

**North Yorkshire Branch Report
Issue 77 – May 2016**

Message from John Crompton, Chair, North Yorkshire Branch, YORLMC Ltd



The last month has seen the publication of 2 major documents, the [BMA's Responsive safe and sustainable - Towards a new future for general practice](#) and [NHS England's General Practice Forward View](#). These important publications lay out both the challenges and potential solutions for General Practice and will be important working documents for YORLMC in North Yorkshire. I personally welcome much of the content and direction of the Forward View, though the detail of what resources will be available and how they will reach local practices are at present lacking and CCGs and NHS England await supporting guidance. Our joint May liaison meeting provided the opportunity for lengthy shared discussion on the content and implementation of the Forward View. It will be YORLMC's ongoing priority to ensure every possible stream of investment and support reaches all local practices.

A further major ongoing topic of discussion is the increasing pressure on CCG budgets. YORLMC acknowledges the need for local GPs through their CoM to advise on increasingly difficult commissioning decisions without compromising their own responsibilities to their patients and good medical practice.

In this last month I also attended a BMA/GPC hosted workforce conference. The programme included keynote speeches from NHS England and Health Education England (HEE) on future plans for General Practice's leading role in the delivery of primary and community care and how this will be enabled through central and regional investment. It was a useful event that looked at the skill mix needed to take forward new ways of working and YORLMC is continuing discussions locally.

This is a pivotal and critical time for both local and national General Practice. The discussion and acknowledgement of crisis has definitely registered with the Department of Health but it will be a major challenge for LMCs to ensure the rescue solutions proposed are sufficient and timely to meet the current pressures. The annual LMC conference which took place on 19 & 20 May further debated these issues and will be fed back in next month's bulletin.

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

UPDATE: Primary Care Support England (PCSE)

Three updates from PCSE are enclosed with this bulletin for information at [Appendix 1](#), [Appendix 2](#) and [Appendix 3](#).

YORLMC would like to highlight the following information that is contained within the stakeholder bulletin.

Contacting PCSE:

Following the launch of two national services, the Customer Support Centre has recently seen an increase in the volume of queries. As a result, customers calling the Support Centre may not have received the level of service we expect to provide, for which we apologise.

We've increased staff numbers in the Customer Support Centre, invested in further staff training, and introduced a menu to help direct calls.

During May, we'll set up dedicated, specialist teams within the Support Centre who will be able to respond to queries on specific services quickly and effectively.

These changes have significantly improved our call answering times and help our customers get through to the right people to answer their queries first time.

Get involved in developing services:

In order to provide services that are easy to use and interact with, PCSE would like to involve our service users in ongoing service development. If you're interested in providing feedback to help us develop and improve current and future services, please sign up to our user panel by emailing pcsepanel@capita.co.uk with your name, job role and address

Additionally, YORLMC would like to highlight the following information that is contained within the supplies update

Urgent supplies orders:

If you have a query regarding an existing urgent order, please email

PCSE.enquiries@nhs.net and put '*Urgent supplies query*' in the subject line.

Urgent supplies orders can be placed by clicking on the 'Submit an Urgent Order' link on the portal. The normal delivery cycle for non-urgent orders is within 10 working days of ordering.

CitySprint: It is a requirement for all CitySprint couriers to be DBS checked and carry ID.

CitySprint should deliver to a representative of the named practice, and that person will be asked if they are able to sign for the supplies as proof of delivery. If this is not possible, CitySprint will retain the items and look to re-deliver on the next scheduled delivery date.

Practices are also reminded that they are 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/>

Separate to the above, the GPC has written to NHS England to highlight its concerns of the services provided by Capita - a copy of the GPC's letter is attached for information at Appendix 4.

Not all PCS services are part of the contract with Capita, and some services will continue to be delivered by other organisations – including Commissioning Support Units, CCGs, NHS Shared Business Services and NHS Pensions. NHSE has produced a summary of all PCS services which indicates which services are delivered by PCSE and other organisations – please refer to <https://www.england.nhs.uk/commissioning/primary-care-comm/pcs-services/who-does-what/> for further information

It is helpful to the Corporate Affairs Team to receive information from practices that describes specific concerns in relation to primary care support services (PCSE) delivered by Capita as well as CitySprint, who were commissioned by Capita to courier the records between practices. It will also be helpful to hear about any improvements, particularly in relation to call handling and email response times. Information can either be sent to info@yorlmccltd.co.uk or simon.berriman@yorlmccltd.co.uk

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

Please refer to the May edition of YORLMC news for an update

Contact details – YORLMC's Corporate Affairs Team

YORLMC's Corporate Affairs Team (CAT) is responsible for keeping GPs and practice teams informed of current issues relating to primary care and beyond. The CAT leads on communicating important messages, producing regular guidance and newsletters to keep all GPs and practice teams informed, involved and engaged.

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

- Simon Berriman is administering the North Yorkshire Branch and Liaison - simon.berriman@yormcltd.co.uk
- Stacey Fielding is now administering the 4 North Yorkshire Divisions – stacey.fielding@yormcltd.co.uk

Simon and Stacey are therefore the first point of contact for all North Yorkshire & York related matters.

Kate Mackenzie is administering the work of the Bradford & Airedale Branch of YORLMC Ltd.

YORLMC Branch and Division Meeting Agendas:

Contributions are welcomed from GPs and Practice Managers

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

Meetings of the North Yorkshire Branch of YORLMC focus on issues affecting the North Yorkshire & York area as a whole. There are also four Divisions of YORLMC Ltd which correspond to the four North Yorkshire CCG areas. Division meetings focus on more localised discussion and, as co-commissioning gets underway, will become increasingly significant.

Agendas are circulated to Committee Members one week prior to meetings, following agenda planning sessions involving YORLMC Officers and YORLMC's Corporate Affairs team. Branches and Divisions meet 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 as follows: info@yormcltd.co.uk

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

Message from Julianne Haigh

Practice Manager Representative, North Yorkshire Branch, YORLMC

Just a reminder that I am the Practice Manager Representative co-opted to the North Yorkshire Branch of YORLMC. My co-option to YORLMC has been made with the intention of providing practices across North Yorkshire and York with an additional resource and acting as a link with practice manager colleagues. I attend Branch meetings and also liaison meetings with CCG leads and representatives of the Area Team so if you feel there are issues/themes emerging that would benefit from being highlighted at these meetings please let me know so I can ensure these can be

considered for inclusion on meeting agendas. The easiest way to contact me is by email – julianne.haigh@nhs.net. When emailing it would be helpful if you could also copy your email to the Corporate Affairs Team - simon.berriman@yorlmcld.co.uk

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@yorlmcld.co.uk when GPs join or leave the practice and when there is to be a change of Practice Manager

LOOKING FOR WORK AND VACANCIES?
Advertise in the YORLMC Ltd Newsletter

YORLMC's newsletter is circulated to all North Yorkshire & Bradford & Airedale Practices – if you would like to advertise your availability for employment then please contact info@yorlmcld.co.uk for further information and advertising rates

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