



Beds & Herts LMC Ltd: Weekly Update for Practices, Friday 22nd January 2021

1. Beds & Herts LMC Co-CEO Announcement

As you all know, Mr Mike Harrison and Dr Nicky Williams have been at the head of the Beds and Herts LMC as Joint Acting CEOs since April. They have worked extremely well together and have shown tremendous leadership in this time of great crisis, supporting all GPs in our area.

It is therefore with great pleasure that I am able to announce that the Beds and Herts LMC Board have appointed them to the permanent roles of Co-CEOs. We believe that their complementary skills will ensure that the LMC can continue to provide great support and representation well into the future and we are confident that our LMC is in safe and extremely competent hands.

May I also take this opportunity, whilst announcing their appointments, to also thank Nicky and Mike for their strategic vision, pragmatism and care for the LMC and their staff during the pandemic. It has been very reassuring to have them at the helm.

Kind regards,

Dr Simon Hughes – *Chair of Beds & Herts LMC Board*

2. Contract agreement 2021/22

GPC has announced that they have reached agreement with NHS England about the contractual changes for 2021/22. There will be an increase in funding, minimal contractual changes and some previous agreements will be delayed. This is to give practices support and stability through the continued pandemic and whilst practices are playing a significant role in the COVID-19 vaccination programme.

Some of these changes will be implemented throughout 2021/22 depending on the pandemic and will be agreed later in the year. Practices will then be provided with adequate time to prepare.

The full details are available in this [letter from NHS England](#) and on the BMA [website](#), but in summary, from April:

- Funding increases previously agreed will be honoured
- Funding increase to global sum to allow a 2.1% uplift in pay
- QOF will be largely the same as for 2020/21 with some amendments to cancer and SMI domains to assist with the impact of the pandemic, and changes to vaccinations and immunisations as previously planned to continue with the move to an item of service payment arrangement for childhood vaccinations – these will see additional funding go into QOF

- QI modules from 20/21 to be repeated and slightly amended
 - The core digital offer to patients has been defined, largely based on how practices are already operating due to the pandemic
 - New ARRS roles will come on stream, with additional funding being made available to enable mental health practitioners to be part of the PCN workforce.
 - London weighting can be paid as part of ARRS max reimbursement amounts
 - IIF 2020/12 indicators will remain unchanged. GPCE and NHSEI will have further discussion on other planned indicators for 2021/22, utilising the additional investment to the IIF
- No new PCN service specifications from April (will be phased in later in the year with dates to be agreed depending on the pandemic), and current PCN services to receive minor amendments
- GPCE and NHSEI will discuss the introduction (in-year) of a new enhanced service related to obesity and weight management

3. Workload prioritisation: Level 4 or 5

BMA and RCGP have updated their joint [guidance on workload prioritisation for primary care](#), which sets out what practices could consider continuing or stopping while we are in a national lockdown, to help practices prioritise their work during the immense workload pressures they are currently under. RCGP and BMA consider that most practices are currently operating at level 4 or 5.

4. Complaints during the pandemic

At the start of the pandemic, NHS England paused the complaints process for three months so providers could defer responding but from 1st July providers were required to resume normal response times for complaints. In the recent letter from NHS England setting out further support measures during this third wave and the covid vaccination programme, complaints were not mentioned. However, a subsequent letter from [NHSE East of England](#) regional team has clarified that practices can once again delay complaints where this seems appropriate to the practice. The letter states:

Once again, the value of complaints is widely acknowledged but I recognise the need to enable practices and CCGs to prioritise. I therefore propose that you may wish to step down some routine complaint investigations and look to prioritise and use discretionary effort to continue to progress any complaint which may have clinical or safety concerns or repercussions if the complaint investigation was delayed.

5. Vaccine supply – don't take it out on CCG staff!

We are aware that many practices and PCNs have been rightly frustrated by both the lack of timely information about the supply of vaccine to local sites, and the inconsistency of those supplies. We continue to have conversations on a daily basis with the local CCG/ICS teams regarding the supply of vaccine. However, it is very clear that the chaos and confusion surrounding the vaccine supplies sits with the national and regional NHS England teams, with our local CCG colleagues often not knowing any more than the LMC or staff on the front lines. We are aware of incidences where CCG staff have received abusive phone calls regarding the lack of clarity of vaccine deliveries. As an LMC one of our roles is to hold the

commissioners to account and will continue to do so. However, we believe that the CCGs are doing everything they can related to vaccine supply, and like practices and PCNs, are often being put in impossible positions by NHS England. We would urge everyone to remain courteous and respectful during this challenging time.

BHLMC Job Board Advertise your practice vacancies with us on our Job Board on the website [here](#). If you are interested in posting an advert please contact lmcadmin@bhlmc.co.uk for more information.

If you have missed any of our regular bulletins for practices, please visit the [Weekly Updates](#) section of our website.

If you are a Locum and would like to receive mailings and updates from Beds & Herts LMC Ltd please register via the [online form](#) and we can add you to our database.

Wellbeing for GPs: [Visit our webpage](#).

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