



Dear Colleague

Welcome to this week's edition of the LMC Express. The local updates for this week include:

- Contacting the Primary Care Team
- Kent LMC response to the Publication of General Practice Appointment Data
- Looking After You – confidential coaching for the primary care workforce
- Practice Visit by Local Councillors or MPs
- ReSPECT update
- 'Accelerate 200' - Access, Demand and Capacity Management Programme
- Clinical leads for cancer, ageing and frailty, CYP, UEC and mental health
- New GP DOP email address

Contacting the Primary Care Team

As the ICB will become responsible for pharmacy, dentistry, and optometry from 1 April 2023, we have amended the primary care team generic email addresses to ensure they are general practice specific (rather than wider primary care).

The email addresses, which are detailed in [the contact list](#), are now as follows:

Contracting - kmicb.gpcontracting@nhs.net

Estates Team - kmicb.gpestates@nhs.net

Primary Care Health Outcomes, Improvement and Performance Team -
kmicb.gphealthoutcomes@nhs.net

Primary Care Transformation Team - kmicb.gptransformation@nhs.net

Kent LMC Response to the Publication of General Practice Appointment Data

Latest NHS digital figures for October 2022 show in Kent & Medway over 1,000,000 appointments were offered to patients in one month. 381,000 of appointments were on the same day and 810,000 within 14 days.

Appointments that are two weeks after booking may be routine or regular appointments for which the timing is therefore appropriate. Practices know their patient population and understand their needs. For the vulnerable, frail, and elderly booking an appointment in advance of two weeks is helpful, allowing plans to be made for transportation and carers / family members to jointly

attend. Often GPs will arrange for a patient to have a follow up beyond two weeks for an appropriate clinical reason and this reporting takes no account of that.

In Kent and Medway there are fewer GPs per head of population than anywhere else in England. GP teams are also supporting those patients caught up in the backlog, waiting many months, sometimes years, for appointments in hospital trusts, mental health trusts, scans, investigations and operations.

So, whilst we welcome the figures again demonstrating how hard General Practice teams are working, with over 80 percent of patients having an appointment within two weeks of initial practice contact, we were disappointed to note the media response with the development of online searchable league tables. The figures remain dubious in terms of accuracy and the interpretation into searchable tables perpetuates these inaccuracies. Where the NHS digital figures can be used is in demonstrating trends comparatively between years. In doing this we know that despite falling General Practitioner numbers, practices in Kent and Medway continue to deliver more appointments.

Looking After You –confidential coaching for the primary care workforce

If you feel like you need someone to talk to, the NHS England [Looking After You coaching service](#) is available to everyone working in primary care, including general practice, pharmacy, dentistry and optometry. Thousands of people have booked sessions and given positive feedback on their experience.

Bespoke coaching is available with experienced coaches to support individual wellbeing, leaders and managers can discuss team topics, and coaches can help staff to make career decisions. All coaching is free and confidential at a date and time that suits you. Take some time to look after yourself and your colleagues as you continue to look after others.

Practice Visit by Local Councillors or MPs

If a practice is being visited by or meeting with an MP or Local Councillor, the LMC can help with preparation in advance of the visit and can also attend if a practice would find that helpful. Please contact info@kentlmc.org for support.

ReSPECT Update: Message from NHS Kent & Medway

Thank you to everyone who has been able to attend ReSPECT discussions over the last few weeks. It has been a very busy time and the situation has been changing rapidly to say the least!

Following HCP level discussions, as well as a meeting with all the K&M Medical Directors on Monday evening, we are now in position for the e-form to be deployed into KMCR on Monday 21st November.

Following this, trained clinicians will be able to use the ReSPECT process with patients to discuss and record plans for emergency care and treatment and recommendations for resuscitation on the ReSPECT e-form. Patients will not need a DNACPR form if this recommendation is recorded on their ReSPECT plan (ie. Patients do not need both forms).

It will take time for all clinicians and organisations to switch over to using ReSPECT, but this process can now begin in earnest as we enter the 'soft launch' phase of the project. The HCP working groups should continue to meet and work to co-ordinate the place-based approach to ensure organisations are aware of the adoption of ReSPECT across health and care in their area.

Please share the attached comms/messaging within your organisation where appropriate. If you have any questions about ReSPECT or your training needs, please get in touch with the ReSPECT project manager at joanne.lucas9@nhs.net

'Accelerate 200' - Access, Demand and Capacity Management Programme

NHS Improvement is leading a 20 week programme from January 2023 which is states is designed to provide support for practices and PCNs to help identify efficiencies and ways to improve access. A lead clinician, practice manager and some administrative staff will need to be involved. Some funding support is available to practices that complete the programme.

Practices can self-nominate to sign up to "Accelerate 200" by registering initially for a webinar. Further information can be found at [GP_Bulletin_Article_Accelerate_200_14.11.22.docx \(live.com\)](#) and from the attached documents.

Clinical leads for cancer, ageing and frailty, CYP, UEC and mental health to go live on NHS jobs this week

The ICB is currently advertising the following clinical lead roles on NHS Jobs:

Clinical Lead for Mental Health

Closing date: 5 December

[Job link](#)

Primary Care Clinical Lead Cancer

Closing date: 4 December

[Job link](#)

Clinical Lead Children and Young People (CYP)

Closing date: 4 December

[Job link](#)

Clinical Lead for Ageing, Frailty, and End of Life Care

Closing date: 5 December

[Job link](#)

Clinical Lead, Urgent & Emergency Care (UEC) Programme

Closing date: 5 December

[Job link](#)

New GP DPO email address

The GP DPO Team email address has changed, and all questions and queries should now be sent to kmicb.gdpdteam@nhs.net. For record management and resilience purposes, could we please ask that Practices refrain from emailing individual GP DPO's.

Practice Privacy Notices will need to be updated with the new GP DPO group email address.

Kind regards

Kent Local Medical Committee



Kent Local Medical Committee

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