

**North Yorkshire Branch Report
Issue 82 – November & December 2016**

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



YORLMC continues to work to secure investment from the GP Forward view with both CCGs and NHSE. It is increasingly clear the delivery of both the [Five Year forward view](#) and [GPFV](#) will be based around the emerging STPs.

YORLMC has expressed concern from the onset that North Yorkshire has been split into 3 outward facing STPs. It is our belief that this configuration hampers the integration of health and social care and is likely not to deliver the resources promised in the GPFV locally. This was debated at the November Liaison meeting with NYY CCGs and NHSE and formal representation of the view that North Yorkshire services will be secured and developed better within a single STP has been made to Simon Stevens and NHSE.

In the meantime we have major concerns the emerging STPs have been developed without GP consultation although they contain radical proposals for primary care service reconfiguration. We are currently working to secure discussions in all areas to resolve this issue and emphasise the importance of engaging GP providers at a critical time for all services and particularly GP practices.

Finally, I wish you all a merry Christmas and all the best for 2017

Message from Berni Judge, Practice Manager Representative, North Yorkshire Branch, YORLMC

Just a reminder that I have been appointed as the new 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 will be attending 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 – berni.judge@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

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@yorlmcld.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@yorlmcld.co.uk

- Stacey Fielding is now administering the 4 North Yorkshire Divisions – stacey.fielding@yorlmcld.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.

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/>

Healthy outcomes, children and young people's service, NYCC

Please see the below service details:

(1) Healthy Child Programme 5-19 - details on how to refer:

Each practice will have a named link Healthy Child Practitioner.

<https://www.hdft.nhs.uk/services/childrens-services/5-19-ny/>

or by telephone on 01423 557711.

The 5-19 Healthy Child Service provides confidential health advice and support to children, young people and families including:

- Health Assessment, school entry, Vision and Hearing/NCMP Screening in reception NCMP year 6 transition.
- Individual support to children and families with special needs, Emotional Health and Wellbeing Services and Healthy Lifestyles
- Safeguarding children and young people
- Children Educated at Home

(2) Prevention Service - details on how to refer can be found here:

<http://www.safeguardingchildren.co.uk/worried-about-child>

The Prevention Service Early Intervention offer includes:

- Parenting; developing routines and consistent approaches through modelling and tools to address problematic behaviour.
- Support to families with home-school relationships in response to issues of poor attendance, bullying and school refusal and low-level risk taking behaviour.
- Practical, hands-on support to reduce social isolation through brokering access to community activities and groups.

(3) Compass Reach details of how to refer can be accessed here:

NYRBS@compass-uk.org

Telephone: 01609 777662 Freephone: 0800 008 7452

The nurse led service offer includes:

- Early help and prevention work in relation to emotional wellbeing and mental health issues or those who have been screened as having moderate or high levels of need with regard to substance misuse/ alcohol and/or sexual health

(4) Inclusive education service details of how to refer can be accessed :

inclusiveeducation@northyorks.gov.uk

Tel: 01609 534010

- If a child has or may have special educational needs and or disabilities (SEND) that will effect their full engagement with education the service can support schools and families to ensure educational needs are met.

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@yorlmltd.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

Pharmacy applications

The following have been approved:

- Change of ownership from Bestway Panacea Healthcare Ltd trading as Well to Bestway National Chemists Ltd trading as Well at 111 Cold Bath Road, Harrogate, North Yorkshire, HG2 0NU

- Change of ownership from Bestway Panacea Healthcare Ltd trading as Well to Bestway National Chemists Ltd trading as Well at 26 Field Lane, Selby, YO8 9FL by Sharief healthcare Ltd:

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@yorlmltd.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@yorlmltd.co.uk for further information and advertising rates

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