



7<sup>th</sup> February 2022

Dear Colleagues

Welcome to our weekly edition of the LMC Express.

This week's local updates include:

- Employee Assistance Programme (EAP)
- Primary Care Protected Learning Times (PLT) Feb/March 2022 reminder to cancel your CCAS 111 slots
- Elections to GPC are taking place in your region, want to get involved?
- Primary Care Quality Standard – Spirometry
- GP Registration for undocumented patients
- Kent & Medway Care Record (KMCR) and DOCMAN sharing is live

### **Employee Assistance Programme (EAP)**

The winter months have been a very challenging time for colleagues, so we want to remind you that all staff employed by practices in Kent and Medway are able to access the Employee Assistance Programme (EAP). This is provided by Health Assured. It is a confidential employee benefit designed to help primary care colleagues deal with personal and professional problems that could be affecting their home life or work life, health and general wellbeing. The Health Assured EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues including:

- a 24/7/365 confidential helpline
- up to six sessions of face-to-face, structured telephone or online counselling per employee per year
- medical information with nurses accessible by phone
- legal and financial information and support
- child and dependent care such as advice on caring for children, elderly relatives and disabled dependents, and searches for finding care homes, nurseries.
- Manager Consultancy and Support service for line managers
- 24/7 critical incident telephone support
- online help and advice - for issues such as alcohol/drugs, debt, family, bereavement, tax, childcare and dependant care advice
- access to Health Assured's Health and Wellbeing Portal which provides four week programmes, mini health checks, monthly webinars and fact sheets
- access to Health Assured's Health e-Hub app which provides unique content, relevant support and preventative wellness programmes straight from your phone
- You can contact Health Assured through their 24/7 confidential helpline on 0800 028 0199. - you just need to state which practice you are employed by. Health Assured's health and wellbeing portal is available through their website <https://healthassuredeap.co.uk> You will need to log in using these details: Username: Kent Medway Password: CCG

## Primary Care Protected Learning Times (PLT) Feb/March 2022 reminder to cancel your CCAS 111 slots

As previously advised there will be no 111 cover for practices for Feb / March 2022 please remember to cancel your EMIS CCAS 111 appointment slots for the session of your PLT.

As per [joint letter from the LMC, the CCG, and the Training Hubs](#)

Please also see attached the flow chart for [MedOCC](#) and [IC24](#) which outlines this process, along with the confirmed [PLT dates for 2022](#) that are referenced in the letter.

## Elections to GPC are taking place in your region, want to get involved?

If you are a BMA member and you would like to represent colleagues in your region now is your chance.

Nominations open 7th February at midday and close on 7th March at midday. Click [HERE](#) to read the GPC regional representatives election guide. Successful candidates will take their regional seats at the start of the next session and will hold their seat for a three year term (2022-2025).

You must be a BMA member to stand in this election. However, member and non-member GPs are eligible to vote within their regions. If you would like to submit a nomination in this election, please go to <https://elections.bma.org.uk/>

For more information on the GPC, please go to the GPC UK [webpage](#)

If you have any questions about the elections please email [elections@bma.org.uk](mailto:elections@bma.org.uk)

## Primary Care Quality Standard – Spirometry

The CCG will shortly begin the process of rolling out the Spirometry service. This will be for diagnostic spirometry only and the CCG will provide details for the arrangements for patients requiring follow up at the same time.

The specification will come in two forms – one for delivery at practice level and the other for practices to deliver in collaboration.

## GP Registration for undocumented patients

We encourage practices to use the [Safe Surgeries toolkit](#) developed by Doctors of the World (DOTW). The toolkit - endorsed by RCGP and RCN - is an accessible presentation of existing DHSC and NHSE guidance and supports clinical and non-clinical NHS staff to promote inclusive care through GP registration. Notably, it aims to address specific barriers to primary care faced by vulnerable, undocumented migrants and homeless patients by ensuring that GP practices are aware of all relevant guidance and rules. This includes, for example, that patients should not be turned away if they lack a proof of ID, address, or immigration status.

GPs and practices are encouraged to consider and adopt the recommendations set out in the toolkit, particularly as it is now more important than ever that patients are registered with a GP. GP registration will likely mitigate the effects of the pandemic on health inequalities by improving equitable access to care and ensuring that marginalised and excluded communities are not missed in the COVID-19 vaccine roll-out. DOTW also [offer FREE training to clinical and non-clinical NHS staff](#) that aims to improve awareness of migrant entitlements to NHS care and enables staff to better advocate for their patients.

## Kent & Medway Care Record (KMCR) and DOCMAN sharing is live

The LMC fully support sharing of GP held information to enable better coordinated care for our patients. However, we have recently learned as well as sharing information from your EMIS systems, for the last few months practices have also shared DOCMAN records. This sharing is enabled through DOCMAN cloud and has been activated through the recent covid COPI regulations and going forwards via a Joint Controller Agreement (almost all practices have signed up to this). The KMCR is being adopted and currently specific role based health and social care professional from various organisations can access it including Kent Community Trust, Kent Mental Health Services, Local Council / Social Services, Secondary Care Hospitals, Ambulance Trust (SECAM). Click [here](#) for more information on KMCR

We wish to remind you that under **GDPR General Practices are** responsible for this information as **data controllers**, even if you have signed the Joint Controller Agreement. We have concerns about the sharing of these documents and are not sure practices / patients have been adequately informed.

We have particular concerns relating to sharing 3<sup>rd</sup> party information (e.g. that contained within safeguarding reports) and the risks of sharing organisations information that did not originate from GP records (e.g. letters from hospital trusts, mental health trusts, MDM minutes etc). Our current position is that GPs should not bear the responsibility for sharing information from other organisations, but each health and social care organisation should be responsible for its own information and how it is shared.

If practices **do wish** to continue to share DOCMAN please ensure you have updated your **practice privacy notices** and ensure you are redacting information (see below) that may contain 3<sup>rd</sup> party information or is not suitable for sharing.

For **practices that are unsure** you can turn off DOCMAN share within your own DOCMAN as per links below.

- **Organisation Level** – Setting a certain date to share their documents from. Here's a short video guide on how to set this up - <https://help.docman.com/knowledge-base/restricting-data-at-organisational-level/>
- **Document Level** – Setting a list of sensitive key words, if the intellisense functionality identifies any of these sensitive key words on a new document at the point of filing, it will mark it as 'Do Not Share'. Here's a short video guide on document level sharing - <https://help.docman.com/knowledge-base/restricting-sensitive-data-at-document-level/>
- **Patient Level** – If a particular patient requests none of their documents are to be shared outside of their GP Practice, you can restrict all documents for that patient. Here's another short guide on how to restrict data at patient level - <https://help.docman.com/knowledge-base/restricting-sensitive-data-at-patient-level/>
- **Stop sharing completely** – <https://help.docman.com/knowledge-base/docman-share-set-up-in-emis-web/>

We are in the process of highlighting our concerns to the CCG and will be engaging with a working group to find a resolution to these issues. In the meantime, practices should review their policies in line with above.

Kind regards  
Kent Local Medical Committee



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*Supporting list based personalised care,  
the partnership model and meaningful collaboration*