



MORGANNWG LMC NEWSLETTER : JANUARY 2017

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PRACTICE SUSTAINABILITY / Inappropriate transfer of work from secondary care.

Practice sustainability issues remain at the forefront of the BMA / GPCW / LMC agendas. LMC Executive Committee members have attended eight sustainability panels. Many practices in Wales and throughout the UK are struggling and the strong message coming from BMA / GPCW and the LMC is that practices need to stop carrying out unfunded work. The BMA is planning a renewed campaign early in the New Year to highlight its guidance on dropping unfunded and inappropriate work as this is the only way practices can be protected.

'GPs should not be providing services outside their contract that are not funded'

The following link to the Quality first page of the BMA website provides some very helpful advice and guidance and also includes templates which you may wish to utilise.

[Quality first: managing workload to deliver safe patient care guidance](#)

COMMUNICATION BETWEEN SECONDARY AND PRIMARY CARE:

The ABMU Improving Discharge Summaries Group meets on a regular basis and although improvements in some areas have been recorded throughout the year the ABMU Medical Director reported at its November meeting that there had been no significant overall improvement and the situation was now being monitored closely by the ABMU Executive Board.

The LMC is continuing to forward examples of poor discharge information to HIW so please keep sending anonymised examples to the LMC Office. We would ask that every practice sends us a full week's 'snapshot' of such examples for the week commencing 16th January 2017 so that we can highlight the problem further.

WOUND CARE LES

By now, you should have received a copy of the joint communication sent to practices on Friday 23 December 2016 (copy attached for info). This is a welcome change of direction by ABMU. Although we still feel it is underfunded, the LMC is supportive of the latest proposal to collect practice activity data over the next 6 months in order that an appropriate wound care service can be designed, developed and properly funded. We would ask practices to discuss the issue as soon as possible with their cluster lead, but will of course continue to support practices who are withdrawing from the LES.

PHLEBOTOMY SERVICES

National negotiations are ongoing but are largely aimed at properly funding hospital initiated requests for phlebotomy in primary care. The more 'difficult' question of whether GPs should be offering phlebotomy under GMS has not yet been addressed and the LMC is in dialogue with Laboratory services across ABMU over the issues affecting hospital phlebotomy and practices which arise from this lack of clarity. Until this question is answered, we would advise practices to continue to offer the service they currently do in order to prevent a 'race to the bottom' on phlebotomy provision.

UNAVAILABLE MEDICATION IN COMMUNITY PHARMACIES

The Health Board has advised that they are not provided with up to date, timely information in respect of latest drug shortages which sometimes only affect some pharmacies and not others who remain able to obtain stock. They have now written to all community pharmacies to ask that when they are presented with a prescription for a drug which is unavailable they should **contact the prescriber directly, suggesting suitable alternatives wherever possible which are in stock**. Any changes can then be explained directly to the patient and avoid them having to return to the surgery. This will also ensure that the prescriber is aware of the current situation and enables review of other patients if necessary. Keep the LMC informed if you continue to have patients being sent back to surgery.

REFERRALS TO AHCP (Alternative Healthcare Provider Scheme)

We would like to remind practices that, in situations where patients have behaved in a manner which has been threatening to staff or premises, practices should consider referring them to the AHCP scheme rather than just offlisting them as this could put other practices at risk. The practice is advised to obtain an incident number from the police although this does not automatically lead to prosecution and further involvement of the practice. It is also important to ensure that such incidents are recorded to provide evidence of the pressure under which services are provided. Details should also be entered on Datix.

REVISED DENTAL GUIDANCE

You should have received a copy of the BMA's recent revised guidance, available via the following link, in respect of patients presenting or contacting the surgery with a dental problem.

<https://www.bma.org.uk/advice/employment/gp-practices/quality-first/manage-inappropriate-workload/patients-presenting-with-possible-dental-problems>

REMOTE ACCESS LAPTOPS: Just to remind you that the cost of laptops has reduced significantly to around £650-£700 and can be ordered through the Dell portal. NWIS are also working on a solution to enable remote access on any device.

PRACTICE EMAIL ADDRESSES

The LMC, NWIS and ABMU are working to pilot safe, embedded information transfer processes at both ends of the clinical journey. This is likely to be via WCCG which is automatically embedded into both Clinical Portal and GP IT systems without the need for printing then scanning in emails/letters etc. It is currently working well with DMS documents in 12 pilot practices where the Primary Care process is being finalised for roll out across the ABMU area. We just want to remind you that until this pilot phase is completed we are advising practices **not to comply with secondary care requests to set up a generic email address for the transfer of clinical information as the receipt of such information cannot be guaranteed**. You should communicate as you always have done (mail /fax) as to change would be unsafe and create unnecessary workload and clinical governance concerns for patients and practices.

ACCESS TO MENTAL HEALTH CRISIS TEAMS:

The Service Director for Mental Health and Learning Difficulties was recently contacted following complaints from constituents about difficulties in making referrals to the MH crisis teams and he has confirmed that the CRHT team operational policy has been altered to reflect GPs concerns about access and now contains the recommendation: **'it is good practice for patients to be seen within the last 72 hours by a health care professional before referral'**. This was a significant move away from the previous policy where referrals were only accepted after being seen by a GP within the last 24 hours. He has advised that he would be happy to review specific examples where referrals have been refused.

SESSIONAL GPs NEWSLETTER: The latest newsletter can be accessed via the following link;

<http://bma-mail.org.uk/t/JVX-4NDO7-1BJCJOU46E/cr.aspx>

WELLBEING THROUGH WORK / IN-WORK SUPPORT: (GPs Patients and staff)

The Wellbeing through Work / in-work support service (funded by the European Social Fund through the Welsh Government) is available to anyone who lives and/or works in the ABMU Health Board area including GPs, their staff and patients. Services provided include counselling and confidential support for managing issues including stress, low mood, conflict, constant worry and joint/muscle pain. GPs, patients and staff can contact the service directly on;

0845 601 7556

Further details/posters/leaflets about the service can be obtained from

Tel: 01639 684568: Email: wtw@wales.nhs.uk.

ABMU OCCUPATIONAL HEALTH SERVICES

GPs can contact the ABMU Occupational Health Department for advice on;

- **Sickness absence management**
- **Assessment for fitness for work**
- **Impact of any underlying medical problems**
- **Compliance with relevant law**
- **Ill-health retirement**
- **Adjustment/rehabilitation and control measures**

Please contact Paul Dunning, Acting Head of Staff Health and Wellbeing on 01639 684569 or by email: Paul.dunning@wales.nhs.uk if you wish to discuss any of the above issues further..

DEDICATED SUPPORT SERVICES FOR GPs:

GP dedicated counselling service: 0800 058 2738 (Health for Health Professionals)

Doctors struggling with addiction: www.livingroom-cardiff.com 02920 302 101

WEBSITE:

The LMC is pleased to advise that the Morgannwg LMC website is back up and running. We have tried to keep the format simple with relevant and up to date information timely and accurate. We've also embraced the world of social media and hope you will follow us on Twitter! Let us know what you think and what additions you would like to see.

Website: www.morgannwglmc.org.uk

Twitter: @morgannwglmc

Email: Morgannwglmcltd@btconnect.com

MORGANNWG LMC ELECTIONS 2017-2020

The Election process for LMC Committee members is about to commence and letters and nomination forms will be circulated shortly to all eligible GPs in the ABMU area. If you would like to find out more about becoming a member of Morgannwg LMC please get in touch with.

Nimish Shah – Chairman:	nimshah@doctors.org.uk	07971 225460
Ian Harris – Vice Chair:	ian.harris3@wales.nhs.uk	07815 904443
Ashok Rayani – Medical Secretary	Ashokrayani@gmail.com	07554 007134