

**Bradford & Airedale Branch Report**  
**Issue 79 – June 2016**



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

The City and Districts engagement event that took place at the end of June was designed to start to review the [GP Forward View](#) document and to get GPs and practice managers involved in the CCGs' Clinical Boards push for an Accountable Care Organisation (ACO) in Bradford. Airedale, Wharfedale, Craven CCG is further down the line of considering an ACO.

Whilst there is much work to be done on developing a vision of what ACOs might look like, it is clear that General Practice will be central to any developments or change. Although one of the recent mantras is that General Practice needs to change, said in a way that suggests this would be an unusual event, it is unmistakeable that GPs have neither been resistant to change nor slow to embrace change throughout my career. This is especially so in Bradford, Airedale, Wharfedale and Craven where GP innovation has thrived. Locally, GPs will wish to continue to have a role in shaping any changes, as will YORLMC, and YORLMC will continue work in its role as the professional voice for all GPs and their practice teams across Bradford, Airedale, Wharfedale & Craven to ensure that the views of all are heard. Whatever these future models of care might look like, GPs will need to think very carefully about the benefits offered by their current contractual arrangements and YORLMC welcomes your views on the models of care that may emerge.

The GPC has produced a [Focus on General Practice Forward View](#) paper summarising some of the key potential opportunities for general practice that the Forward View presents. It provides a steer for practices on how to maximise the potential for the General Practice Forward View to deliver change locally.

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

**Annual LMC Conference – 18 & 19 May**

Mark Brooke, Steve Patterson, Alun Griffiths and Charles Strachan represented the Bradford & Airedale Branch of YORLMC at the Annual LMC Conference.

Steve Patterson has provided a very informative report on the two days which is available at [Appendix 1](#)

Conference resolutions, election results, motions not reached and motions lost are detailed in [Appendix 2](#)

**Capita/PCSE**

The GPC continues to highlight to Capita and NHSE at the highest levels the significant concerns of the GP population with the systemic failure of the services provided by primary care support England under contract to Capita. YORLMC has written to the GPC to highlight the very serious concerns that exist regarding the poor standard of services being provided under the Capita contract. YORLMC has also stressed the serious financial risks to practices as a result of invoicing delays and has reminded the GPC that at a time when practice finances are already stretched, it is unacceptable that individual practices may need to arrange overdraft facilities to cover shortfall in income due to delays in the system.

GPC last met with NHS England on 30 June. At that meeting the GPC highlighted once again the significant issues that have been raised through LMCs on behalf of practices. NHS England is aware of many and is dealing with them as quickly as possible. The GPC also highlighted the fact that the situation was and continues to be unacceptable; the planning and preparations by Capita and NHS England should have been robust enough to deal with any issues without major inconvenience to practices or the public. The GPC has emphasised that the underestimation on Capita's part is clearly unacceptable and GPC understands that Capita will be held to account by NHS England via KPIs. Capita has confirmed that it will continue to improve systems during this transition period until it is at an acceptable level, which they anticipate to be by mid-July.

NHS England's National Director for Transformation and Corporate Operations has stated her commitment to ensure tighter governance and oversight, as well as more robust testing and checking. The GPC does have influence at this level and it is presently a high priority to continue regular dialogue. It is however for Capita to implement improvements and to that end Capita has appointed a new Transformation Director who is performing a full review of the Capita plan, as well as another Director who is reviewing operational logistics and planning. Capita has also increased the staffing capacity of the customer support centre by 300% and has increased the staffing and shift patterns for staff working in the medical records processing centre. These are positive moves, and the GPC expects considerable improvement in the coming weeks.

The GPC is keeping an eye on the UK wide picture and how it impacts on cross border practices and the devolved administrations. Capita is aware of localised issues where local hubs and depots are not performing as they should, as well as some issues for particular types of practice (i.e. university practices and those with higher than average turnover) and it is dealing with these on a case by case basis. For example it is increasing the capacity of CitySprint vans, altering delivery routes, and also working with the NHS supply chain. NHS England is working with and monitoring Capita closely in dealing with these issues and they have asked that issues continue to be raised via the customer service centre so that they can be dealt with appropriately. This will also enable analysis of where the affected areas are.

With regard to supplies, the twice-weekly data received from CitySprint suggests that approximately 80% of orders are delivered in full on the designated date. There are some issues with individual hubs and these issues are being drilled down to find the source, but overall management and storage of supplies is improving.

With regard to records, there appear to be a few localities where there are particular issues, and the reasons behind the issues are being investigated. 30,000 records are being processed per day which means that there should be no backlog by mid-July. The system in place for dealing with urgent records has improved and so urgent requests should be received appropriately. The notes contingency will run until NHS England is satisfied that Capita can deliver notes consistently within the contractually stipulated margin, but the GPC does not expect them to exit the pilot for several months. There has also been trade press interest in information governance breaches around the transportation of notes. The GPC has been assured that NHS England is reporting any breaches to the ICO and will publish details within their normal reporting timescales but the GPC understands any serious breaches are in single figures. NHS England is involving the ICO in plans for the future system, but also looking at the historic arrangements which with scrutiny have shortcomings, hence an imperative to change.

The GPC will maintain pressure and be aware of improvements and deficits while the situation is stabilised. It has been meeting with NHSE every couple of weeks and is in regular contact with its senior management team.

**Whilst not wishing to add to practice workload it continues to be helpful to the Corporate Affairs Team to receive information from practices that identify individual problems and**

**highlight any new areas of concern together with any issues that have not been resolved as this will inform ongoing GPC discussions with NHSE. Information can either be sent to [info@yorlmcld.co.uk](mailto:info@yorlmcld.co.uk) or [kate.mackenzie@yorlmcld.co.uk](mailto:kate.mackenzie@yorlmcld.co.uk)**

YORLMC Chief Executive, Dougy Moederle-Lumb is especially keen that practices do not delay in contacting him if they are experiencing serious financial difficulties as a result of cash flow problems, for example where they are needing to make alternative arrangements either through use of existing contingency funds or bank overdraft arrangements. He can be contacted in the first instance through the Corporate Affairs Team using the contact details above.

### **Policy Book for Primary Medical Services**

NHSE now has an up to date online resource called the Policy Book for Primary Medical Services. It is a collection of all national guidance and includes a list of generic forms for applications, for example, list closures/contractual changes etc. It is intended to help practices ensure they follow correct procedures for these issues and should be a useful resource, especially for practice managers. NHSE is developing a condensed version of the booklet for practices which will contain all the relevant forms that they need and this will be shared with practices when available. In the meantime the full booklet is available at <https://www.england.nhs.uk/medical/>

### **Occupational health**

Following publication of the [national Primary Care Occupational Health Service Specification](#), YORLMC has written to the GPC to seek clarification as to the anticipated time scale for the introduction of the new service as well as any information it holds in terms of the mechanisms that will exist for accessing the national service.

In the meantime, NHSE Y&H has confirmed that existing services will continue pending re-procurement of services under the terms of the new specification.

### **Access to medical records for deceased patients**

<https://www.england.nhs.uk/contact-us/pers-info-req/> includes the following information:

#### **GP Health Records for un-registered or deceased individuals**

NHS England is the data controller of GP health records where an individual is currently not registered with a GP or is deceased. These records are held by Primary Care Support England (PCSE) on behalf of NHS England. You can find the application form and details of where to send your request on the <http://pcse.england.nhs.uk/recordsrequests/PSCE website>

In turn, the PCSE link above leads to the following information:

#### **Accessing medical records**

The Data Protection Act gives you the right to ask for a copy of the information an organisation holds about you – this right is commonly known as a subject access request (SAR).

A request for information from health records has to be made with the organisation that holds your health records – the data controller. For example, your GP, optician or dentist.

For hospital health records, contact the records manager or patient services manager at the relevant hospital trust. You can find a [list of hospital trusts on the NHS Choices website](#).

#### **GP Health Records for un-registered or deceased individuals**

NHS England is the data controller of GP health records where an individual is not currently registered with a GP or is deceased. To request access to your own health records or those of a deceased person, you will need to complete an application form.

[The application form](#) and [additional information](#) about access requests are available to download.

Please note that to process an application, appropriate identification documents and a £50 fee must be provided. To make a request in these circumstances,

[please use this list to locate the office to which you should submit your request.](#)

You can find more information about accessing health records on the [NHS Choices website](#).

The BMA's [Access to health records](#) as well as its Confidentiality and health records tool kit which includes specific guidance relating to [deceased patients](#) provide additional guidance setting out the circumstances in which health professionals may receive, and respond to, requests for access to health records in relation to deceased patients.

### **Bradford Districts Locality vacancy – election result**

Following a request for expressions of interest, Dr Seemab Khan been elected unopposed to the vacant Bradford Districts seat on the Bradford and Airedale Branch of YORLMC Ltd.

### **Extended Hours Enhanced Service (ES) – Flu Vaccinations**

The following was included in the March edition of the BA Branch Report:

At its recent liaison meeting with Officers of BAWC CCGs and NHSE, YORLMC sought to discuss local flexibility as a way of promoting practice participation in the above scheme.

Whilst it is clear that practices will be required to work to the terms of the [DES](#) should they choose to take on this work there was agreement that practices will be able to retrospectively advise NHS England of the cancellation of an extended hours session at short notice where that cancellation had been as a result of, for example sickness at the practice. Additionally Extended Hours may be used for pre-bookable appointments and practices can use these as they see fit, including for flu vaccinations etc.

Separately, whilst there will be no changes to the contracted current hours or the Extended Hours DES practices will be contractually required through completion of an access survey to provide data to inform NHS England of the availability of evening and weekend opening for routine appointments that patients could access in the local area (not necessarily at practice level) and is to be collected until 2020/21. The data will be collected every six months.

In addition, whilst practices can provide flu vaccinations during an extended hours session they must also have a GP on duty at the same time.

### **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](mailto: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](mailto: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@yorlmcLtd.co.uk](mailto:info@yorlmcLtd.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@yorlmcLtd.co.uk](mailto:info@yorlmcLtd.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@yorlmcLtd.co.uk](mailto:info@yorlmcLtd.co.uk) for further information and advertising rates

### **YORLMC Ltd Disclaimer**

YORLMC Limited does not provide legal or financial advice and thereby excludes all liability howsoever arising in circumstances where any individual, person or entity has suffered any loss or damage arising from the use of information provided by YORLMC Limited in circumstances where professional legal or financial advice ought reasonably to have been obtained. YORLMC Limited provides representation, guidance and support to GPs and practices in the North Yorkshire and Bradford and Airedale areas. YORLMC Limited strongly advises individuals or practices to obtain independent legal/financial advice. Articles and adverts included in this newsletter must not be assumed to be endorsed by YORLMC Ltd.