

COVID-19 primary Care update 20 April 2020

111 Direct Bookings

Practices have been asked to increase the minimum number of appointments made available for 111 direct bookings.

This is currently in place until 30 June 2020.

Dispensing to Non-Dispensing Patients

- Legislation has been passed enabling CCGs to authorise dispensing practices in England to dispense to all patients (including formerly non-dispensing patients) during a pharmacy closure and until Wednesday 1 July 2020
- Subject to approval by local NHSE organisations, this legislation will support practices in England to dispense during this weekend's bank holidays when pharmacies may be closed.
- The DDA's interpretation is that the decision to dispense to non-dispensing patients should be based on an assessment of the safety and the practicality/ability of the patient to access an open pharmacy.

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Subject Access Requests and Freedom of Information Requests

- Practices must respond to Subject Access Requests under the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA2018).
- The ICO has confirmed regulatory action will not be taken against organisations that need to prioritise other areas during the pandemic (which would include GP practices) and where this results in a delay in the provision of information to requests.
- The ICO has also recognised the unprecedented challenges posed by the Coronavirus (COVID-19) pandemic in relation to Freedom of Information requests. have confirmed that whilst they can't extend statutory guidelines, they will not penalise public authorities (including GP Practices) for prioritising other areas of work during this time.
- The ICO has stated: 'We are a reasonable and pragmatic regulator, one that does not operate in isolation from matters of serious public concern. Regarding compliance with information rights work when assessing a complaint brought to us during this period, we will take into account the compelling public interest in the current health emergency.'

Temporary removal of routine D4 medical for renewal of HGV licences

- Drivers will be able to receive a temporary 1-year licence, providing they do not have any medical conditions that affect their driving and their current licence expires in 2020.
- This will help to reduce workload for doctors whilst ensuring that drivers can still have licences renewed.
- This is due to a temporary relaxed government scheme

Complaints

- Due to the on-going COVID-19 pandemic, NHSE&I have said that it supports a system-wide “pause” of the NHS complaints process. This will allow healthcare providers in all sectors to concentrate their efforts on their frontline duties and responsiveness to COVID-19.
- NHSE&I said the initial “pause” period is recommended to be for three months with immediate effect. The pause is not being enforced for any healthcare providers who do wish to operate as normal with regard to complaints.
- NHSE&I also reported that as of 26th March 2020, the Parliamentary and Health Service Ombudsman has stopped accepting new NHS complaints and has stopped work on open cases

CQC Responding to COVID-19 and Deaths Notification

There are **no changes** to the requirements to make notifications or the system used to make them.

This might mean letting us know if your service is being negatively affected by coronavirus; it does not mean that you need to notify us of every single coronavirus related issue.

Notification of deaths

You do not need to notify the CQC about every death of a registered patient.

GP providers must notify the CQC if the death occurred whilst you were responsible for carrying on the regulated activity and were **actually** providing care. For example:

- while a patient was in consultation with a healthcare professional
- while at your health centre, practice, or surgery
- during a home visit

You must also notify the CQC of deaths that occurred within two weeks of clinical interaction with practice staff if the death: was, or may have been, as a result of the care or how it was provided, **and**

- could not be attributed to the course which the illness or medical condition would naturally have taken if the deceased had been receiving appropriate care and treatment.

GP Contract update; key changes 20/21

- Global sum increases from £89.88 to £93.46 per weighted patient
- OOH opt-out reduced from 4.87% to 4.77%
- Payment for MMR vaccinations only where a vaccine is administered, at the IOS fee of £10.06, with no payment for the call/recall activity
- QOF value increases from £187.74 to £194.83 per point, but the average list increases from 8,479 to 8,799, meaning no additional income generated per point
- QOF points increase from 559 to 567
- Seniority, MPIG and PMS premium payments cease
- New to partnership payment of up to £20,000 per full-time new partner including non-GP partners such as nurses and pharmacists plus £3,000 funding for business training
- Expansion of targeted enhanced recruitment scheme offering an incentive of £20,000 to encourage GP trainees to work in under doctored areas
- Expansion of the induction and refresher scheme to provide more support for returning GPs including cover for childcare costs of up to £2,000 per qualifying child

- Maximum improvement grant level increased to 100% with a reduction in abatement and guaranteed use periods
- Stamp Duty Land Tax reimbursable on the purchase of new surgery premises or land
- VAT on rent payments will be reimbursable
- PCN additional roles reimbursement extended to 100% for eligible staff with the number of roles extended
- Additional £120 per bed per year as a care home premium payable to each PCN, reduced to £60 for 2020/21 to reflect implementation from 30 September 2020
- Investment and Impact Fund delayed until October 2020 but instead 27p per weighted patient will be provided to each PCN for 6 months to 30.9.20

FREE online training and CBT

Health Education England, an e-Learning for Healthcare is providing free coronavirus e-learning. You don't even need to register just log in:

<https://portal.e-lfh.org.uk/Component/Details/604722>

A Mental Wellbeing CBT module has been designed by a GP and CBT specialist and is free online here:

<https://elearning.10minutecbt.co.uk/courses/emotional-wellbeing-during-covid-19>