



# LMC LINKS

March 2012

Volume 1, Number 2

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## PRACTICE PROTECTION POLICY

About six months ago MIAB the Insurance company, was approached to see if there was a policy which would pay for legal expenses incurred in respect of Employment, PCT and Partnership Disputes. There wasn't so MIAB went away and came up with a policy that did. There wasn't much interest at first – probably due to the high cost – so they went back to the underwriters and asked for an improved deal which they now have. Instead of about £500 per practice per year, the new price is £53 per partner per year. If you are interested, or have any further queries you can contact MIAB and they will provide more detail. When you do contact them, ensure you tell them that you are part of the LMC Buying Group to ensure that you can tap in to the discounts that have been negotiated.

They can be contacted at:

The Medical Insurance Advisory Bureau, First Floor Offices, 9 Walkern Road, Stevenage SG1 3QD

Tel: 01438 730210 Fax: 01438 318683

E-mail [info@themiab.co.uk](mailto:info@themiab.co.uk) Website [www.themiab.co.uk](http://www.themiab.co.uk)

For further information on the LMC buying Groups please go to: [www.lmcbuyinggroups.co.uk](http://www.lmcbuyinggroups.co.uk) and use your Username and Password that has been provided previously. If for any reason you do not have one, please let me know so that we can assist you. Please take advantage of this facility, which can save you some serious money, and is just one benefit of being a constituent of this LMC.

## WORKING TOGETHER FOR BETTER HEALTH

The BMA's Patient Liaison Group (PLG) has updated its '[Working together for better health](#)' patient resource to provide more detailed information on medicine waste. The resource features practical tips for patients on how to avoid medicine waste, together with details of how to dispose of unwanted medicine safely.

## BT CHARGES

The LMC Buying Group's telecoms supplier Atech has been in touch to tell us about charges BT are levelling at their business customers. You might be getting a bigger bill (no matter which telecoms company you use).

It has been brought to our attention that BT is seeking to collect charges from businesses for its phonebook entries after failing to bill correctly for this service over a number of years. They are entitled to

## Up & Coming Events

**CQC meeting** on June 12<sup>th</sup>, Hough End Hall, more details to follow

**GPC Roadshow** on 7<sup>th</sup> March 7 - 9pm at Sam Platts, Old Trafford. Preceded by refreshments from 6pm

**BMA Sessional GP Conference** - Friday 23 March 2012, BMA House, Tavistock Square, London, WC1H 9JP

back date these charges up to six years.

These charges only apply to business customers (including GP practices) but not residential customers. BT have contacted all other telecoms providers (including the LMC Buying Group's approved supplier Atech) whose customers have used BT's phonebook entry service in the past in order to claim these charges back which means even if a customer is no longer a BT customer they will still have to pay the charges via their new provider.

Atech have told us that their customers can request to be removed from the BT phonebook if they do not wish to incur further charges in the future and we are sure many will wish to do so. In common with other telecoms companies Atech have complained to OFTEL about BT's actions in this regard but in the short term have no option but to pass on BT's costs to their customers.

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## 084 TELEPHONE NUMBERS - GUIDANCE

The GPC Negotiating Team are keen to provide additional advice following the publication of new [guidance](#) on the [Directions to NHS bodies concerning the cost of telephone calls 2009](#) by the Department of Health (DH) on 23 February this week. The DH position has not changed and the regulations remain the same. Consequently, the legal advice the GPC has obtained also remains the same.

The issue revolves around the word 'reasonable' within the regulations. All the suggestions about termination or varying the terms of the contract are always going to be based on 'reasonable steps'. Any practice would have a very strong arguable case to say that, albeit all 'reasonable steps' had been taken to try and cancel the contract or vary it, to do so would mean the practice would be subject to a financial penalty.

The regulations do not say the practice must cancel or vary the existing contract. If this were to be the case, 'reasonable steps' would be replaced with 'best endeavours'. Subsequently, it would not be possible to argue that the acceptance of a financial penalty is reasonable.

If practices ensure they have correspondence from their telephony provider on record stating that they will be financially penalised if they vary or cancel the contract, this should be enough to satisfy that 'reasonable steps' had been taken.

All practices will be expected to become fully compliant with regulations once their existing contracts are up for renewal or they wish to contract with a different provider. At this point, practices will be expected to ensure they contract with a provider who is compliant with regulations.

Practices are advised to obtain a copy of the statement of compliance with NHS regulations from their telephony provider

when entering into new or renewing contract arrangements.



### **CQC registration – joint statement.**

The GPC and CQC have agreed the following statement about CQC registration:

Under the Health and Social Care Act 2008, all providers of primary medical services will be required to be registered with the CQC by 1 April 2013. The process leading to registration will begin in July 2012. As part of registration, practices will have to tell the Care Quality Commission (CQC) whether they are meeting the essential standards of quality and safety, which are derived from regulations governing the CQC's work.

The essential standards are based on legislation and cannot be altered. However, the British Medical Association's General Practitioners Committee (GPC) and CQC are currently discussing how the standards will apply to primary care providers. Work carried out by the CQC, during the delay to the registration of most providers of primary care has focused on the need to be proportionate and appropriate, reducing bureaucracy to a minimum. The CQC and the GPC have been working together to achieve this and to ensure that the registration requirements are understood across the primary care sector.

To that end, the CQC is working with stakeholders to improve the logistics of its registration process. This is partly taking place through the CQC's Stakeholder Advisory Group, on which the GPC is represented.

Discussions are also taking place between the CQC and GPC about how compliance will be demonstrated and monitored following registration. The CQC is working to ensure that the compliance monitoring process is proportionate and appropriate. As part of this, the CQC will be carrying out a pilot in the summer, to test how its model of compliance monitoring will work in primary care.

There is no need for practices to purchase expensive software or consultancy services in order to register with the CQC. Most practices delivering good quality care will already be meeting the majority, if not all, of the essential standards.

The GPC and CQC will continue to issue updates in the coming months, including further detailed guidance on registration.

### **Overview of registration guidance**

This week providers of general practice will be posted a copy of our [Overview of Registration](#) guidance. This guidance explains the registration process, timescales and the key concepts providers of general practice should be thinking about.

#### **Contact us**

#### **Salford & Trafford LMC**

5<sup>th</sup> Floor Sentinel House

Albert Street

Eccles

M30 0NJ

Tel 0161 212 6510 or

0161 212 6511

Email:

vsimenoff@nhs.net or  
LMC.office@salford.nhs.uk

### **Updated website pages – [www.cqc.org.uk/register](http://www.cqc.org.uk/register)**

CQC have updated the website pages for providers of general practice with more information on the registration process, as well as the ongoing regulation process. They will continue to update these pages with the latest news, guidance and the most frequently asked questions.

### **Guidance about compliance**

Providers of general practice need to start considering whether their services meet the essential standards and what evidence they have to support this should we ask for it. CQC will not request any additional evidence as part of the registration process unless they have concerns about a service. Read their [Guidance about Compliance](#) publication which describes the essential standards of quality and safety that people who use care services have a right to expect.

### **Monthly e-bulletin – sign up**

CQC will be launching a monthly e-bulletin for GPs and providers of primary medical services in late March/early April. You can sign-up online to keep updated on the latest registration information.

### **Regional events**

**[Keep the evening of June 12<sup>th</sup> in your diary for an LMC/CQC event.](#)**

### **Get involved**

You can also join CQC's [provider reference group](#), which is an online community offering the opportunity to engage with their work.

All of this information and more are available on their website at: [www.cqc.org.uk/register](http://www.cqc.org.uk/register).

### **Queries**

If you or have any questions about registration you can:

- Call CQC on 03000 616161 or
- Email [2012registration@cqc.org.uk](mailto:2012registration@cqc.org.uk)

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## **LETTER FROM LAWRENCE BUCKMAN**

Letter from Laurence Buckman has been sent out to all GPs in England. [Please see the website for more information.](#)

## **WHAT'S UP DOC!**

Get it off your chest or tell us what you want to hear more about and we'll use this section update you. Email your suggestions to [vsimenoff@nhs.net](mailto:vsimenoff@nhs.net) or [Vivienne.simenoff@salford.nhs.uk](mailto:Vivienne.simenoff@salford.nhs.uk)

## UP & COMING EVENTS

### **CQC meeting on June 12th**

An opportunity not to be missed for both GP's and Practice Managers! Find out more about CQC registration directly from the CQC on the evening of June 12<sup>th</sup>. This meeting will be held at Hough End Hall, organised by Salford and Trafford LMC in conjunction with Manchester LMC, more details to follow.

**GPC Roadshow on 7<sup>th</sup> March** 7 – 9pm at Sam Platts, Old Trafford.  
Preceded by refreshments from 6pm

We are very grateful to the General Practitioner Committee of the BMA (GPC) for the time and effort they take to come to Regional Roadshows. This provides an opportunity for the negotiators to give an update on current issues to all GPs and gives you the chance to have your questions answered. BMA Sessional GP Conference - Friday 23 March 2012, BMA House, Tavistock Square, London, WC1H 9JP. BMA meetings to discuss the ballot for industrial action

Following an overwhelming call by doctors and medical students, the BMA has decided to ballot doctors on industrial action short of a strike, in response to the UK Government's proposals for unnecessary changes to the NHS pension scheme and the failure of the Government to return to meaningful talks to agree a fairer deal.

### **Meetings to discuss BMA industrial action**

The BMA knows that the profession will have lots of questions, concerns and ideas about how to proceed. Ensuring no harm to patients has to be the key consideration. They have organised a series of events across the UK over the next few weeks to update doctors on the ballot timetable and industrial action approach, and to answer your questions and listen to your comments on what happens next.

Please try to attend an event to ensure you are fully informed and to share your views with your colleagues and the BMA.

- Registration: 18.30 - 19.30 hrs
- Presentations: 19.30 - 21.30 hrs
- Refreshments and a light supper will be provided during the registration

### **Thursday 22 March**

Barnes Wallis, The University of Manchester, Sackville Street Campus, Altrincham Street, Manchester, M1 7JR ([Map](#))

Register



Visit our website

[www.salfordandtraffordlmc.org.uk](http://www.salfordandtraffordlmc.org.uk)



## **BMA Sessional GP Conference.**

The BMA is hosting a day-long conference – [all you want to know](#), [all you want to ask](#) - offering expert advice on the current and future issues that will have a big impact on the working lives of locum and salaried GPs. You will also have the opportunity to network with other Sessional doctors from across the U.K.

Workshops and presentations will be delivered on a range of topical issues including:

- Pensions
- Employment rights
- Career choices
- Appraisal and revalidation
- GP Commissioning and Sessional GPs

[Register today](#) and find out more about the programme to secure your place at the 2012 Sessional GP Conference.