



22nd April 2024

Dear Colleague

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

- Change to eRS 2WW process
- Full LMC Meeting Highlights - 18th April 2024
- Rebuild General Practice Campaign
- EMIS Business Continuity Mode Testing
- Save the Date: Evening of 4th July 2024 - Joint Kent and Surrey/Sussex Regional GPC Roadshow
- General Practice Alert State (GPAS) National Reporting Dashboard
- Kent LMC Interim Election of Representatives
- Useful Links
- Upcoming LMC Interface Meetings

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

- GPC England writes to NHS England and ICB leads
- PCSE Seniority Payment Reconciliation process
- Updated version of GMC Good Medical Practice
- Update: Medical Examiner Arrangements
- COVID therapeutics
- NHSE Delivery plan for recovering access to primary care
- Agenda For Change DHSC Payment - practice nurses
- GP referral pathway to Pharmacy First
- Update on CQC registration and portal

Change to eRS 2WW process

In March 2024, NHS England rolled out a change to the way urgent triage referrals are processed on the electronic Referral Service (eRS) Portal. This change to eRS was implemented without practices either receiving prior warning or training. The CSU has published the following guidance which we are sharing to help create awareness of this change:

If your 2 week wait services are set up on eRS as Triage Services, with a 'Send For Triage' button, you need to be aware that the location of this button has changed to another screen. If a practice is unaware of the change, they may have inadvertently not clicked the Send For Triage button in its new location and as a result the referrals will not have been received by the service.

The following video and attached guide are to support any practice staff who process urgent triage referrals.

The video is on the IT Training website (you will require a login) - [Courses & Resources \(scwcsu.nhs.uk\)](#). Alternatively, if you do not have a login for our website you can access the video via YouTube - <https://www.youtube.com/watch?v=vXjhpoXI27c>

If a practice has any queries or concerns, please contact the CSU training team via email training.scwcsu@nhs.uk

Full LMC Meeting Highlights - 18th April 2024

The committee met last week with a packed agenda, receiving updates regarding the workstreams the LMC are currently undertaking.

We welcomed guests from SWCSU, Christine Smith and Cathy Jukes and the Director of Digital and IT at the ICB, Martin Carpenter. A comprehensive update was given which we felt would benefit colleagues to be aware of. SWCSU have been in place for 18 months and broadly speaking are meeting their contractual requirements in terms of response and resolution times to queries, they meet monthly along with the LMC with EMIS to discuss issues. SWCSU are creating a digital continuity plan which practices will be able to embed in their practice business continuity plans. They have recently been accredited for CPD certification so if you attend one of their 30 courses in future you will obtain CPD.

Current projects – rolling programme of moving practices from HCSN to KPSN with the aim of improving the network speed, security and resilience. One Domain, so far 23% of practices have moved across to this, enabling users to have one Windows log in across practices – this will be of particular benefit to Locums or other staff that work across multiple practices/sites. There may be associated down time for some providers and the challenges this incurs at practice level were highlighted by the committee. There is a Remote Working Tool review taking place looking at consolidating the multiple solutions that were implemented during COVID to provide ease of use and reliability, practices will be asked to complete a survey to help inform this review. Azure Backup is being deployed to increase cyber resilience.

Hardware – acknowledged to be old, currently replacing switch upgrades. The committee expressed that to work efficiently basic requirements such as 2 screens for consulting rooms need to be met. A pilot is underway looking at docking stations and laptops for admin staff. EMIS X – EMIS are working towards the ability to allow access via web browser without VPN/HSCN/KPSN, their aim is to have this in place by 2026 with EMIS Web being retired in 2027. Online consultation software, the ICB have extended the contract for ACCURX for a further 12 months. They are waiting on the national contracting framework to be released by NHSE, this has been delayed, the Committee expressed the view that practices would like a choice of online consultation software to meet the needs of their patients. There are aspirations of unifying data platforms across multiple providers and the committee discussed the pros and cons of this, highlighting the challenges as well as benefits of digital service provision.

Rebuild General Practice Campaign

GPs and patients are on the same side and want the same – a general practice that is fit for purpose. However, in recent times, GPs have been pitted against their patients in the media and by politicians. The Rebuild General Practice campaign wants to unite patients and GPs to defend the profession.

A toolkit is now available for GPs wishing to engage with patients about the Campaign. There is a [special area on the campaign website for patients](#), and they have developed a number of ways to share content and to start informing patients about the campaign and the crisis in general practice.

The campaign offers patient engagement animation for displaying on screens in practices, and printable flyers and business cards. There is also a guide on how to utilise Social Media to engage patients.

Practices are encouraged to organise a meeting with their Patient Participation Group and tell them about the campaign, and draft invitations and a presentation are available to download from the [website](#).

The LMC are keen to trial an LMC officer to talk to their PPGs to outline core funding, and how it has changed, to give patients an idea of the scale of the problem. If your practice would like to volunteer please email info@kentlmc.org, and we will contact the first 20 requests received to make the necessary arrangements.

EMIS Business Continuity Mode Testing

Practices are advised to ensure that they test their EMIS business continuity mode on a quarterly basis as this can provide back up in the case of an issue with accessing EMIS. Instructions on how to do this can be found [here](#). If your EMIS business continuity mode is not functioning, please raise a call with EMIS in the first instance. If practices are not being supported by EMIS to get this resolved, please let the LMC know, and we can raise on your behalf.

Save the Date: Evening of 4th July 2024 - Joint Kent and Surrey/Sussex Regional GPC Roadshow

With the publication of the non-negotiated contract for 2024/25, Dr Katie Bramall-Stainer, the Chair of GPC England (GPCE), announced the GPC will be holding roadshows across the 10 England regions.

Kent, Surrey/Sussex will be hosting a joint roadshow on the evening of 4th July 2024 in person, at a venue to be confirmed - more details will follow shortly.

Kent LMC Interim Election of Representatives

At this time of unprecedented pressure on GPs and practice staff across Kent & Medway the need for a strong professional voice has never been greater. LMCs are perfectly placed to coordinate and advocate for the consistent and authentic voice of general practice, bringing together individuals, practices, Primary Care Networks, and federations alongside other providers.

Kent LMC will be seeking nominations to stand for election for the following vacancies for the remainder of the current term of office, which ends in March 2026

- Dartford, Gravesham & Swanley 1 Contract Holder
- East Kent 1 Contract Holder
- Medway & Swale 2 Contract Holders
- West Kent 1 Contract Holder
- GP Registrar 1 Vacancy

It is anticipated those elected will be able to attend the next Full LMC meeting on 20th June 2024. Look out for further details in the coming weeks. In the meantime if you have any queries please do not hesitate to contact the LMC office.

General Practice Alert State (GPAS) National Reporting Dashboard

OVERALL GPAS
STATUS

OPEL
CONVERSION

RETURN RATES

AMBER
2

3

51%⁽³⁾

Thank you to practices that continue to provide input into GPAS on a weekly basis. Submissions continue to be completely anonymised. The only data that is shared with either the ICB or other stakeholders is aggregated at HCP or Kent and Medway level. The more practices that take part in GPAS, the more robust the evidence will be and enables us to submit a Kent & Medway position to the national dashboard.

We would encourage every practice to submit a report on weekly basis and to also provide your valuable **comments and feedback**.

Collecting this data is assisting the LMC in illustrating operational pressures in general practice. The report takes less than 5 minutes to complete each week.

If you are experiencing acute operational pressures please do get in touch with either the LMC or the ICB to seek support

The LMC is able to assist with getting practices started on reporting; please email the LMC at info@kentlmc.org or information can be found on our website at [Kent LMC - General Practice Alert State \(GPAS\)](#). **If your GPAS contact person changes or leaves the practice, please update us with the new contact person at info@kentlmc.org**

To view the latest GPAS SitRep please [click here](#)

(3) number of reporting practices that responded week commencing 15th April

Useful Links

[Subscribe to Kent & Medway ICB General Practice Updates](#)
[Previous issues of the General Practice Update available online](#)
[Subscribe to NHSE Primary Care Bulletin](#)
[Email Newsletters from CQC](#)
[Kent and Medway Primary Care Training Hub](#)
[Sign up to Primary Care News](#)

Upcoming LMC Interface Meetings

The following meetings are taking place over the next few weeks. If you have any issues that you would like us to raise please email info@kentlmc.org with the title of the meeting and details of your request.

Medway NHS Foundation Trust Interface Mtg (MFT) – Wednesday 24 April
East Kent GP Board – Thursday 25 April
K&M ICB Interface Meeting – Thursday 25 April

Kind regards
Kent Local Medical Committee