017/18

<https://www.england.nhs.uk/publication/implementing-the-2017-18-gp-contract/>

Med 3, Med 10 and MATB1 forms and how to order them

<https://www.gov.uk/government/collections/dwp-leaflets-and-how-to-order-them>

Leaflets about registering with a GP

NHS England leaflets that give advice to vulnerable patient groups about how to register with a GP. The groups are: asylum seekers and refugees, homeless people and gypsy/ roma/ traveller groups. The leaflets also explain that if practices refuse to register any patient they must always provide an explanation in writing (see your contract).

<http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/NHSGPs.aspx>

- **BMA advice about registering patients**
<https://www.bma.org.uk/advice/employment/gp-practices/service-provision/patient-registration-for-gp-practices>
- **The rules about registering patients**
<https://www.england.nhs.uk/?s=guidance+on+registration>

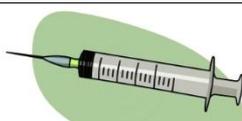
Review Body on Doctors' and Dentists' Remuneration (DDRB) report.

Provides analysis of evidence given by relevant organisations and makes proposals.

<https://www.gov.uk/government/publications/review-body-on-doctors-and-dentists-remuneration-45th-report-2017>

 <p>GP Practice Management</p>	<p>New contractual requirement to identify and manage frail patients. From July 2017 introduces a requirement for routine identification of frailty and providing key interventions to support people living with frailty. Join the introductory webinar on Friday 28 April 2017 hosted by Dawn Moody, a GP and NHS England's Associate National Clinical Director for Older People. It is aimed at anyone working in general practice with an interest in frailty and/or how to introduce this change to the contract. To register please email ENGLAND.longtermconditions@nhs.net .</p> <p>Implementing the electronic frailty index (The King's Fund) https://www.kingsfund.org.uk/file/healthy-ageing-collaborative-electronic-frailty-indexpdf-2</p> <p>The Electronic Frailty Index Guidance Notes http://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwjPslmf15zTAhWDCMAKHUxJAw0QFggnMAA&url=http%3A%2F%2Fwww.improvementacademy.org%2Fdocuments%2FProjects%2Fhealthy_ageing%2FeFI%2520Guidance%2520SystemOne%2520Notes%2520for%2520HAC%2520Partners.pdf&usq=AFQjCNHY5E7A9vAI-Gpx1uZFeANutE0QIq</p>
 <p>Occupational Health Services</p>	<p>GP Occupational Health Services The new provider of occupational health services to GPs is Heales Medical Group. Contact details and the referral procedure can be found at: http://www.heales.com/index.html</p>
 <p>SNOMED Coding</p>	<p>Change from Read codes to SNOMED in primary care SNOMED CT is the clinical vocabulary replacing Read codes. It must be adopted by all general practice service providers before 1 April 2018. NHS Digital's website provides information to support the transition including implementation timescales and how the transition will be managed. https://digital.nhs.uk/SNOMED-CT-implementation-in-primary-care</p> <p>Information Standards notice (November 2016) http://content.digital.nhs.uk/media/22806/0034352016isn/pdf/0034352016isn.pdf</p>
 <p>Data Releases</p>	<p>CCG outcomes indicator set - March 2017 http://www.content.digital.nhs.uk/catalogue/PUB23691</p> <p>Healthcare Workforce Statistics England, September 2016 At 30 September, 2016, show:</p> <ul style="list-style-type: none"> • GPs = 34,500 FTE, down 0.3 per cent (96) on September 2015. • Practice Nurses = 15,800 FTE, up 2.8 per cent (429) on September 2015. • GP Direct Patient Care and admin staff = 75,300 FTE, up 3.4 per cent (2,470) on September 2015 <p>https://digital.nhs.uk/article/1392/Report-shows-change-in-NHS-workforce-over-time</p>
 <p>Prescribing</p>	<p>NHS prescription charge increases from April 2017 The government has announced an increase to the NHS prescription charge of 20 pence, to £8.60 per prescription item. https://www.gov.uk/government/speeches/nhs-prescription-charges-from-april-2017</p>

 	<p>Introductory guidance for GP practices http://www.cqc.org.uk/content/introduction-guidance-gp-practices</p> <p>CQC – 24 Hour Retirement and CQC Registration http://www.cqc.org.uk/content/nigels-surgery-74-24-hour-retirement-nhs-contract-and-cqc-registration</p> <p>Tips and mythbusters for GP practices http://www.cqc.org.uk/content/nigels-surgery-tips-and-mythbusters-gp-practices-full-list</p> <p>GP Insight http://www.cqc.org.uk/content/gp-insight-verification</p>
 <p>Data Releases</p>	<p>CCG outcomes indicator set - March 2017 http://www.content.digital.nhs.uk/catalogue/PUB23691</p> <p>Healthcare Workforce Statistics England, September 2016 At 30 September, 2016, show:</p> <ul style="list-style-type: none"> • GPs = 34,500 FTE, down 0.3 per cent (96) on September 2015. • Practice Nurses = 15,800 FTE, up 2.8 per cent (429) on September 2015. • GP Direct Patient Care and admin staff = 75,300 FTE, up 3.4 per cent (2,470) on September 2015 <p>https://digital.nhs.uk/article/1392/Report-shows-change-in-NHS-workforce-over-time</p>
 <p>Training and retaining GPs</p>	<p>More undergraduate medical education places The expansion of undergraduate training places aims to increase the home-grown medical workforce by 25% – the largest single increase in doctor training places in the history of the NHS https://www.gov.uk/government/news/more-undergraduate-medical-education-places</p> <p>GP Retention Scheme A package of financial and educational support to help doctors, who might otherwise leave the profession, remain in clinical general practice. The GP Retention Scheme replaces the Retained Doctors Scheme 2016 and continues to be managed jointly by the local offices of Health Education England (HEE) (through the designated HEE RGP Scheme Lead) and NHS England. https://www.england.nhs.uk/gp/gp/v/workforce/retained-doctor-scheme/</p>
 <p>Practice Nursing</p>	<p>Managing the transition from children’s to adults’ care. The Queen’s Nursing Institute has launched a new online learning resource to improve nursing care for young people who are in the transition process from children’s services to adult community services. https://www.qni.org.uk/nursing-in-the-community/from-child-to-adult/</p>

**Public Health****National flu immunisation programme for 2017 to 2018**

The annual flu letter describes the national flu immunisation programme for 2017 to 2018, and outlines which groups are eligible for flu vaccination. It is supported by the flu plan which sets out coordinated and evidence-based actions.

<https://www.gov.uk/government/publications/national-flu-immunisation-programme-plan>

Flu immunisation e-learning

<http://www.e-lfh.org.uk/programmes/flu-immunisation/>

Community pharmacists gave 37% more flu jobs in 2016/17

Community pharmacy teams administered at least 221,000 more flu vaccinations in 2016/17 than in the previous year, up by more than 37%.

<http://psnc.org.uk/our-news/over-221k-more-flu-vaccinations-administered-by-community-pharmacists-during-201617/>

Meningococcal ACWY – Call / recall of current Year 13s can begin

From 1 April 2017 current school year 13 students (DOB 01/09/1998 – 31/08/1999) will be eligible to receive the MenACWY vaccination through general practice. Practices should operate an active call and re-call service with vaccination preferably occurring before the start of the 2017/18 academic year. Previous year 13 cohorts (DOB 01/09/1996 – 31/08/1998) remain eligible until they reach the age of 25.

<https://www.gov.uk/government/collections/meningococcal-acwy-menacwy-vaccination-programme>

2017/18 - New vaccination and immunisation programme

<http://www.nhsemployers.org/your-workforce/primary-care-contacts/general-medical-services/vaccination-and-immunisation/2017-18-vaccinations-and-immunisations>

Summary of the new and amended vaccination and immunisation programme (printable pdf):

<http://www.nhsemployers.org/~media/Employers/Documents/Primary%20care%20contracts/V%20and%20I/2017-18/201718%20Vaccination%20and%20immunisation%20programmes%20agreement.pdf>

Measles: Don't let your child catch it – poster

<https://www.gov.uk/government/publications/measles-dont-let-your-child-catch-it-poster>

Hepatitis C in England - 2017 report, Public Health England

National estimates suggest that around 214,000 individuals in the UK are chronically infected with hepatitis C virus, of which 160,000 are in England. In 2015, 52% of people who had injected psychoactive drugs tested positive for antibodies to HCV

<https://www.gov.uk/government/publications/hepatitis-c-in-the-uk>

Communicating the chief medical officers' alcohol guidelines

<https://www.gov.uk/government/publications/communicating-the-uk-chief-medical-officers-alcohol-guidelines>

HIV testing should be routine practice. (NICE: new draft quality standard)

<https://www.nice.org.uk/news/article/hiv-testing-should-be-seen-as-routine-practice-says-nice-in-new-draft-quality-standard>



Clinical

Providing physical activity interventions for people with musculoskeletal conditions (Arthritis Research UK report)

<http://www.arthritisresearchuk.org/news/press-releases/2017/march/providing-physical-activity-interventions-for-people-with-musculoskeletal-conditions.aspx>

Seventh national pulmonary hypertension audit

The National Audit of Pulmonary Hypertension sets out to measure the quality of care provided to people in England and Scotland.

<https://digital.nhs.uk/article/1386/Seventh-National-Pulmonary-Hypertension-Audit-published>

Dementia-Friendly Housing charter (Alzheimers Society)

http://www.alzheimers.org.uk/news/article/180/housing_organisations_urged_to_unite_against_dementia

Dementia: Best Practice repository for clinical commissionin

<https://www.learnenv.england.nhs.uk/pinboard/view/365#topNavigation>

Report on health and care of people with learning disabilities published

Includes information collected from over half of GP practices in England between 2014 and 2016.

<https://digital.nhs.uk/article/1415/Report-on-health-and-care-of-people-with-learning-disabilities-published>

Testing times for people with diabetes

Diabetes UK has published Testing Times, a report highlighting the problems with test strips at local surgeries. The report found that one in four people had either experienced restrictions or were refused test strips on the NHS compared to one in five four years ago.

https://www.diabetes.org.uk/About_us/News/Testing-times-for-many-living-with-diabetes/

The College of Optometrists has issued advice to those who suffer from hay fever

<https://www.college-optometrists.org/the-college/media-hub/news-listing/advice-for-those-with-hay-fever.html>



**Joint
Commissioning**

Health and wellbeing in rural areas

Nineteen per cent of the population of England live in rural areas which make up 85 per cent of the land. Although many rural areas are affluent, this is not true of all. Within even the most affluent areas, there can be real hardship, deprivation, ill health and inequalities

http://www.local.gov.uk/web/guest/publications/-/journal_content/56/10180/8343588/PUBLICATION

Public Health Staff involvement in STPs

This survey of directors of public health in England assesses the level of involvement of key public health staff from local authorities and the NHS in STPs.

http://www.fph.org.uk/survey_of_public_health_content_of_stps

Delegated commissioning case studies

A series of case studies to show how CCGs are using delegated commissioning to improve care for local people.

<https://www.england.nhs.uk/commissioning/pc-co-comms/dc-cs/>

Five Year Forward View (updated 31/03/2017)

<https://www.england.nhs.uk/publication/next-steps-on-the-nhs-five-year-forward-view/>

Five Year Forward View (Primary Care)

<https://www.england.nhs.uk/2017/03/nhs-england-takes-next-steps-towards-the-future-of-primary-care/>

Integration and Better Care Fund Policy Framework 2017 to 2019

The Better Care Fund will provide financial support for councils and NHS organisations to jointly plan and work together to deliver local services.

<https://www.gov.uk/government/publications/integration-and-better-care-fund-policy-framework-2017-to-2019>

Dorset STP integrated health services

<https://www.theguardian.com/society/2017/mar/29/nhs-future-depends-on-integrated-health-and-social-care>

UK top in primary care co-ordination, according to international survey

<http://www.commonwealthfund.org/publications/in-the-literature/2017/mar/minding-the-gap>



**Other Primary Care
Professions**

2000 jobs announced in two years: pharmacists in GP surgeries

http://www.rpharms.com/what-s-happening-/news_show.asp?id=4227&intlink=recentnews



Other newsletters

Wessex LMC newsletters

<https://www.wessexlmcs.com/communications>

Gloucestershire LMC newsletters

<http://www.gloslmc.com/newsletters.asp>

PCC newsletters for Practice Managers

Subscribe, and view back issues: <http://www.pcc-cic.org.uk/newsletters>

CQRS Bulletins: Can't remember whether it was flu or pertussis data?

Check back and see exactly what CQRS said, and sign up for the bulletins:

<http://systems.digital.nhs.uk/gpcollections/bulletins>

Public Health England monthly bulletins

<https://www.gov.uk/government/collections/phe-bulletin>

**Contact details for PCSE:
Payments, Pensions, Performers List, Patient Removals etc.**

Generic email: PCSE.enquiries@nhs.net
Phone: 0333 014 2884
Web: pcse.england.nhs.uk/
PO Box: Primary Care Support England, PO Box 350, Darlington, DL1 9QN

Any post, including applications, claim forms, returns or cheques that you would have posted to NHS SBS at Ferndown, Gloucester or Derby should instead be sent to the Darlington address above, which is a secure storage and distribution facility. If practices would like to courier any documents to PCSE, they should email PCSE.enquiries@nhs.net for the details– there is a separate address for courier firms to use.

Immediate (same-day) removal of violent or abusive patients:

Practices must follow the regulations for removal of violent or abusive patients. First contact NHS England by phone or email as usual. We will process these via PCSE.immediateremovals@nhs.net.

8 day removals:

Contact PCSE on PCSE.enquiries@nhs.net. Insert '8 day removal' in the subject line.

Urgent Medical Information Request:

To facilitate the exchange of information between practices, please email pcse.medicalrecords-preston@nhs.net and insert 'Urgent medical information request' in the subject line.

Outstanding medical records:

Please email pcse.medicalrecords-preston@nhs.net and insert 'Outstanding urgent record request' in the subject line.

Personal prescription pads (delivery time 3 weeks minimum):

Contact PCSE on PCSE.enquiries@nhs.net. Insert 'Supplies' in the subject line. Practices must supply the GP's Prescribing Number.



Useful Reference Library.

GMS/PMS/APMS contracts, plus **NHS GMS Statement Of Financial Entitlements** and other reference documents you should have to hand:

<https://www.england.nhs.uk/commissioning/gp-contract/>

Primary Care resources: <https://www.england.nhs.uk/commissioning/primary-care-comm/resource-primary/>

NHS Primary Medical Services Directions, includes **Premises Costs Directions** and **Statement of Financial Entitlements 2013** plus **Amendment Directions**:

<https://www.gov.uk/government/publications/nhs-primary-medical-services-directions-2013>

GP contract documents on NHS Employers website:

<http://www.nhsemployers.org/your-workforce/primary-care-contacts/general-medical-services>

GP Contract documentation

<https://www.england.nhs.uk/commissioning/gp-contract/>

GMS contract changes 2016/17, and guidance:

<http://www.nhsemployers.org/gms201617>

CQC inspections: Guidance for GP Practices:

<http://www.cqc.org.uk/content/gp-practices-and-out-hours-service-providers>

National General Practice Profiles: View your practice profile on Public Health England:

<http://fingertips.phe.org.uk/profile/general-practice/data>

QOF homepage on NHS Digital: Guidance, business rules, results/data history, etc.:

<http://content.digital.nhs.uk/qof>

The Green Book:

<https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book>

Primary Care Support England (PCSE):

www.pcse.england.nhs.uk Customer support phone number 0333 014 2884

Practice List sizes (Quarterly Updates)

<http://content.digital.nhs.uk/searchcatalogue?q=Numbers+of+Patients+Registered+at+a+GP+Practice&area=&size=10&sort=Relevance>

NHS Digital: GP Collections Bulletins

<https://digital.nhs.uk/article/279/General-Practice-GP-collections>

NHS Property Services Ltd (NHSPS): Guide to service charges for occupants of NHSPS owned premises. <http://www.property.nhs.uk/what-we-do/charges1617/>

Friends and Family Test : 0113 824 9494 or email england.friendsandfamilytest@nhs.net

Website: <https://www.england.nhs.uk/ourwork/pe/fft/>



Contact Details

All Contractual Requirements

Fiona Davenport – Contracts Manager f.davenport@nhs.net Tel 01138253484

**Sanger House Office (Gloucestershire/Swindon) Team:
NHS England South (South Central), Sanger House, Valiant Court, Gloucester Business Park, Brockworth, Gloucestershire, GL3 4FE**

Sharon Greaves – Primary Care Contracts Manager
sharongreaves@nhs.net Tel:01138251515

John Reason – Primary Care Support john.reason@nhs.net Tel 01138253496

Sharon Hodges – Primary Care Support sharon.hodges2@nhs.net Tel 01138253512

Tina McCausland – Primary Care Support t.mccausland@nhs.net Tel 01138255494

Jamila Bakawala – Primary Care Support j.bakawala@nhs.net Tel 01138248981

General Enquiry Email Address: england.bgs-w-primarycare@nhs.net

**Bewley House Office (BaNES and Wiltshire) Team:
NHS England South (South Central), 1st Floor, Bewley House, Marshfield Road, Chippenham, Wiltshire, SN15 1JW**

Tina Gabb- Assistant Contracts Manager tgabb@nhs.net Tel 01138251527

Gina Bryant – Primary Care Support gina.bryant@nhs.net Tel 01138251509

Joy Weeks – Primary Care Support joy.weeks@nhs.net Tel 01138251543

Tanya Bloomfield - Primary Care Admin Support Tanya.Bloomfield@nhs.net Tel 01138251520

General Enquiry Email Address: ENGLAND.bgswareateamprimarycareBewley@nhs.net

**Public Health Team (Immunisations and Vaccinations),
NHS England South (South Central), 1st Floor, Bewley House, Marshfield Road, Chippenham, Wiltshire, SN15 1JW**

Enquiries about Vaccinations and Immunisations including vaccination/immunisations on CQRS:
email: england.bgswareateampublichealth@nhs.net

Links to documents or websites.

This newsletter refers readers to other websites and documents. Where possible we try to find the original source of documents, and print the full website address so that if the link fails to work then readers can copy and paste the web address into their browser and proceed from there. Occasionally it is difficult to find the original source website for the document, in which case we will use a reputable alternative. We will only mail pdf copies of documents with the newsletter if it is unavoidable, because they make the emails large, sometimes blocking email inboxes.