



TAYSIDE LOCAL MEDICAL COMMITTEE LTD

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111 the new "Free to Call" number for NHS 24

The NHS 24 telephone number will change from 08454 24 24 24 on the **29th April 2014**. From that date onwards patients who previously would have used this number will be able to call NHS 24 free simply by dialling 111.

No other changes to the service provided will take place and NHS 24 will continue to deliver out of hours care to patients in the same way as before.

Many practices use telephone divert services or answer machines to redirect patients appropriately to NHS 24 out of hours.

For your patients to make use of the free number you will need to make sure that patients re-dial 111.

If your practice uses answer machines to do this then you will have to change this message to enable free calls.

If your practice uses an auto-divert to NHS 24 provided by your Health Board then these messages will be managed centrally and you need do nothing different. If your practice uses other forms of telephony divert to re-direct calls then do not divert to 111 as this will not enable free calls.

All Practices should all have received a letter detailing these changes. Please refer to this for further information, especially the FAQs section.

Locums

Further to the article in last month's Newsletter for clarity.

SML is the Supplementary Medical List that provides details of potential locums. It is not a definitive list as some of the people on the list are no longer working as Locums. You would need to speak to PCS to get advanced access

<https://www.sml.scot.nhs.uk/main.cfm>

Don't forget you can access all the Locums in Tayside in the Locum Group on the group email address: locums@taysidelocumgroup.org.uk

Lichen Sclerosis

You will be aware of this issue from previous Newsletters and emails. We are pleased to inform you that after further discussions the Patient Leaflet is being modified to remove the section advising patients to attend the GP for an annual review.

These leaflets are being proof read at the moment and should be in use in the very near future.

Please let us know if you continue to be contacted by patients attending for their annual review as this is a situation we wish to monitor closely.

Winged Cannulas and BD Safety -Lok

We were recently made aware of a problem a Dundee Practice had when trying to order these at the request of their DN team for use with their patients. A useful person to contact if you are having problems obtaining these is:

Sofie Wilkie-De Hertogh, Clinical Procurement Specialist, NHS Tayside.

Many of you may have seen the recent flyer offering training on the use of BD Safety-Lok™ Blood Collection Set for NHS Tayside staff, including GP staff and further details of this can be obtained by contacting:

Lorna Methven, BD Diagnostics, Pre-analytical Systems – 07899 662783

or

Zoe Young, BD Medical Systems – 07500 944991

Removing a Patient from your List

Some of you may have noted a recent ombudsman complaint upheld regarding the removal of a patient from a practice list.

<http://www.spsso.org.uk/decision-reports/2014/march/decision-report-201302194-201302194>

We would advise practices to review their removal policy to ensure it reflects the terms of the General Medical Services Contracts Regulations and associated guidance, particularly in respect of giving patients relevant prior warning if they are at risk of removal.

British Medical Association – General Practitioners Committee (GPC) [*Removal of patients from GP lists*](#).

SHARPS Disposal

You will be aware of the information sent out by NHS Tayside re “Safe Management of Sharps” and our subsequent letter and poster.

As you know we had asked primary care to remove the option to exchange bins at their GP practice from the patient leaflets as we believed that this could lead to patients arriving at Practices, the vast majority of whom do not accept/replace Sharps Bins, with full bins unnecessarily and then having to be directed to the correct place, i.e. a local Pharmacy or Minor Injuries Unit.

To clarify, these patients, with orange lidded bins, should be directed to:

Local Pharmacies
Minor Injury / Illness Units
Out- Patient Departments

Patients using purple lidded bins, for cytotoxic waste, (including Methotrexate), will not currently be able to return these to community Pharmacies and MIUs as they do not have this form of waste collected and there are additional regulations surrounding this type of waste. We would therefore advise that patients should be directed to their Out Patient Department until a community scheme has been developed by NHS Tayside – we are led to believe that this is currently under discussion.

If you feel that you are being put under pressure to accept sharp bins from patients please let us know.

Tele-dermatology Labels

We had a query from a practice in Dundee recently regarding being unable to access more of these as they had run out .We know that Angus CHP can currently re-supply their practices but we would like to remind practices that purchasing these is not their responsibility and to let us know if they receive any criticism for not attaching labels to photos they send if they cannot get a re-supply.

Suspension & Partnership Agreement

The BMA now have guidance on Suspension and Partnership Agreements which you may find useful.

It is available on the BMA website (under the heading Partnership agreements and guidance) here - <http://bma.org.uk/practical-support-at-work/gp-practices/gps-and-staff>.

Computer Insurance Cover

We recently had a query from a Practice about having separate computer insurance and discovered that some Practices have this and some do not.

On checking with SGPC we were informed that Practices cannot insure computers as the hardware does not belong to them and it is down to the Boards to replace them.

We understand SGPC is looking at clarifying the wording on this in the contract.

AWI –Section 47

We have been asked by Social Work Department to remind Practices of their responsibilities under the above for residents in care homes who lack capacity as some Practices have apparently been declining these requests.

As per previous LMC advice:

The AWI requires those with GMS contracts to comply with requests to cover medical treatments of those who are deemed to be incapable of giving informed consent and as per our previous advice we would suggest that these certificates are completed at a patients annual review/ medicines review and should not require a separate visit.

The Mental Welfare Commission have previously advised that these include medication, inoculations, PRN medication, Household Remedies, and health care

interventions relating to skin care, nutrition, hydration, and communication. The certificates are valid for 3 years.

We are aware that many Care Homes contact Practices saying they cannot wash, dress, feed or give certain medication to these patients unless this is covered by the certificate but we would advise that this falls under the “basic duty of care” that the homes have to these patients.

Many also ask for separate treatment plans for these treatments but we would contest that the GPs notes are the treatment plan and it is entirely a matter for the Home if they wish their staff to work to something else.

As always, we have repeatedly raised the normally useless and occasionally harmful nature of these generic capacity overrides at the highest level with no effect.

Specific case law for guidance does not exist, and so any advice offered by anyone can only be opinion until a test case occurs.

Pads of forms can be obtained by emailing corinne.laird@scotland.gsi.gov.uk

Invite your LMC to your Practice

Thanks you to all the Practices that have been in touch wishing to take part in this.

This is proving very popular so please bear with us while we try to organise diaries to accommodate all the requests.

Dr Mary O’Brien
Medical Secretary

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