

Worcestershire

Local Medical Committee Ltd

NEWSLETTER

4th October 2021

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TACKLING ABUSE AND AGGRESSION TOWARDS GPs

As you will be aware, over the last few months, reports of patient abuse and aggression toward GPs and practice staff have increased, coinciding with very high levels of pressures in general practice.

At the same time, patients and the media are calling on general practice to increase face-to-face appointments, whilst [government infection control guidance](#) remains for practices to ensure social distancing and make use of remote consultations to protect patients and staff, when we know that most practices are providing a balance of remote triage, telephone, digital and face-to-face appointments based on their assessment of patient need.

Richard met with the Secretary of State, Sajid Javid, last week and [called on the government to enable and support general practice](#) over the coming winter. At that meeting he made it crystal clear how unacceptable the increasing abuse against GPs and the general practice workforce is, fuelled by a damaging and

demoralising misinformation campaign in some parts of the media, as well as comments from politicians.

Following that meeting GPC have written to the Secretary of State again to outline their key asks to support and to protect practices against abuse, which include:

- Providing clear public backing for GPs, recognising the huge pressure they are under
- Invest urgently in primary care and remove unnecessary bureaucracy
- Support increased sentencing for those who assault healthcare workers
- Commitment to work with the BMA on a national campaign to stop abuse of the NHS staff

In the last few days GPC have had discussions both with officials from the Department of Health and Social Care and NHSE/I on these key asks. They have confirmed they will come back this week with some firm proposals for a package of support for General Practice focused on quickly tackling abuse/aggression, low morale and unmanageable workload.

CONSULTANT SUPPORT FOR GPS

The BMA consultants committee are showing its support in their statement published today, unequivocally condemning the unacceptable abuse against hardworking and dedicated GPs and the general practice workforce – read the statement [here](#). We wholeheartedly welcome this support from our consultant colleagues.

SUPPORT YOUR SURGERY CAMPAIGN

The BMA continues to campaign in defence of GPs and their staff with the [Support Your Surgery campaign](#) to get the backing of patients to make the changes to primary care that are so urgently needed.

Please continue to show your support by signing the [Support Your Surgery petition](#) and sharing it with colleagues, friends, and families. It's important to get as many signatures as possible to put pressure on the Government to support general practice.

They have produced a [GP campaign factsheet](#) that can be used to rebut the misinformation being published in the media and to proactively include in social

media posts, letters to the local press or MPs. Please do all you can to help us defend and support general practice at this critical time. We have written to MPs on the issue of media looking for negative stories about general practice across our County. Read the [letter](#).

You can also get involved in the [#SupportYourSurgery social media discussion](#). Many GPs and patients are sharing their support for each other and practices across social media. This will help us reach as many people with the campaign as possible.

COVID-19 VACCINATIONS

Boosters for health care staff

Health and social care workers can now book their COVID-19 vaccination boosters through the [National Booking Service](#) or by calling 119.

As part of the booking process, staff will need to self-declare they are a frontline health or social care worker, and they will also be asked to provide as proof of employment as an eligible health or social care worker using a workplace photo ID.

Booster vaccinations can be administered no earlier than six months after completion of the primary vaccine course.

Medical exemptions

A systematic medical exemptions process is being introduced today, 30 September, to ensure that those who, for medical reasons, should not be vaccinated (and/or be tested) for COVID-19 are not disadvantaged across certification use cases.

Given the need for clinical judgement and access to patient records, the Department of Health and Social Care are asking GPs, secondary care clinicians and midwives to assess applications. Steps have been taken to ensure this does not impact workload (e.g. no appointment required, pre-screening process).

Read the [guidance](#) detailing the process and clinical criteria and payment mechanisms (for GPs). An item of service fee of £44.00 in respect of each response to a valid exemption confirmation request is payable.

Vaccine Data Resolution Service (VDRS)

The Vaccine Data Resolution Service (VDRS), established by NHSE/I and NHS Digital, aims to resolve missing or incorrect vaccination records for people

vaccinated in England who have a current NHS number and are registered with a GP practice in England.

A pilot of outbound calls was launched on 3 August to patients identified as having a second dose but where no first dose is showing on the national immunisation database (NIMS). This service continues to operate. An inbound service accessed has also been launched, and referrals to the VDRS can be made via any of the services accessed via 119.

Note that 119 and VDRS call agents will not provide clinical advice and cannot assist with queries related to vaccinations received overseas. If the query relates to personal information that is incorrect on the patient record (e.g. name, address), these will still need to be resolved by their GP practice. If a member of the public believes they have missing or incorrect COVID-19 vaccination data, they should be advised to call 119.

FLU VACCINATIONS FOR PRIMARY CARE CONTRACTORS AND FRONTLINE STAFF

The [Enhanced Service Specification for Seasonal influenza vaccination programme 2021/22](#) has now been published. GPC and LMCs have been lobbying for many years for GPs and practice employees to be included within specification for the annual flu programme and for practices to be able to claim an item of service fee for giving flu vaccinations to their staff.

We are therefore pleased that we have now been able to secure agreement with NHSE/I to the inclusion of all frontline practice staff in the Enhanced Service. All practice staff with patient contact, including both medical and administrative staff, will now be eligible to receive a flu vaccination from employing practice or the practice at which they are registered as a patient, and practices will receive an item of service fee for their provision. As in previous years locum GPs will also continue to be eligible for a free vaccination. The provision of flu vaccination to all target groups will therefore be covered under CNSGP.

NHSE/I has also [published guidance](#) (available on the Future NHS platform) on the process for recording flu vaccinations administered to patients not registered with a practice.

MEDICINES DELIVERY SERVICE EXTENSION

An extension of the medicines delivery service has been announced by NHSE/I. The [announcement letter](#) explains that to help provide support to people who have been notified of the need to self-isolate by NHS Test and Trace, the

Community Pharmacy Home Delivery Service and the Dispensing Doctor Home Delivery Service will be commissioned from 1 October 2021 to 31 March 2022 (inclusive) for anyone living in England who has been notified by NHS Test and Trace to self-isolate.

RCGP VETERAN FRIENDLY GP PRACTICES

The recent events in Afghanistan and the commemorations in the lead up to Remembrance Day, are of particular importance for our veteran community. There are over 1000 GP practices in England now accredited as veteran-friendly, with more practices signing up each week. The feedback from practices already accredited is overwhelmingly positive with high levels of satisfaction reported. It would be good to have more GP practices accredited veteran-friendly within the LMC region.

Key to improving healthcare for our veteran population is asking the question "*Have you ever served in the in military*". There are an estimated 2.4 million veterans in the UK, some of whom have complex needs. There are veteran-specific services tailored towards this potentially vulnerable patient group. Veterans may also be entitled to priority treatment for conditions related to military service. Becoming a veteran friendly accredited practice is a simple on-line process and helps to raise awareness, improve understanding and better equip and facilitate GPs in their duty of care to veterans. Further information can be found at <https://www.rcgp.org.uk/clinical-and-research/resources/a-to-z-clinical-resources/veteran-friendly-gp-practices.aspx>

DO YOU HAVE AN INNOVATIVE IDEA?

This year as our ICS becomes embedded, it is proposed that an alternative approach to the allocation of some of the Primary Care Resilience funding is adopted. Our Clinical Directors, CCG and LMC would like to seek your views as to how this limited pot of money might be spent in 2021/22. We are in agreement that we would like all practices to benefit from the fund and the focus should be primarily on supporting practices/PCNs and reducing GP workload. The total amount available is £52,650 across Worcestershire. Resource for mentoring schemes, practices in crisis and our GP support team is not included within this budget.

The criteria against which funding can be utilised, which includes some examples from other areas to get you thinking, can be found [here](#).

Is there something your practice or PCN does that you are particularly proud of? Would you like to see it rolled out to all practices? Does it save you

time/creates efficiencies/support your staff? We need now, more than ever to support each other and share those ideas.

Do you have an innovative idea to reduce GP workload that you have struggled to get off the ground? Is there something obvious to you that no one is addressing that could make a difference? Now is the time to put forward those ideas!

Please email Lisa in the LMC Office with your ideas, lsiembab@worcslmc.co.uk by the deadline of **Monday 18th October 2021**.

WYCHAVON VACANCY

Worcestershire LMC has a vacancy for a Wychavon Representative for a maternity cover for an initial period of 6 months although this may be extended on a month by month basis. If you work in this constituency area and would be interested to find out more about the LMC and the commitment involved please contact Lisa Siembab in the LMC Office: lsiembab@worcslmc.co.uk.

MENTOR SUPPORT

Please find a flyer highlighting how you can access peer support during this time [here](#). More information about [wellbeing](#) support can be found on the LMC website.

MENTAL HEALTH AND WELLBEING SUPPORT

Wellbeing

We are fortunate to have excellent mental health support in place for general practice locally across both our counties. Do please access support if you need it and remember that it is very hard to look after others if you are not looking after yourself! The latest support available can be found on our [website](#).

There is help and assistance available within the Herefordshire and Worcestershire Healthy Minds service. They are able to provide bespoke talking therapies for all colleagues irrespective of your role in your organisations to assist with anxiety, low mood, stress and other common mental health problems. Referral is easy and can be completed via visiting <https://www.healthyminds.whct.nhs.uk/>. This is a NHS service and as such is free at the point of contact and confidential.

The Service Manager, Phill Morgan Henshaw is happy to answer any questions regarding referral and treatment and can be contacted on 01432 842200 or via phill.morganhenshaw@nhs.net.

BMA Mental Health and Wellbeing

The BMA continues to offer [wellbeing services](#) and confidential 24/7 counselling and peer support for all doctors and medical students, as well as their partners and dependents, on 0330 123 1245. Access the [BMA's COVID-19 wellbeing pages here](#).

The BMA has welcomed the NHSE/I [announcement](#) of further funding for the expanded and rapid access provision of mental health services for NHS staff in England over the winter. This is urgently required and something the BMA has been calling for to support the major challenges NHS staff are facing. At the ARM, a motion was passed expressing concern at the potential long-term impact of the pandemic and called for resources to support the profession. As we head into a second wave of the virus it is vital that staff are protected. [Find out more here](#).

LMC WEBSITE

The following guidance has been added to the LMC website www.worcsimc.co.uk this week:

[Response from Nigel Huddleston MP](#)
[Menu of Support NHSE Resilience Framework Criteria](#)
[Letter to Worcestershire MPs](#)
[GPs in Crisis Video](#)
[GP Campaign Factsheet](#)

COVID 19 RESOURCES

[BMJ – news and resources](#)
[RCGP COVID-19 information](#)
[NHSE/I primary care bulletins](#)
[NICE resources](#)

WORCESTERSHIRE AND HEREFORDSHIRE LMC LTD

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All topical issues relating to local general practice are discussed at the monthly LMC meetings and those minutes can be read on the LMC [Website](#). Should you require further information on any issues raised at the LMC meetings please do not hesitate to contact the LMC representative for your area or practice.

MEMBERS OF THE WORCESTERSHIRE COMMITTEE

- CHAIRMAN:** Dr David Herold
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Representatives:

- | | | | |
|---------------------|------------------------------------------|-------------------|------------------------------------------|
| BROMSGROVE: | Dr D Pryke
Dr K Hollier | REDDITCH: | Dr I Haines
Dr M Shah |
| WYRE FOREST: | Dr M Davis
Dr S Morton
Dr J Rayner | WYCHAVON: | Dr D Herold
Dr J Rankin
Dr K Gines |
| MALVERN: | Dr P Bunyan
Dr R Khehar | WORCESTER: | Dr F Martin
Dr C Whyte
Dr R Benney |

Co-opted Representatives:

Out of Hours: Dr E Penny
Dispensing: Dr J Rankin
Registrars Rep: Dr J Chun (North)
Dr E Ukorebi (South)
First5 Rep: Dr M Venables
IT Rep: Dr R Williams
Non Principals: Dr S Manton
Clinical Directors: Dr R Williams
EDI: Dr R Benney

Practice Manager Representatives:

Helen Garfield, Representative WF PM
Michelle Hallahan, Representative R&B PM
Meryl Foster, Representative SW PM

Worcestershire GPC Representative: Dr S Matthews

The next LMC meetings will be:

Worcestershire – 14th October 2021

