

Bradford & Airedale Branch Report
Issue 78 – May 2016



Message from Mark Brooke, Chair, Bradford & Airedale Branch, YORLMC Ltd
YORLMC officers attended the national LMC conference in London in May where a great deal of consideration was given to the "GP forward view" document. General agreement is that it is a start, rather than a complete solution, and that there is a lack of clarity about where the money to make this happen is coming from. Everyone agreed that the role of the LMCs is now to ensure that the NHSE promises of new money and new initiatives to enhance General Practice are made to happen at a local level. It is in all our interests, and in the interests of all our patients, to do this, and Bradford & Airedale LMC will be helped by working together with all GPs and understanding your views.

PMS negotiations for the Bradford CCGs are not yet signed off as we are working to ensure that last year's figures are uplifted appropriately to reflect our agreements and the nationally agreed uplift for GPs. This is taking longer than we had hoped but we are nearly there, with just a couple of areas for clarification. Thanks to everyone who has sent us their views about the PMS review process and views about issues that are of concern to the practice- this really helps us to demonstrate that we have the backing of GPs and helps us to recognise topics that we need to address, so keep 'em coming!

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@yorlmcld.co.uk or kate.mackenzie@yorlmcld.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

Entitlement to payments for covering ordinary or additional maternity, paternity and ordinary or additional adoption leave

Practices are reminded that changes were made to the GP contract for 2015/16 and as a result, payments to cover maternity, paternity and adoption leave are no longer discretionary.

All practices are entitled to reimbursement of the cost of GP locum cover for maternity, paternity or adoption leave of £1,113.74 for the first two weeks and £1,734.18 thereafter (for up to 26 weeks) or the actual costs, whichever is the lower. This reimbursement will cover both external locums and cover provided by existing GPs within the practice who do not already work full time.

Prior to April 2015, payments under the Statement of Fees and Entitlements (SFE) in relation to Maternity, Paternity and Adoption were discretionary and as such each former West Yorkshire PCT adopted their own payment policies which NHSE continued to apply until April 2015. In some areas of West Yorkshire the former PCTs had introduced a sliding scale formula of reimbursement. However, whilst the former NHSE Bradford & Airedale had initially sought to introduce a policy that included a sliding scale formula of reimbursement, this was successfully challenged by YORLMC and

the former PCT agreed that claims would continue to be assessed against the relevant SFE criteria, and where eligible the amounts payable would be those stated in the SFE. The relevant historic extract from the SFE is included below for reference.

Part 9 of the SFE PAYMENTS FOR LOCUMS COVERING MATERNITY, PATERNITY AND ADOPTION LEAVE

Ceilings on the amounts payable

9.5 The maximum amount payable under this Section by the PCT in respect of locum cover for a GP performer is-

(a) in respect of the first two weeks for which the PCT provides reimbursement in respect of locum cover, £978.91 per week, and

(b) in respect of any week thereafter for which the PCT provides reimbursement in respect of locum cover, £1500 per week.

Should any practice feel it has been underpaid either in relation to claims submitted before April 2015 or after April 2015 onwards it is entitled to submit a claim for retrospective payment. The NHSE team in West Yorkshire will assess each claim against the SFE and where appropriate make further payment in line with the published guidance. If any practice wishes to explore this then in the first instance they are advised to submit details to Kevin Costello: kevin.costello@nhs.net

In the event practices have any ongoing concerns please contact the Corporate Affairs Team.

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.

- Kate Mackenzie administers the Bradford & Airedale Branch (Kate.Mackenzie@yormcltd.co.uk) and is therefore the first point of contact for all Bradford, Airedale, Wharfedale and Craven related matters.

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 Bradford & Airedale Branch of YORLMC focus on issues affecting the Bradford, Airedale, Wharfedale & Craven area as a whole. There are also three Divisions of YORLMC Ltd which correspond to the three CCG areas. Division meetings focus on more localised discussion and, as co-commissioning gathers momentum, are becoming 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.

**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 Bradford & Airedale and North Yorkshire 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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