

## **West Pennine Local Medical Committee**

Supporting and representing GPs in Oldham and Tameside & Glossop

### **October 2021 UPDATE FROM YOUR LMC**



Dr Amir Hannan, Chair



Dr Alan Dow, Secretary



Dr Andrew Vance, Vice Chair

### **NEW EMAIL ADDRESS**

West Pennine LMC now has a new email address: [westpennine.lmc@nhs.net](mailto:westpennine.lmc@nhs.net) If you haven't already updated your records, please do so.

(The [westpenninelmc@btconnect.com](mailto:westpenninelmc@btconnect.com) address should now be considered redundant.)

### **LMC meeting – 12<sup>th</sup> October 2021**

The committee met on the evening of Tuesday 12<sup>th</sup> October via Teams. We were pleased to welcome Dr Adil Khan who is the new Trainee GP representative for Tameside & Glossop, job-sharing with Dr Helen Moss. Dr Kiren Ballail is the GP trainee representative for Oldham. The LMC is keen to work closely with PCNs going forward and we were delighted that Dr Salim Mohammed, Oldham PCN Lead and Dr Narveshwar Sinha, T&G PCN Lead were able to join the meeting to share an update. Dr Amir Hannan, LMC Chair, updated the committee on the Waiting Well Programme, which is striving to address the fact that a huge amount of people are waiting for secondary care; the "While You Wait" website is being launched this week. We also had updates from the Practice Manager representatives and the Practice Nurse representative. LMC officers shared feedback from recent meetings with Oldham CCG and T&G CCG with an update on Glossop's move to Derbyshire ICS.

### **Appointment of Freedom to Speak up Guardian.**

The CQC are citing a "Freedom to Speak up Guardian" as a requirement for GP practices. As a further way of supporting GP practices, we have appointed a Freedom to Speak Up Guardian. We are delighted to announce that Sue Gilks will be fulfilling this role and can be contacted on 07837 129 601 or at [sue.gilks1@nhs.net](mailto:sue.gilks1@nhs.net) Sue has now completed the National Guardian Office training and as you may already know, Sue is a retired Practice Manager with a wealth of General Practice experience. Please find the attached policy which you may wish to share with you staff. Further information can also be found on our website [www.westpenninelmc.org.uk](http://www.westpenninelmc.org.uk)

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### **IT System User Group**

In order to support GPs, Practice Managers and practice staff in Oldham and Tameside & Glossop, the LMC, in collaboration with Oldham CCG and T&G CCG, will be hosting a quarterly system user group meeting. The first meeting took place on Thursday October 14<sup>th</sup> via Teams. The meeting was co-chaired by Dr Amir Hannan and Dr Shelley Grumbridge, and Pauline Cheetham from EMIS was in attendance to respond to queries and concerns. The meeting proved a very useful forum for people to raise issues with the EMIS system and other I.T. systems. One GP was able to flag that what should be an hour's work is taking him up to 12 hours a day. Obviously, the relevant people are now going to reach out to support the GP.

The next meeting is set to take place on Thursday 13<sup>th</sup> January at 12.30pm via Teams. The invitation has been sent to all GPs and PMs, please feel free to share the invitation with relevant staff members at your practice. You can also join the meeting using this link:

[Click here to join the meeting](#)

### **Poor response times from ambulance service**

At the forthcoming BMA-LMC conference on 25<sup>th</sup> and 26<sup>th</sup> November, Dr Amir Hannan - LMC Chair will be speaking about the very serious issue of the extremely long waiting times for NWAS ambulances. If you have an example of this, please do send it in to the LMC office at [westpennine.lmc@nhs.net](mailto:westpennine.lmc@nhs.net)

### **A&E poor quality discharge letters**

It was again flagged at the LMC meeting that GPs are sometimes receiving very poor-quality discharge letters from A&E, with very little information in them. Thank you to those of you who have already sent in examples of this, please do continue to send examples to the LMC (redacting any person identifiable data) so we can escalate this problem with hospital Leads.

### **Institute of General Practice Managers membership**

#### **[IGPM – Institute of General Practice Management](#)**

West Pennine LMC fully supports the work of the IGPM and as a further way of supporting you, the LMC would be happy to pay 50% of the membership fee for Practice Managers to join the IGPM for the first year. If you would like to take up this offer, please contact the LMC office: [westpennine.lmc@nhs.net](mailto:westpennine.lmc@nhs.net)

If you have already paid for membership, please let us know and we can reimburse you 50% of the membership fee.

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### **BMA free counselling service**

The LMC is well aware that GPs and practice staff are working extremely hard to do their best for patients. We are also aware that the daily torrent of abuse and vitriol directed at GPs and their teams, both in the national media and from patients and the public, is having a major impact on the morale and mental well-being of many. The BMA offers supportive wellbeing services which include face-to-face counselling. You can access one-off support or, after triage, a structured course of up to six face-to-face counselling sessions.

Please call 0330 123 1245 for more information.

### **DPO Update**



Jane Hill, GP Practice Data Protection Officer

### **MY Way Diabetes platform**

Discussions on the Governance of the MY Way Diabetes app continue at a GM level. The contract, which will be held by Manchester CCG, still hasn't been finalised, and this obviously presents a risk for GP data controllers. For that reason, I would recommend you and your patients don't use this app for the time being. I will be attending GMIGG (GM Information Governance Group) on Tuesday 26<sup>th</sup> October and will be able to update you after that meeting.

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## **Information Sharing Gateway**

### **For practices in Oldham:**

The "[Thriving Communities Evaluation](#)" DPIA has recently been added to the ISG. This data sharing initiative enables the Oldham CCG Business Intelligence team to access patient data on social prescribing, with the aim of improving services offered to patients in Oldham. I have been involved in the development of this DPIA and I am satisfied that it meets all relevant data protection and Information Governance requirements, and the initiative will benefit both patients and their healthcare providers.

### **For practices in Oldham and T&G:**

The [GM Care Record Cloud Migration DPIA](#) is due to be added to the ISG for GP data controller sign off. I have scrutinised this DPIA on your behalf and I fully support the development. The Cloud will provide a more secure data warehouse for the GMCR data, and it is in line with the Government's Cloud First strategy.

[Assurance on the ISG](#) has expired for a number of practices. In some cases, it is just a case of updating ICO registration details. Please will you check and ensure your practice is up to date?

### **Data Breach advice**

Just a reminder that data breaches must be reported within 72 hours of you becoming aware of the incident. If there is a data breach, or a possible data breach at your practice, you need to report it via the NHS DSPT.

[Data Security and Protection Toolkit \(dsptoolkit.nhs.uk\)](https://dsptoolkit.nhs.uk)

In most cases Practice Managers will hold the log in details for the DSPT. There's a "Report an Incident" tab at the top of the homepage. The DSPT, which acts as the practice's data breach register, will flag whether the breach needs to be escalated with the ICO.

Of course, you should also inform all parties involved about the circumstances of the breach, apologise and outline what measures you have put in place to mitigate the risk of it happening again.

Most breaches occur due to human error – unfortunately, there will therefore always be data breaches. It would be unusual for a practice to record no breaches in a 12-month period.

If you require any further information about how to deal with a data breach, or any other Data Protection issues, please do not hesitate to contact me at [jane.hilldpo@nhs.net](mailto:jane.hilldpo@nhs.net) or [westpennine.lmc@nhs.net](mailto:westpennine.lmc@nhs.net) or mobile 07951 530 417