

## LMC Update Email

10 August 2018

### **NHS England director of primary care**

Following comments published last week by Arvind Madan, Director of Primary Care, NHS England, where he suggested that GPs should be "pleased" when small practices close, he has now [resigned](#) from his post. As we reported last week, we wrote to him urgently raising our concerns, and he responded in the [GP Bulletin](#), to state that he, and NHS England, remained resolutely committed to supporting all practices. Despite this, we believed that further action needed to be taken, and [wrote](#) to Simon Stevens, the chief executive of NHS England, about this serious situation. I have also spoken to senior people in NHS England about this. Dr Madan announced his resignation last Sunday and you can read his statement [here](#).

In response to this, Dr Chaand Nagpaul, BMA Council chair said: "NHS England must now make clear that it values and fully supports all practices - unequivocally, the vital role of smaller practices - and demonstrate its commitment to all GPs in these testing times for the profession." Read the full BMA press release in response to his resignation [here](#).

This story was reported by [BBC news](#), [Guardian](#), [Telegraph](#), Mail, Mirror, [Independent](#), [iNews](#), [Pulse](#), [HuffPost](#); and [BBC Radio Tees](#) hosted a radio discussion about pressures on GP services and how increasing demand is forcing some GPs to consider whether they can continue.

Dr Nikki Kanani, who was the deputy medical director of primary care at NHS England, has taken over as the acting director of primary care for NHS England on an interim basis. She is also a sessional GP based at a practice in Welling, South London and has been chair of Bexley CCG. We have already had a meeting with her and she is very keen to develop a good working relationship with us.

### **Record transfer safety breach Docman**

NHS England has issued a central alerting system (CAS) communication to general practice on the use of Docman software (version 7) with Electronic Document Transfer (EDT) enabled, in which documents received by GP practices using NHS mail are not being reliably transferred into patients' electronic records. This communication is attached. This only affects GP practices using Docman software (v7) with EDT enabled. If practices have moved to Docman 10 but have previously used Docman 7, they may still be affected. All practices in the UK using this software are in scope; and, in England, you should follow the instructions as set out by NHS England in the guidance attached.

In response to this, the GPC has made it clear that this is obviously a seriously concerning situation and we are pressing NHS England to urgently ascertain the scale of the problem, and crucially establish whether patients have been put at risk. Plans to address the issue must immediately be put in place, and practices must be adequately resourced to manage the additional workload this involves. This is clearly the latest in a number of examples of patients and GPs bearing the brunt of technological failings which is not acceptable.

If LMCs are being contacted by practices for further advice, please direct them to their CCG in the first instance; support will also be available from their local GPIT service provider. Should LMCs have any further questions related to a technical issue or a set of circumstances they are not sure how to advise on please contact [england.PCDT-Management@nhs.net](mailto:england.PCDT-Management@nhs.net)

In order to estimate the size of the impact, we are looking to survey practices in due course, and would appreciate if LMCs could ask practices to start making note of the following processes:

1) Find 'unprocessed' folder on your Shared Drive (Shared > PCTI > DOCMAN7 > DATA\_S1 > EDT > UPROCESSED). Please review the folder and note down the number of total files. **Total number of files:** \_\_\_\_\_

2) Download and run the Docman tool. Once you have run the Docman tool, confirm the total number of files left in this folder. **Number of files following use of Docman tool:** \_\_\_\_\_

3) You will be expected to carry out a clinical risk assessment on the remaining files. Keep a note of the total number of risk assessments. **Total number of risk assessments:** \_\_\_\_\_

4) Please note down and provide total number of practice hours spent reviewing and completing this task. **Total number of hours spent:** \_\_\_\_\_

5) Was the practice at the time of Docman installation instructed how to use the Docman Alert scheduler? Yes/No/Don't know/What is the alert scheduler?

### **DDRB survey results**

As we reported last week, the government has decided not to implement the majority of the DDRB's recommended uplift for Doctors' pay in England. The BMA therefore surveyed our members in England, who are either directly (GPs and hospital doctors) or indirectly affected by this offer.

Following the government's action, the pay award will result in an overall uplift of 2% for GPs and their practice staff, back dated to April 2018, and which takes in to account the 1% payment already secured through direct negotiations. There is also a commitment of an additional 1% in April 2019, dependent on the outcome of forthcoming contract negotiations. In addition, GP appraisal and trainers grants will be increased by 3%. The DDRB had recommended a 4% increase for GPs this year, in recognition of the particular pressures general practice faced.

BMA council chair Chaand Nagpaul said: 'The survey findings of doctors in England should be a wake-up call for the Government that they have seriously misjudged the mood of the profession with what is another sub-inflationary pay award.'

You can read more about the survey [here](#), and in the BMA news story [here](#). It was also reported by the Press Association, the Sun, [Pulse](#), and [GP online](#)

### **2018 GP patient survey results**

The 2018 GP patient survey results have been published this week. The key findings were:

- confidence and trust in GPs and healthcare professionals remains extremely high at 95.6%
- 93.5% of patients felt involved in decisions about their care and treatment
- 94.8% felt the healthcare professional met their needs.
- 83.8% described their overall experience of their GP practice as very or fairly good.
- The majority of patients (68.6%) rated overall experience of making an appointment as good
- Overall 61.6% of patients got an appointment at a time they wanted or sooner and 66.1% of patients who wanted a same day appointment got one

The full report can be found [here](#)

In response to this, I commented that “These results show that the overwhelming majority of the public are happy with the care they receive from their GP and the healthcare professionals at their local surgeries. They are further testament to the hard work of dedicated family doctors and their teams who continue to provide an excellent standard of care despite the huge and growing pressures they face.” Read the BMA press release in full [here](#). I was interviewed on LBC Radio, and this was also reported in the [Express](#) and [Pulse](#).

### **UK GP trends data**

NHS Digital has published a report with the key figures on country level workforce trends, practice numbers and list sizes and population projections in the UK and a breakdown of contract types in England. It shows that there are now 9085 practices in the UK, 191 less than 2016, with 7527 practices in England, a fall of 166 from 2016. The report also notes that 54-55% of GPs in England, Northern Ireland and Wales are female but in Scotland this is almost 60%. Read the report [here](#).

### **General Practice Premises Policy Review - Call for Solutions**

NHS England and the DHSC are working collaboratively with the GPC England and RCGP to undertake a [review of General Practice Premises Policy](#), which will seek to identify how to ensure that general practice premises are fit for purpose, both now and in the future. Within the scope of the review NHS England is holding an open call for solutions, inviting submissions from interested stakeholders. We would like to encourage LMCs, practices and individual GPs to submit solutions that address both individual and systematic issues. We welcome a range of proposals, from those designed to address specific issues to those which would require a more significant system reconfiguration. The open call will run from **8 August to 5 September 2018**.

The [call for solutions pack](#) sets out further information about what the review is considering and how to submit a response (online survey or by post) – further details are available [here](#). We will shortly be in touch again about publishing a survey for practices on premises.

### **NHS Property Services**

We have been made aware that NHS Property Services have circulated template occupancy agreements to some practices. These documents have not been agreed with GPC and we would urge practices to obtain appropriate legal advice before they sign up to anything like this. Read our guidance [here](#).

### **Alvesco inhalers- supply issue**

The Department of Health and Social Care has been alerted by AstraZeneca to a supply issue with Alvesco inhalers across all strengths. Depending on the strength, resupply is not anticipated until mid-September 2018 (Alvesco 160) and mid-October (Alvesco 80). Astra-Zeneca has sent out the attached letter to customers.

### **GPC regional representative by-election**

Nominations are now open for the position of Hertfordshire representative to GPC for the 2018-19 session. This by-election follows the current representative being elected deputy chair of LMC UK conference 2019. This election will take place using the BMA’s online election system, for which BMA login details are needed. To find out more, including the eligibility criteria, click [here](#).

To nominate yourself click [here](#). Please be aware a representative from your LMC must also email [elections@bma.org.uk](mailto:elections@bma.org.uk) by the stated deadline to confirm you pay the voluntary levy or you will not be eligible to stand. Nominations close at **12pm Friday 17 August**. If you have any questions about the election process, please contact [elections@bma.org.uk](mailto:elections@bma.org.uk).

**BMA Deputy Chair of Council**

Congratulations to Dr David Wrigley, a long standing member of GPC, who has been elected as the Deputy Chair of Council of the BMA.

**BMA Women's Health report**

The BMA has published a series of briefing papers on [Addressing unmet need in women's health](#), which follow on from a symposium hosted by the BMA's Board of Science on the topic last year. These are being featured on BBC Radio 4's Woman's Hour today – listen [here](#)

Read the latest GP newsletter [here](#)

Read the latest sessional GPs newsletter [here](#).

Have a good weekend

Richard