

Bradford & Airedale Branch Report
Issue 83 – November 2016



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

The pace of change for General Practice seems to increase every week and has been ramped up as the year ends with three important documents. There are increasing demands from the profession and public for the publication of STPs - Sustainability and Transformation Plans - and increasing disquiet at the lack of professional and public involvement in producing these plans. GPs will need to speak up and make their views known about the West Yorkshire STP when it is published; we will be happy to hear your views at YORLMC.

Related to the STP is Bradford City and Districts CCGs' Primary Care Medical Strategy that sets out the aspirations for our local services and the view of future services that the CCG boards intends to work towards. This is a vital document for those in City and Districts to read and to understand- it sets out your future as seen by your CCG board. Again, it is essential that GPs make their views known and YORLMC would be pleased to hear these views to inform our own responses to these documents. In AWC a workshop has been held regarding GP transformation plans.

Completing the trio is the CCG GPFV plan. YORLMC will be monitoring the CCGs responses to the GPFV closely and I would also urge GPs to question the progress made by the CCG boards on the various elements of the GPFV at every opportunity.

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

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@yorlmc.co.uk

NHSE Standard Contract 2015/16

As advised in the [September edition](#) of the YORLMC newsletter, the template letter for breaches to standard hospital contract in England are available on the [YORLMC website](#)

GPs and practices in Bradford City and Bradford Districts can also highlight these to their CCG via the RAP button on their CCG website. Practices in AWC can highlight breaches via the CCG contracting email address. BAWC CCGs will share a summary of this information regarding breaches with YORLMC, so GPs and practice to do need to share with YORLMC separately.

PCSE performance monitoring - Feedback from GPC

As you may know, GPC England undertook an exercise over the month of October to assess the performance of PCSE/Capita as experienced by practices. Practices reported on a number of issues on a weekly basis, LMCs compiled responses from their areas, and GPC compiled LMC responses to build a national picture for analysis. The headline results of the report are shown below; the full report can be accessed here (<https://www.bma.org.uk/collective-voice/committees/general-practitioners-committee/gpc-current-issues/capita-service-failure>) under the October 2016 tab.

Key findings:

- Close to three out of ten (28 per cent) GP practices reported they failed to receive or have records collected from them on the agreed date with Capita.
- Eight out of ten (81 per cent) practices stated that urgent requests for records had not been actioned within three weeks.
- Around six out of ten (58 per cent) GP practices reported that new patient registrations were not processed within the required three days.
- Close to a third (31 per cent) of practices reported that they had received incorrect patient records.
- Around a quarter of those surveyed (23 per cent) had not received the medical supplies they had ordered on the expected date, like medicines and prescription pads.
- Just over half (51 per cent) of GP practices reported that customer service support staff were unable to resolve issues within an appropriate timeframe.

Trends over the 4 week period of the survey:

- For patient records delivery/collection, the situation does not appear to be improving, with a sharp increase in the last week for average number of records awaiting delivery
- For supplies, the situation has improved, with more practices reporting they are receiving all ordered supplies on the expected date

- For the PCSE customer support centre, there appears to be no improvement in issues being resolved via telephone or via email, across the four weeks, with high numbers of practices consistently reporting issues are not resolved
- For new patient registrations, following a small decline, the percentage of practices reporting that new patient records are processed within the three day timescale, showed some improvement but remained at an unacceptably low level overall
- A vast majority of practices reported that they do not have contact with their local NET team (although this improved slightly over the four weeks)
- The percentage of practices reporting issues with payments to their practice, reduced over the four weeks with a steady week on week reduction of incorrect payments

GPC continue to discuss appropriate compensation for GPs for the extra work caused by the issues and will provide an update in due course.

By way of reminder, please do escalate unresolved issues – see the below procedure:

1. Initial enquires should be directed to PCS England national contact centre - PCSE.enquiries@nhs.net or 0333 014 2884

Should your email to PCSE be urgent, please mark as such in the Subject box so that it can be prioritised

2. Unresolved issues or lack of response, practices should contact PCS England regional contact susyellis@nhs.net - West Yorkshire Local Liaison Manager

3. If following this, practice issues remain unresolved please contact all four NHSE Y&H contacts - clarestreeter@nhs.net, marie.wharton@nhs.net, helen.hawran@nhs.net and v.lindon@nhs.net who will do their best to help escalate the issues.

Practices may also want to contact their local Member of Parliament regarding their concerns. Contact details for MPs can be found via the following link <http://www.parliament.uk/mps-lords-and-offices/mps/>

PCSE problem - practice with cash flow issues

YORLMC has highlighted to BAWC CCGs that some practices are experiencing cash flow problems as a result of waiting for funds from PCSE.

Screening for patients at risk of Tuberculosis infection – City and Districts

YORLMC is aware that Bradford City and Districts CCGs have invited practices to participate in a pilot to improve the timeliness of screening for patients at risk of Tuberculosis infection. The CCG is providing funding to support this work until 31 March 2017.

GPs and practices should consider if they wish to do this work. Please do note that it is not an essential, additional or enhanced service and so not a contractual obligation

Pharmacy applications

The following applications have been approved:

- Change of ownership application for Crosshills Medical LLP t/a Crosshills Pharmacy at Holme Lane, Crosshills, North Yorkshire, BD20 7LG by Gorgemead Ltd.

- Change of ownership application for Frizinghall Enterprises Ltd at 285 Bradford Road, Shipley, BD18 3AB.
- No significant change relocation to Windhill Green Health Centre, 2 Thackley Old Road, Windhill, Shipley, BD18 1QB by L Rowland & Co (Retail) Ltd.

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*

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.