



23rd May 2022

Dear Colleague

Welcome to this week's edition of the LMC Express.

The local updates for this week include:

- Spirometry
- LMC and Maidstone and Tunbridge Wells Trust Interface meeting
- A message from NHSE/I: Tell us how you are – Primary Care Wellbeing Survey
- Kent & Medway Support Circles
- Updates to the Primary Care Policy and Guidance Manual
- Message from the Training Hubs: Are you looking to recruit a Nurse in your practice/PCN?

This week we also have the national update from the BMA and we draw your attention to the following important announcements therein:

- GPC England meeting update
- LMC UK conference 2022
- Rebuild General Practice: support the campaign
- Delayed contractual changes for deceased patient records
- Medical exemption service
- Navigating the GP sponsorship process webinar
- GP training needs reform: the status quo isn't working for anyone
- Improvements to benefit eligibility at the end of life
- GPC ARM elections

Spirometry

The offer to practices to deliver a diagnostic spirometry service has been delayed due to a review of contracting method by the CCG. A revised proposal is under review and an update will be communicated to practices once finalised.

LMC and Maidstone and Tunbridge Wells Trust Interface meeting

MTW provided an encouraging update on its recovery from the service impacts of the pandemic. It was encouraging to hear that no patients are currently waiting longer than 52 weeks for an appointment, but the Trust noted it had work to do to bring down the numbers of patients waiting more than 40 weeks for an appointment.

GP practices are advised that if they have any patients who they believe would benefit from receiving the Covid vaccine in hospital should contact Mrs Ritchie Chalmers via clairechalmers@nhs.net.

The group also took the opportunity to discuss the format of the interface meetings. The group reflected that there may be benefit from more frequent meetings and to establish a

working group that would look at issues in more detail. The working group would include representation from West Kent Primary Care and Specialists.

A message from NHSE/I: Tell us how you are – Primary Care Wellbeing Survey

The latest **wellbeing survey** is now open for all staff working across primary care. The survey takes 10 minutes to complete - please let us know how you are and how we can further support you and your teams.

Thank you to everyone who completed the previous wellbeing survey back in January. Results show that wellbeing and resilience of the workforce remains a challenge. As we continue to work under many pressures, we encourage you and your teams to seek support if needed.

Our health and wellbeing support is available on our **FutureNHS space**. This includes our **award-winning coaching programme**, support for managing patients and promotional resources to share with teams.

Kent & Medway Support Circles

At this time of continuing pressure on us all, personally and professionally as we adapt to a post-Covid new normal, including new ways of working, loss, and concerns regarding the events in Ukraine and cost of living increases etc, we all need support.

The Kent & Medway Support Circles are a safe space for people managers, including supervisors and managers at all levels to come together, share their experiences and be heard. They are multi-disciplinary, interactive, confidential and provide evidence-based guidance and tools that help support them and their teams.

Who are they for? Anyone who supports, supervises or manages people: this puts you in a leadership role. (For this reason, these circles are also known sometimes as Leadership Support Circles).

Why have the circles? During the pandemic and the emerging living with Covid world, leaders have had to support their people through some challenging times and it is important to have a source of support for themselves.

How do they work? Share your experiences of the pandemic and the now with colleagues from across the Kent and Medway health and care system. It's a safe, confidential space where you can talk with like-minded peers. It's like a Schwartz round or a care circle but for leadership! You can attend one, or all of the sessions – it's about what works for you.

8 evidence-based behaviours for leading through reset & recovery



1: Look After Yourself



2: Be Inclusive In The Way You Lead



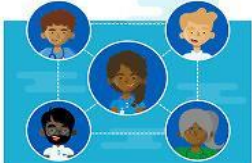
7: Create Safe Spaces



9: Look Out For Your Team



11. Resetting your team



12. Agile, hybrid leadership



13. Accepting an uncertain future



14. Beating pandemic fatigue

What participants have said about Kent and Medway Support Circles:

'Breakout session and listening to others was really helpful'

'Really gets you thinking about 'how am I feeling?'

'Fantastic meeting and hearing from colleagues in different organisations sharing practice'

Current sessions are below. Sign up now. Can't make a date but interested? Let us know as we are considering more sessions: medch.learndev@nhs.net

Date	Time	Theme
26/05/2022	10.00-11.00	Create safe spaces Book here
08/06/2022	14.00-15.00	Look out for your team Book here
17/06/2022	14.30-15.30	Agile, hybrid leadership Book here
22/06/2022	14.00-15.00	Accepting an uncertain future Book here
30/06/2022	10.30-11.30	Be inclusive in the way you lead Book here

Updates to the Primary Care Policy and Guidance Manual

The Primary Care Policy and Guidance Manual has been updated with the chapter on 'Managing [non-violent] inappropriate and unacceptable patient behaviours', including protecting against discrimination, harassment or victimisation', to include an explicit position on not tolerating any form of discrimination, harassment or victimisation.

The guidance can be found in Part A, Chapter 6, of the Policy Guidance Manual at <https://www.england.nhs.uk/publication/primary-medical-care-policy-and-guidance-manual-pgm/> and outlines:

- The description of inappropriate behaviours which includes, but is not limited to:
 - Using bad language or swearing at practice staff or other service users
 - Racial abuse
 - Sexual harassment
 - Unnecessarily persistent or unrealistic service demands that cause disruption
 - Causing damage to practice premises or to the property of staff or other service users
 - Stealing from practice premises, staff or other service users
 - Obtaining drugs and/or medical services fraudulently
- The process for managing such behaviours and when a patient can be removed from a list if displaying such behaviours
- Template letter to send to patients

Additional updates to the Policy and Guidance Manual include:

- Registering Civil servants and their dependants, and the dependants of members of the Armed Forces, returning from overseas [postings](#) (Part A, Chapter 4)
- Provision of Occupation Health Services – Services funded by the GP practice (Part D, Chapter 4)

The Policy and Guidance Manual lists the following web-based data monitoring tools used by commissioner and CQC to monitor the performance of primary care:

- Public Health England GP practice profiles: <http://fingertips.phe.org.uk/profile/general-practice>
- K041b complaints indicator set made by or on behalf of patients: <http://content.digital.nhs.uk/datacollections/ko41b>
- Friends and Family Test: <https://www.england.nhs.uk/ourwork/pe/fft/friends-and-family-test-data/>
- General Practice Patient Survey: <https://gp-patient.co.uk/>

- NHS Right Care future indicator sets for general practice: <https://www.england.nhs.uk/rightcare/intel/>
- Medicines optimisation dashboard <https://www.england.nhs.uk/medicines/medicines-optimisation/dashboard/>
- GP Workload tool <https://digital.nhs.uk/services/general-practice-gp-collections/service-information/gp-workload-collection>
- GP Appointments Data <https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice>
- Primary Care Indicators [Primary Care Indicators](#)

Message from the Training Hubs: Are you looking to recruit a Nurse in your practice/PCN?

The latest nursing students are about to qualify from Canterbury Christ Church and we want to make sure that they are thinking of primary care as the place they wish to build a career. The training hubs offer fully-funded support for newly qualified nurses to transition into primary care. This includes dedicated mentorship, clinical supervision and access to the New to Practice Programme where they will undergo a range of clinical skills development to support their careers and also your practice.

Attached are the New To Practice Programme Papers.

Here is the link to the Queens Nursing Institute Practice Nurse resources <https://qni.org.uk/resources/?aow=general-practice>

If you are looking to recruit, consider a newly qualified Nurse by posting your vacancy on the LMC vacancy page and we will share the link with Canterbury Christ Church Nursing department.

Kind Regards
Kent Local Medical Committee