

Bradford & Airedale Branch Report
Issue 77 – April 2016



Message from Mark Brooke, Chair, Bradford & Airedale Branch, YORLMC Ltd

General Practice is in the news again (is it ever out of the news!) following the publication of [NHSE's GP Forward View document](#). The GPC has put in a great deal of work to push the Government into accepting that there is a genuine crisis in General Practice that needs to be urgently addressed. This new document seems to be the first explicit recognition by the Government that "something must be done" and the headline statements of new investment into General Practice are promising. However, careful scrutiny is needed to understand the detail of what is to be made available, to whom it is available, how it is accessed and what strings

are attached. YORLMC will be working to understand the details of these proposals and looking to work with the BAWC CCGs and NHSE locally to ensure that any investment available reaches GPs in the frontline as soon as possible.

As mentioned by Dougy Moederle-Lumb in the accompanying edition of YORLMC news the LMC Conference which takes place on 19 & 20 May will provide an important opportunity for LMC conference representatives to consider and debate the Forward View. Bradford & Airedale LMC will be represented at conference this year by myself, [Steve Patterson](#), [Alun Griffiths](#) and [Charles Strachan](#).

Locally, the PMS negotiations in the City and Districts localities are still not concluded having been held up by late publication of the technical guidance of implementation of the recent DDRB pay award. GPs and practice managers working in these 2 localities will know that YORLMC reached an agreement with the two CCGs that the DDRB award would be applied to certain elements of the PMS negotiated agreement i.e. to the PMS baseline, access money, treatment room and phlebotomy payments. YORLMC is now waiting for the 2 CCGs to offer their interpretation of the guidance so that we can put some updated figures on the new contracts. Hopefully, we will not be waiting much longer and will have full picture very soon.

Included within this Branch Report are further updates for your information - YORLMC's website also includes a frequent queries section.

Primary Care Support England (PCSE)

YORLMC shares the grave concerns that practices are expressing at the unacceptable and inadequate level of service that is being provided by PCSE. There are many issues, but communication, call centre activity, records and supplies are a universal problem for practices across England.

The GPC is also of the view that the service provided to practices in the last few weeks is unacceptable and is continuing to meet regularly with Capita, the organisation that has taken on responsibility for the delivery of NHS England's primary care support services, to discuss the very unsatisfactory state of affairs. Capita is fully aware of the considerable disruptions that have been caused to all practices. Following a recent GPC/Capita meeting, Capita provided the GPC with the following update on how it is dealing with the main current issues and this is summarised below.

1. Customer Support Centre

We absolutely recognise that the service currently provided isn't up to scratch and have put together a Customer Support Centre recovery plan to get us back to the point of delivering service levels. The key elements of this are increasing the number of staff available to take calls and identifying the key issues that are driving calls to the CSC and fixing the root causes. A large number of new staff started this week and there are more in training to start work next week. As a result of this we have seen the percentage of calls answered increase and the average wait time continue to decline. There is still more work to do but the direction of travel is positive.

2. Medical Records

We continue to pilot the new approach in West Yorkshire and are collecting both quantitative and qualitative data to support the decision to go live across the rest of the country. Some aspects of City Sprint continue to cause concern and we have worked with them to reinforce their contractual requirements around ID and talked to them about the attitudes and behaviour of their staff. Across the rest of the country the contingency arrangements have largely bedded in with records flowing through the system. We are now producing a weekly update for GPs on medical records which will go out each Friday and answer the most frequently asked questions. As we now have over 92% of GP practices signed up on the portal (with email addresses) we have for the first time a quick and reliable way of reaching people with such updates.

3. Supplies

This is without doubt the biggest area of concern across all primary care contractor groups. We have experienced a level of demand that is several times above what would be expected, based on historical patterns. This has put enormous pressures on all stages of the supply chain (CSC, supplies ordering, City Sprint and our suppliers Xerox and NHS Supplies). We are up to date with supplies orders so the focus is on the fulfilment of these orders and dealing with issues caused where stocks are running low. The main area of concern is sterile products and we have worked with NHS England to put some short term practical solutions in place that allow us to buy direct from suppliers and, in extremis, allow practices to do the same and invoice NHS England.

A copy of the April 2016 Primary Care Support England (PCSE) Stakeholder Bulletin is enclosed at [Appendix 1](#) for information/reference as is a communication from PCSE relating to supplies at [Appendix 2](#).

Also enclosed with this bulletin at [Appendix 3](#), again for information are notes from a meeting that took place involving representatives of Leeds LMC and Capita - practices will recognise the concerns raised with Capita at this meeting. A follow up meeting is being planned.

It is helpful to the Corporate Affairs Team to continue to receive information from practices relating to specific concerns as these are being shared with GPC who can record the evidence at a national level. Such information is also helpful for contractual monitoring purposes. Practices are also able to ask PCSE a question or tell them what you think about the new PCSE service and how it can be improved – this can be done through pcse.england.nhs.uk/about/

A FAQ section on the same website can be accessed at <http://pcse.england.nhs.uk/help/>

YORLMC is also discussing with NHSE Y&H the concerns constituent practices have of primary care support services

Management of abusive, difficult and violent patients by General Practices and other independent contractors (including potentially violent)

Under the umbrella of the Yorkshire & Humber LMC Alliance, YORLMC is now progressing the establishment of a working group that will involve representatives of Y&H CCGs and NHSE Y&H and

which will consider the development of a refreshed/updated service that will support staff dealing with abusive, difficult and violent patients (including potentially violent)

GP Surgery Business Rates: Refunds received from Local Authorities

Practices should have received a letter from NHS England dated 10 March 2016 in relation to appeals lodged with Valuation Office Agency on behalf of many surgery premises against Rateable values (RV).

As detailed in the letter, Rateable values were being assessed on the basis of rental value rather than the cost of rebuild. After protracted legal and land valuation arguments, the ruling passed down last year was that RV should be assessed on the basis of rebuild cost rather than rental value.

Local authorities are in the process of issuing business rate refunds, together with supporting paperwork (in the form of credit notes, revised bills, letters, statements etc.). Where the GP Practice is the named ratepayer, these refunds - which in some cases may date as far back as 1 April 2005 - will be sent directly to the Practice (and not to NHS England).

A summary of the action required by practices can be found in the attached letter ([Appendix 4](#)).

YORLMC Branch meeting agendas – contributions from GPs and Practice Managers

GPs and Practice Managers are reminded that their suggestions for items for inclusion on Branch agendas are welcomed.

Meetings of the Bradford & Airedale Branch of YORLMC focus on issues affecting the Bradford, Airedale, Wharfedale & Craven area as a whole. Agendas are circulated to Committee Members one week prior to meetings, following agenda planning sessions involving YORLMC Officers and YORLMC's Corporate Affairs Team. The Branch meets bimonthly in alternate months and you can check the dates of forthcoming meetings [here](#).

We very much hope you will contribute to this process – your suggested items can be forwarded to the Corporate Affairs Team - info@yorlmc Ltd.co.uk.

To help the CAT keep track of changes within practice teams it will be much appreciated if you can advise info@yorlmc Ltd.co.uk when GPs join or leave your practice as well as when there is to be a change of Practice Manager.

YorTender

YORLMC would like to remind practices that local authority contracts that are out to tender will be advertised via the YorTender website <https://www.yortender.co.uk>

Registration is free and will allow you to become aware when new services become eligible for tender.

Pharmacy applications

The following application has been received:

- Application by H and H Pharma Services (c/o Rushport Advisory LLP) for inclusion in the pharmaceutical list at Unit 20 Holroyd Business Centre, Carbottom Road, Bradford, BD5 9BP in respect of a distance selling pharmacy.
- No significant change relocation to Bluebell Building Barkerend Health centre Barkerend Road Bradford BD3 8QH by Barkerend Pharmacy Ltd

The following application has been refused:

- Application by Olive Pharma Limited (t/a Olive Pharmacy Online) for inclusion in the pharmaceutical list at 27 Newmarket Street, Skipton in respect of a distance selling pharmacy

**This Bulletin is based on the best available information.
We will endeavour to ensure you are kept informed of any changes.**

To help YORLMC's Corporate Affairs Team keep track of changes within practice teams will Practice Managers please advise info@yormcltd.co.uk when GPs join or leave the practice and when there is to be a change of Practice Manager

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Advertise in the YORLMC Ltd Newsletter**

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If you would like to advertise your availability for employment then please contact
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