

RESTORING RESILIENCE: MAINTAINING MOMENTUM

I was recently asked to give a fact about myself that others might not know. My answer was, "Every time I hear about a practice terminating its contract I take it very personally; I feel I have let down the doctors, the staff and more importantly, the patients." The reason for that answer is that I passionately believe that general practice has not only been the cornerstone but also the sound foundations of the NHS since 1948. So watching so many practices struggling at this challenging time is very painful.

It is for this reason that we here at the LMC are determined to find the solutions to restore the resilience and respect that has been the hallmark of general practice. We have started at the point of needing to understand why some practices are forging ahead, attracting new staff and developing new innovative ways of delivering diverse services, whilst others are struggling to the point of needing to terminate their contracts – we call this "Understanding the widening gap". This underpins our adventurous two-year business plan and is beginning to reveal common patterns between the practices at each end of the spectrum.

Over the next year, we not only want to support those struggling practise that really want to get back on their feet, but we also want to strengthen those practices that are leading the way, so that they aren't jeopardised should a local practice collapse precipitously (as we have witnessed in the last year).

I am delighted to welcome Mike Harrison to the team, as our new Director of Innovation and Consolidation. Mike has come to the LMC with a fresh pair of eyes, from outside the NHS. Already he is asking those awkward questions like, "Why on earth do you do it like that?" – Especially when the only answer is so pathetic, "Because that is the way the NHS has always done it." Some of you might have met Mike at our conference on 11th May, where he witnessed optimism and enthusiasm. He will be supporting Rachel in this critically important strand of work to start rebuilding practice resilience and finding innovative solutions for a sustainable future.

As the Bedfordshire, Luton and Milton Keynes Sustainability and Transformation Partnership (STP) has been appointed as one of the Accountable Care System (ACS or ACO) pilots it is even more important that the LMC works together with practices, locality leaders and CCG leaders to ensure general practice not only leads the discussions around how primary and community medical services are provided in the future but also is in the prime position to be the key provider of those services. Never before have there been such fantastic opportunities for general practice; we must grasp them with both hands.

We're here to support and help find the solutions.

Dr Peter Graves

FACING THE FUTURE WITH OPTIMISM

The LMC Conference *Facing the Future with Optimism* was held at the Fielder Centre, Hatfield in May. 150 GPs and Practice Managers across Bedfordshire & Hertfordshire attended a bursting agenda opened by Professor Chris Ham, Chief Executive of the King's Fund and followed by a local showcase from practices and federations demonstrating a significant decrease in GP workload, increased capacity and improved patient care. Lea Vale Medical Group in Luton, Lea Valley Health Federation, Newport Pagnell Medical Centre and Primary Care Home were among the presentations as well as our final key note Sarah Longland, Practice Manager in South Derbyshire who shared her experiences of new models of practice and management including super partnerships and federations.



There were 21 exhibitors showcasing, many from our Portfolio of Approved Business Consultants as well as some new who demonstrated innovative solutions in saving practice time. The late morning session offered one to one appointments with ACAS, 7 interactive table discussions and 4 workshops on a variety of topics including legal, digital, finance, insurance and indemnity, practice management, workforce and mergers and acquisitions. It was a tight schedule but delegates were able to receive a brief taster of information to follow up in more detail afterwards. Videos and presentations of the day are available on the home page (Hot Topics section) of our [website](#).

Thank you to all those who attended on the day and contributed to its success.



FUTURE EDUCATION EVENTS

Please see attached for the September to December LMC Training programme. More courses, roadshows and conferences to be added soon. Suggestions for topics welcome. To discuss your practice workforce development requirements please contact [Helen Bean](#). More information and booking forms are available at our [Events webpage](#).



PORTFOLIO OF APPROVED BUSINESS CONSULTANTS

Click here for the full list of our [Portfolio of Approved Business Consultants](#)

Please quote Beds & Herts LMC when contacting.

Welcome to our new Approved Business Consultants:

**GP Surveyors**

GP Surveyors are a leading firm of chartered surveyors specialising in GP practices throughout the UK.

GP Surveyors provide a 'one-stop-shop' for issues regarding doctors' premises. They have over 2,500 GP practices in their client portfolio. GP Surveyors provide professional services tailored to your needs, delivering great customer services and real value for money.

Key services include:

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- Pharmacy Rent Reviews
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For further discussion or advice please contact GP Surveyors at www.gpsurveyors.co.uk.

Tel: 0114 281 5850. Email: info@gpsurveyors.co.uk.

View our [brochure](#).

[GP premises – to lease or not to lease?](#)

[A guide to GP practice premises](#)

[Strategies to boost GP surgery income](#)

MEDICAL NOTES REQUESTS FROM THE POLICE

Just a reminder that the BMA has received new legal advice regarding medical note requests from the Police, which we circulated to Practices in June.

There is clear guidance regarding the obligations that GPs have with respect to copying and/or release of the GP record and your practice is entitled to a fee for producing the notes.

You can find all the full information on the BMA website:

<https://www.bma.org.uk/advice/employment/fees/medical-records>

RESIDENTIAL/CARE HOME RECORDS

We've had questions about homes asking GPs to write the details of the visit in the home's records. You do not have to do this as part of your NHS contract. You MAY do this if you want to but it is not part of your NHS contract. It could be put into an Enhanced Service as a requirement or it could be part of a separate contract/retainer you might have with a home so you would need to check that neither of these situations applied. Your obligation under your NHS contract is to update the NHS records of the patient as they are held at the practice.

MATERNITY COVER REIMBURSEMENT

The 2017/18 contract confirmed that maternity cover reimbursements from NHS England will not be subject to a pro-rata application. Unfortunately, we've had confirmation from NHS England that there won't be any backdating of this policy. Any weeks of maternity cover reimbursement that fall before 1 April 2017 can have pro-rata payments applied. It is only any of the weeks of maternity pay which fall after 1 April 2017, when the new SFE was introduced, which will not be subject to pro rata application.

GP SAFEHOUSE

Don't forget the Beds & Herts GP Safehouse website is available for all Beds and Herts GPs experiencing professional challenges.

These are difficult times and there is a crying need for pastoral care, whether it is just a sympathetic voice, being able to raise concerns about a colleague or more individual one to one support.

The GP Safehouse has been running for about a year and a half now, so do go and have a look on the site. It guarantees anonymity, security and confidentiality.

If you haven't received a password or have any difficulty accessing the site, please contact Sue Holloran on sueholloran@bedshertslmcs.org.uk who will be able to help.

FLU VACCINATION NEGOTIATIONS 2018/19

For many years the LMC have undertaken negotiations with flu vacc suppliers so that practices can take advantage of group discounted rates. It is understood that practices have ongoing relationships with suppliers and we would therefore like to know if the LMC information that is sent to practices each year adds any value to your practice purchasing vaccinations and therefore whether to continue this work. Please contact [Helen Bean](#) **by the 18th August** if you would still find the information we provide useful.

BALLOT OF GP PRACTICES

GPC England has been asked to ballot practices as to whether GPs in England are prepared to collectively close their Practice lists.

By now Practices should have received a letter from the BMA explaining the ballot along with a set of FAQs which you are advised to read very carefully.

Please note the LMC are not involved in this and any queries you have should be directed to the BMA at info.gpc@bma.org.uk.

GP Recruit**£250 for a period of three months****£200 for a period of one month****Contact Mandy Clements on 01438 880010****LOOKING FOR A LOCUM**

Did you know that out of 200 practices across Bedfordshire and Hertfordshire 60 practices are registered to use the Beds and Herts LMC Locum Bank? So if you are looking for that all important Locum why not contact Mandy Clements on 01438 880010 who will register your practice to see all locum availability. There are over 100 who are available for work in different areas across the two counties.

**Nurse Bank—Free to Practices paying all their levies****Nurses available in all areas****Contact Mandy Clements on 01438 880010**

Please see attached the September to December Training & Events Programme. More courses, roadshows and conferences to be added soon.

To discuss your practice training requirements, please contact Helen Bean, Support Services Manager on 01438 880010 helenbean@bedshertslmcs.org.uk

For details of all our events and to download course booking forms, please visit www.bedshertslmcs.org.uk/events/list or scan the QR code below:



If you would prefer to receive this newsletter by post please email Sue Holloran, Operations Manager — sueholloran@bedshertslmcs.org.uk

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