



## City and Hackney lmc

Representing GPs and practice teams in City and Hackney

March 2010

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#### 1 [Launch of the Londonwide buying group](#)

We are delighted to announce a new, free service for all levy-paying practices under the auspices of our subsidiary Londonwide Enterprise Ltd. The Londonwide Buying Group, part of the Federation of Buying Groups run successfully by Nottingham LMC, will offer all member practices access to a number of pre-approved suppliers offering discounts on a wide range of goods and services, ranging from medical equipment to vaccines and more. Your practice manager should have received a letter and frequently asked question sheet explaining more and asking you to notify us at [info@lmc.org.uk](mailto:info@lmc.org.uk) if you wish to opt

out. Please also let us know if you haven't received the letter and would be interested in joining.

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## **2 Thank you and hello**

Our Executive Director of GP Support Services, Jean Hassell, will be retiring from her current role at the end of this month. Jean has worked for and on behalf of London GPs and their practice teams for 21 years and is a font of knowledge, expertise, and support on the myriad of contractual and performance issues which practices face every day of the week. As well as helping many practices herself, Jean has built up a GP Support Team of senior experienced staff, practice manager consultants and working GPs. Although we shall miss Jean very much, we are pleased that we are able to retain her services on a consultancy basis.

We are delighted to be able to welcome Vicky Ferlia as the new Director of GP Support Services. Vicky will join us on 10 March and so will have a three week overlap with Jean. Vicky joins us from Lambeth PCT and we are sure that she will very much enjoy working with us and supporting you.

If you have any queries relating to support issues, please continue to direct them to Nora Breen, Manager of GP Support Services on 020 7387 2034 ext 241 or [nbreen@lmc.org.uk](mailto:nbreen@lmc.org.uk).

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## **3 Rollout of the summary care record (SCR) in London**

We have produced a [poster](#) and a [patient factsheet](#) to help to support practice teams and patients with the issue of informed consent.

We have also set up an email address for any comments or queries that you may have so please feel free to contact us at [scr@lmc.org.uk](mailto:scr@lmc.org.uk). Postings will help us respond to your concerns in our future communications.

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## **4 Cross boundary issues**

A team from the LMC office met with representatives from NHS City and Hackney, NHS Islington and NHS Haringey on 2 February 2010 to discuss cross-boundary referral and treatment arrangements. The aim of the meeting was to ensure that referrals would not be blocked because patients were not resident in the area in which the service would be provided, and that the PCT within which patients were registered with a GP practice would fund such treatment.

The agreement is that NHS City and Hackney will provide Improving Access to Psychological Therapies (IAPT) services to all patients of City and Hackney practices. The joint understanding is that all other community services are provided on the basis of residence in each of the three boroughs. A scoping exercise to confirm this and identify any discrepancies will be completed by the end of February 2010 by these three PCTs. Results of the scoping exercise will be available in next month's newsletter.

We will also jointly be approaching NHS London to ensure that commissioning rules are clear that community services are provided on the basis of residence across London so that these issues do not happen again.

In the meantime, please contact Helen Musson at the LMC office at [hmusson@lmc.org.uk](mailto:hmusson@lmc.org.uk) with examples of any difficulties that you experience in relation to this issue.

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## **5 Infection control**

Your LMC is undergoing constructive discussions with the PCT about developing an infection control policy that is appropriate for primary care standards and not based on secondary care.

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## **6 Learning disability directed enhanced service (DES)**

Please do not sign up to the current Learning Disability DES in its current form. There are significant concerns related to patient confidentiality and information governance.

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## **7 Holiday opening hours**

Your LMC was concerned about the letter that was sent to practices in relation to opening hours for the 2009 festive season. We were particularly concerned that some practices were being penalised while others were not for closing their practices. This letter was not approved or confirmed with the LMC.

Hours of availability for practices are governed by the contract regulations 2004. It is not within the remit of the PCT to dictate opening hours for practices, although it may be helpful for the PCT to publicise what agreement has been reached with the out of hours service for holiday periods. If practices do not offer their usual extended hours service as part of an enhanced service arrangement due to the holiday period, then it would seem reasonable that they will not be paid under the extended hours enhanced service for that day.

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## **8 PMS practices**

Your LMC met with representatives from all PMS practices on 10 February 2010 to discuss an approach and way forward in relation to the PCT's proposed review of PMS contract arrangements. We will work with the PCT to develop an appropriate approach and process for reviewing PMS contracts and we will keep you informed of progress. If you have any comments or concerns regarding PMS contracts, please contact Greg Cairns ([gcairns@lmc.org.uk](mailto:gcairns@lmc.org.uk)) or Leah Benson ([lbenson@lmc.org.uk](mailto:lbenson@lmc.org.uk)) at the LMC office.

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## **9 Information governance statement of compliance (IGSoC) – important message for practices**

We have previously issued guidance in [October 2008](#) and [March 2009](#) about IGSoC. We thought it would be helpful to remind practices about the need for compliance or for making good progress towards compliance.

IGSoC was developed by NHS Connecting for Health (CfH) as an information governance tool to support its own responsibility as data controller of the national programme for IT. IGSoC includes a number of progressive levels of compliance. Practices need to achieve a minimum of Level 2 which confirms compliance with the Data Protection Act, Human Rights Act, Freedom of Information Act and the other linked legislation.

All GPs have the responsibility to register with the Information Commissioner's office as data controllers and GPs are liable to fines if they knowingly put information at risk or fail to take action to mitigate a known risk.

CfH developed a tool kit to enable practices to assess their readiness for compliance and complete and make the submission.

Once an IGSoC has been submitted there is no requirement to re-submit on an annual basis. However, there is a need to submit an IG toolkit annually.

**All practices have to be signed up by the end of March 2010 or PCTs could be liable.**

Some useful links are:

- [FAQ advice issued by CfH](#)
- [An introduction to IGSoC](#)
- [LMC guidance \(October 2008\)](#)
- [LMC guidance \(March 2009\)](#)
- [Latest IGSoC updates on the CfH website](#)

Below is a message from Nick Murphy-O'Kane, Head of Information Governance/Deputy Caldicott Guardian and Deputy Information Governance Manager, NHS London.

Dear General Practitioner

As we reminded you in the December 2009 LMC Bulletin, the Information Governance Toolkit v7 is due to be completed and submitted by 31 March 2010.

I am happy to report that we have noted an increase in the number of toolkits that have been started, and thank you for doing so. But there is still a large number that have not even started the process.

Your PCT is now receiving weekly reports and follow up emails as part of the Strategic Health Authority assurance performance checking, but to really achieve the 100% return within the next 5.5 weeks, we need your support and action.

A couple of key points that have arisen since my last report are

1. Requirement 118 – this is the statement of compliance for your N3 connection.
  - a. Some practices are claiming a level 2 when they do not have ALL the relevant requirements at the minimum level. Remember the checklist shows the other 7 requirements that MUST be level 2
  - b. Some GP Practices are claiming a Level 3 for this requirement – this would mean that you have received an Internal Audit of your evidence for the v7 requirements.
2. Action Plans

- a. For those practices that really are unable to achieve the improvement, I suggest you agree an action plan for improvement. The new toolkit for the next financial year will be seeking a minimum of level 2 compliance across all the IGT elements.

As always, on behalf of the PCTs in London – your local IG teams are more than willing to help with this work, and in most cases have already been working closely with you to improve your overall scores and standards. I hope this continues and we can work closely together during this time.

Nick Murphy-O'Kane  
Head of Information Governance / Deputy Caldicott Guardian  
Deputy Information Governance Manager, NHS London

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## **10 Preparing for revalidation**

The recently released [RCGP Revalidation Guide for GPs \(version 3\)](#) is available online and recommends that GPs should:

- Ensure that they have their annual appraisal and use an electronic toolkit to record their supporting information (when it is back on line of course!)
- Record their significant events, clinical audits and complaints together with a reflection on what they have learned
- Record details of all educational activity, what they learned from it and how long it took

There is no need to start colleague or patient surveys until the necessary approved tools are in place.

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## **11 It's election year at Londonwide LMCs!**

It's election time again! Elections take place every 2 years on a rolling basis and any GP working in the area may be nominated for election. Don't forget that we welcome representation from all GPs including partners, salaried, sessional and freelance GPs.

We would particularly welcome nominations from those GPs who are under-represented on current LMCs. Serving on your LMC can be a worthwhile and rewarding task. Dr Doris Masaba, a PMS Salaried GP and member of Southwark LMC says: "Salaried doctors can really benefit from being a member of the LMC as it provides a vital outlet for raising issues and concerns that may not affect some of our colleagues in different contractual positions. It is so important to be involved in these changing times for general practice, so regardless of your involvement in medical politics, or your level of understanding of GP issues, you will be welcomed and fully supported as a new LMC member."

Watch out for more information in the coming months.

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## **12 Londonwide LEAD (Learning Education and Development) – providing training for the capital's practice teams**

February events focused on medical records and financial management.

We had a well attended Medical Records Workshop held on 23 February 2010. **These workshops are not just for GPs**, they are also particularly important for **practice nurses and salaried, sessional and freelance locum GPs**.

We strongly encourage senior partners to ensure that these practice team members are supported to attend these workshops.

- **NHS London free training on confidentiality and consent for sharing electronic records** – NHS London provided a further free workshop for GPs, practice managers and practice Caldicott Guardians to answer the following questions:
  - **What are the rules and procedures for obtaining consent and sharing information?**
  - **How is the world changing as the NHS is linked together and the Summary Care Record goes into use?**

This was a lively workshop, with interactive presentations and breakout sessions to discuss practice problems and identify solutions with peers.

Much of the discussion was based around the General Medical Council's (GMC) [guidance on confidentiality 2009](#), which sets out the principles of confidentiality and respect for patients' privacy that doctors are expected to understand and follow.

The presentation used in the session can be downloaded from our [website](#).

Much of the discussion in this workshop was centred on phase 1 of the Summary Care Record (SCR) programme across London. For more information on the SCR, please visit [NHS London's Programme for IT website](#).

- **Workshop on the new HM Revenue and Customs initiative – tax health plans (THP) for medical professionals**

An interactive workshop was led by Mr Mark Taylor of Vantis PLC on 24 February 2010.

The seminar covered:

- How the new regulations will affect you
- What HMRC is looking out for when they review your finances
- How to prepare your disclosure
- Next steps

If you were not able to attend, further information is on the [HMRC website](#). There is also a [frequently asked questions document](#) that you may find useful.

- **Calling practice nurses – General Practice Nursing in London – a conference celebrating success and looking to the future.**

Londonwide LMCs is holding its first, exclusive conference for practice nurses on **Wednesday 17**

**March 2010** at 76 Portland Place, London, W1B 1NT.

This high calibre event will provide practice nurses in the capital with an opportunity to share good practice, celebrate successes and network with colleagues in the profession, as well as providing practical advice and solutions to issues faced by practice nurses on the ground.

This unique conference, designed with London's general practice nurses in mind, promises to be a sell out – we would hate to disappoint you, so do please complete the [booking form](#) and return it to Marie Vassallo ([mvassallo@lmc.org.uk](mailto:mvassallo@lmc.org.uk)) at Londonwide LMCs, Tavistock House North, Tavistock Square, London WC1H 9HX. The cost for attendance is £120.

- **Practice nurse workshops** – We will be holding **three practice nurse workshops** on:
  - Tuesday 25 May 2010, a public health workshop, covering communicable diseases and blood borne viruses, domestic violence, cardiac vascular disease.
  - Tuesday 27 July 2010, topics to be confirmed.
  - Tuesday 12 October 2010, topics to be confirmed

There are 50 places available, please complete the booking form and return it to Marie Vassallo ([mvassallo@lmc.org.uk](mailto:mvassallo@lmc.org.uk)) at Londonwide LMCs, Tavistock House North, Tavistock Square, London WC1H 9HX. The cost for attendance is TO BE CONFIRMED (information requested from LEAD).

- **Calling GPs and practice managers** – we will be holding an expert seminar on **Wednesday 14 April 2010** entitled '**Everything you wanted to know about ITTs**'. The seminar will be led by experts in the field. Learning outcomes will be:
  - A brief overview of the procurement process
  - Understanding and knowledge of what PCTs are looking for
  - Appreciation of the final requirements for successful bid writing
  - Understanding the risks of ITT bid writing
  - Learning about the evaluation criteria
  - Being able to assess the quality of your own bid
  - Understanding the do's and don'ts of interviews

The seminar will be held in the Snow Room, BMA House, Tavistock Square, London WC1H 9JP from 1.00pm to 5.00pm (lunch and registration from 12.30pm).

The cost for attendance is **£175.00**. There are 50 places available, please complete the [booking form](#) and return it to Karen Cooper ([kcooper@lmc.org.uk](mailto:kcooper@lmc.org.uk)) at Londonwide LMCs, Tavistock House North, Tavistock Square, London WC1H 9HX.

- **Practice manager workshops** – We will be holding three practice manager workshops this year.
- **Back by popular demand – Updated new complaints process workshop**, Tuesday 20 July 2010 from 1.00pm to 5.00pm (lunch and registration from 12.30pm).

This event will include updates from the Medical Protection Society and Pohwer, a questions and answers panel and acted out case studies. It will be held at Woburn House in central London.

There are 100 places available. **Please register your interest now**, to avoid disappointment, by emailing Karen Cooper ([kcooper@lmc.org.uk](mailto:kcooper@lmc.org.uk)) at Londonwide LMCs, Tavistock House North,

Tavistock Square, London WC1H 9HX.

- Following requests from practices we will be holding an interactive workshop entitled '**Are you maximising your QOF? – preparing for the QOF year' on Thursday 16 September 2010.**

The workshop will be held at Woburn House in central London from 1.00pm to 5.00pm (lunch and registration from 12.30pm).

There are 70 places available. **Please register your interest now**, to avoid disappointment, by emailing Marie Vassallo ([mvassallo@lmc.org.uk](mailto:mvassallo@lmc.org.uk)) at Londonwide LMCs, Tavistock House North, Tavistock Square, London WC1H 9HX.

- **Calling all GPs** – We will be holding several events for all types of GPs this year:
  - **Shaping your Career in General Practice – a full-day course for younger and sessional GPs**

This course recognises that a high percentage of younger doctors are working as sessional GPs, and that they need help and encouragement with career development.

The full day course is highly interactive with practical exercises and networking opportunities. The course is aimed at sessional GPs working in London.

The aims of the course are to:

- Broaden younger GPs' understanding of the recent history of general practice and the impact of NHS changes on the practices in which they work
- Provide an overview of funding streams for practices
- Develop the concept of a modern career in general practice and facilitate the development of a career plan
- Highlight the hallmarks of a good practice as an aid to making wise career choices
- Provide information on the significance of different contractual options and partnerships
- Offer practical training in the skills which young doctors need to shape their careers, including exercises in influencing, negotiating and assertiveness

The event will take place on **Thursday 29 April 2010** in central London. There are only 30 places available. **Please register your interest now**, to avoid disappointment, by emailing Marie Vassallo ([mvassallo@lmc.org.uk](mailto:mvassallo@lmc.org.uk)) at Londonwide LMCs, Tavistock House North, Tavistock Square, London WC1H 9HX.

- **RCGP EASE (Education and support evenings)** – Drs Tony Grewal and Paddy Glackin, Londonwide LMCs' Medical Directors and practising GPs, will be participating in free evening educational sessions on the role of the LMC and issues affecting general practice as follows:
  - Date: Thursday 8 April 2010, 7.30pm to 8.45pm (hot supper from 6.30pm to 7.30pm)  
Venue: RCGP, 14 Princes Gate, Hyde Park, London SW7 1PU
  - Date: Thursday 12 August 2010, 7.30pm to 8.45pm (hot supper from 6.30pm to 7.30pm)  
Venue: RCGP, 14 Princes Gate, Hyde Park, London SW7 1PU

These events are great opportunities for networking and support. To reserve your place please email Debbie Board, the administrator for the North and West London Faculty at

[nwlondon@rcgp.org.uk](mailto:nwlondon@rcgp.org.uk).

- o **Calling GP trainees** – Dr Tony Grewal, Medical Director for the North West London sector, will be speaking at **'Life after VTS: a careers day for GP trainees in their registrar year'** on **Wednesday 17 March 2010**.

This is a free event hosted by the London Deanery and will be held in London House, Goodenough College in central London. Topics to be covered include: contracts, CV building, Locum vs Salaried vs Partnerships, GPs with special interests, tax and top tips to generate income.

To reserve your place contact: [Dale.Burton@londondeanery.ac.uk](mailto:Dale.Burton@londondeanery.ac.uk).

**What we'd welcome from you** – We are always looking for further input from you, our audience, so please contact us with your ideas for future events on: [info@lmc.org.uk](mailto:info@lmc.org.uk). Please remember to check our [website](#) regularly. We would also like to encourage you to support your practice team members to participate.

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### **13 The NHS constitution**

The Health Act 2009 which received Royal Assent in November 2009, places a legal responsibility upon all providers and commissioners of NHS care to have regard to the NHS Constitution in all their decisions and actions (the Constitution was published earlier in 2009). This means that the Constitution, its pledges, principles, values and responsibilities need to be fully embedded and ingrained into everything that the NHS does. These duties also extend to Monitor (the body that regulates NHS Foundation Trusts) and the new Care Quality Commission. The Health Act requires the Secretary of State to review the NHS Constitution every 10 years and to revise the Handbook of the Constitution every three years.

[A full summary is available on our website](#). The summary includes information on the rights listed in the NHS Constitution Handbook and gives further links to the Constitution itself, the Handbook, Health Act 2009 and notes to the Act. Relevant legislation relating to the rights is listed in the appendix to the Handbook.

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### **14 GP patient survey results published**

[GP Patient Survey results](#) for the first two quarters of 2009/10 have been published. You can download your top line results which will help you to identify any areas for improvement. You can also see how you compare to other practices, both locally and nationally. These results do not at this stage affect the Quality and Outcomes Framework (QOF) payments for patient experience, which will be based on the full four quarters' worth of results.

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### **15 Violent patient schemes – advice from the GPC**

Your PCT should have a local security management specialist (LSMS) with whom concerns about GP practice team security can be raised as well as questions about the violent patient scheme. The LSMS will also be able to provide information on discounted lone worker security devices and details of security training. The GPC encourages you to make contact with your LSMS. If there is no LSMS connected to

your PCT then you should email: [generalenquiries@cfsms.nhs.uk](mailto:generalenquiries@cfsms.nhs.uk). Further information is available on the [NHS security management services website](#).

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### **16 Health Protection Agency (HPA) swine flu questionnaires**

Some practices may receive a questionnaire from the HPA to evaluate swine flu vaccine efficacy following confirmed cases of swine flu in their area. This is a sampling exercise and the questionnaire is in effect a 'yellow card' form because the vaccine is new. No fee can be charged by the practice for doing this but the General Practitioners Committee (GPC) believes that it would be good practice to complete the questionnaire.

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### **17 Sick note to fit note – the new system starts on 6 April 2010**

On Tuesday 6 April 2010 the sick note will change and become the fit note.

The key changes for GPs and their practice teams are:

- The introduction of a new option – "May be fit for work taking account of the following advice".
- You will no longer be asked to issue statements stating someone is fit for work.
- Increased space for comments on the functional effects of your patient's condition with tick boxes to indicate simple adjustments or adaptations that could aid their return to work.
- Inclusion of telephone consultations as an acceptable form of assessment.
- A reduction in the maximum duration of statement during the first 6 months of illness to 3 months.
- The Med 3 and Med 5 forms will be combined into one form.

Further information on the new fit note scheme and how it affects GPs is available on the [Department of Work and Pensions' website](#).

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### **18 GPs cleared of sick notes duty for pupils who miss exams**

GPs do not have to provide sick notes for pupils who miss exams. The BMA's General Practitioners Committee (GPC) has received clarification from OFQUAL (the Office of the Qualifications and Examinations Regulator) which states that awarding organisations make no requirement for pupils to obtain a medical certificate in support of an application for special consideration. The letter states that students are asked for information in support of their application, but this may take the form of a statement by the school. The Joint Council for Qualifications (JCQ) has confirmed that as far as they are concerned, if a student was absent from an examination as a result of illness and has the support of the school or centre to be absent, special consideration will be granted on that basis.

Awarding organisations do not insist that medical proof, such as a sick note from a GP, is provided. Relevant organisations have been informed of this decision.

The [full letter from OFQUAL](#) can be downloaded from our [website](#).

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## **19 BT priority fault repair service to be withdrawn**

NHS Connecting for Health has announced that from 1 April 2010, BT will no longer provide priority fault repair services to telephony infrastructure at GP premises. The existing agreement for this service is being terminated due to new regulations introduced by OFCOM stating that a priority repair service should no longer be provided for a non-emergency infrastructure.

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## **20 National audit of falls and bone health in older people**

The Royal College of Physicians is collaborating with the national audit of falls and bone health in older people. The next audit will take place between September 2010 and December 2010 and Trust audit departments will contact a small number of practices with regards to specific patients (approximately 60 per acute Hospital). A letter has been sent to all LMC Chairs providing further information.

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## **21 GP trainees subcommittee e-bulletin, February 2010**

The [e-bulletin](#) is a brief round-up of all the issues relevant to GP training and is designed to keep trainees and trainers up to date with the work of the GP trainees subcommittee. The February 2010 edition includes updates on extending training and the BMA's evidence to the Doctors and Dentists Review Body.

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## **22 Is your practice ready to broaden its horizon and take on new challenges in 2010?**

Why not get involved in international primary care!

A unique opportunity has been created by the RCGP Junior International Committee (JIC) for GP practices and trainees to gain valuable experience in international general practice by participating in the European 'Hippokrates' exchange programme.

To get involved register with the JIC Exchange Committee as a host practice. Your practice will then receive a 'hosting pack', which contains all the information you need, including evaluation forms, code of conduct and an outline of placements. Your practice will also be put in touch with your local exchange committee contact, who will help to facilitate the placements. The observational placement itself will be two weeks, and a suggested programme will be provided. The JIC will then ask you to complete an evaluation form and keep you updated about future visiting trainees.

For further information about hosting or participating in a placement, contact Dr Simon Davis, JIC Exchange Committee Lead on [sd4166@hotmail.com](mailto:sd4166@hotmail.com) or Dr. Duveken Voors, Exchange Committee London Lead on [dvoors@doctors.org.uk](mailto:dvoors@doctors.org.uk).

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## **23 Improved care for military veterans GP patient survey results published**

The DH has announced a package of measures to improve care for military veterans. It includes the entitlement to priority treatment for any illnesses or injuries caused because of their time in the Armed Forces. [The Chief Medical Officer has written to GPs](#) to draw your attention to the entitlement and to clarify the process for making referrals to secondary care. The package will also improve the way patient

records are transferred from the military to the NHS and promises seriously injured veterans long-term care plans.

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#### **24 Final seniority figures published for 2006/07**

The technical steering committee that comprises NHS Employers, the GPC and the health departments for England and Wales, have published the final seniority figures for GMS contractors for 2006/07. The final seniority figure for 2006/07 for England is £92,140.

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#### **25 GP charity launches new website**

The Cameron Fund, the only medical charity which provides help and support solely to GPs and their dependants, recently launched its new website at <http://www.cameronfund.org.uk>.

The Cameron Fund aims to meet needs that vary considerably from the elderly in nursing homes to young, chronically sick doctors and their families and those suffering from unexpected and unpredictable problems following the actions of professional regulatory bodies.

Anyone who knows of someone experiencing difficulties, hardship or distress is urged to draw attention to the Cameron Fund's existence or alternatively to contact Jane Cope, the Fund's Services Manager on 020 7388 0796 or [janecope@cameronfund.org.uk](mailto:janecope@cameronfund.org.uk). You can also write to the Cameron Fund at Tavistock House North, Tavistock Square, London WC1H 9HR.

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#### **26 The LMC website – your first call for the latest news, views and guidance**

Please remember to check [our website](#) every day for up to date news on a whole range of topics. We have all the [latest news](#) on issues affecting General Practice as well as a full and up to date [guidance section](#). There is also an [events area](#) as well as a **free to use** [jobs section](#) for you to advertise vacancies within your practice.

In addition to our [news pages](#) we also have specific areas for [salaried/sessional GPs](#), [practice managers](#) and [practice nurses](#) so please do remember to visit our website to stay informed!

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#### **27 Courses of interest for GPs and their practice teams**

- **Fresh start, a fresh way of looking at the consultation! – focus on consulting, keeping records and communicating, 18 and 19 March 2010** (plus a half-day follow-up support session on 6 May 2010)  
**Venue:** London Deanery, Stewart House, 32 Russell Square, London WC1B 5DN  
**Cost:** £250  
**Course details:** The highly evaluated Fresh Start Clinical Course offers a fresh look at consultations in the context of your own every day experience. After a successful pilot with expert patients it now includes focused feedback and coaching with expert patient teachers. This intensive two-day small group course (plus follow-up session) is suitable for London GPs at all stages of their working lives who feel the need to refresh their practice. It offers an opportunity for individual reflection on the changing

realities of GP consultations and group support for personal development. There is a maximum of twelve places available so early application is advisable.

**Contact:** Deena Ragiwala on 020 7866 3128 or [deena.ragiwala@londondeanery.ac.uk](mailto:deena.ragiwala@londondeanery.ac.uk).

- **Challenging Conversations in end of life: communication for professionals including advance care planning, 7-8 April 2010 and 16-17 September 2010**

**Venue:** St Christopher's Hospice, 51-59 Lawrie Park Road, London SE26 6DZ

**Cost:** £180

**Course details:** This is a two day communication skills course which is aimed at qualified professionals who regularly contribute to the management of care of people approaching the end of life. It aims to equip them to listen to and sensitively explore needs and preferences regarding issues of care. Recent government policy highlights the need for greater involvement of patients and families in end of life decision-making and yet there is evidence that the workforce lacks confidence and skills. Through exploration of theoretical principles of communication and advance care planning and practical workshops, the course will encourage participants to reflect on their own misconceptions, blocks and anxieties and to develop a strategy for future practice development.

**Contact:** The Education Administrator on 020 8768 4656 or [education@stchristophers.org.uk](mailto:education@stchristophers.org.uk).

- **Get ahead: the essential GP Trainee skills day, 16 April 2010-03-01**

**Venue:** BMA House, Tavistock Square, London WC1H 9JP

**Cost:** £95 (inc VAT) for BMA members and £155 (inc VAT) for non-BMA members

**Course details:** This conference will be of interest to all those who are preparing for life as a GP, but particularly for GP Trainees, Foundation Trainees and those who have recently completed their GP training. This one-stop essential skills day aims to help you make the very most out of your training and preparation for life as a GP, from expert advice on presenting yourself to employers through your CV and interview to managing your finances in the early years of practice. There will be sessions on how to make the most out of your career choices and helping you to avoid the pitfalls of the journey ahead. This conference will equip you with vital know-how that you cannot afford to be without, and that you won't find anywhere else.

**Contact:** BMA Conferences on 020 7383 6137/6605 or [confunit@bma.org.uk](mailto:confunit@bma.org.uk).

- **Telephone Consultation Skills for GPs and Practice Nurses, various dates in 2010**

**Venue:** London Deanery, Stewart House, 32 Russell Square, London WC1B 5DN

**Cost:** £60 (non-refundable)

**Course details:** This interactive half day course focuses on improving telephone skills in general practice. Telephone consultation skills, including triage during the daytime, communication of results to worried patients and out of hours care, are of increasing importance in many aspects of general practice.

Course dates for 2010 are:

- Thursday 22 April
- Thursday 15 July

**Contact:** Christine Madekwe on 020 7866 3203 or [christine.madekwe@londondeanery.ac.uk](mailto:christine.madekwe@londondeanery.ac.uk).

- **Leading and managing change and improvement in clinical education, various dates in 2010**

**Venue:** Institute of Education, University of London, 20 Bedford Way, London WC1H 0AL

**Cost:** £688

**Course details:** This Masters level course is strongly recommended for all clinicians with an educational leadership role. It will also be useful for those engaged in initiatives to develop clinical leadership within their own organisations. Leading and managing change and improvement: in clinical education is a recommended 30 credit module on the MA Clinical Education and also available as a stand-alone short course. The module is run by staff from the London Centre for Leadership in Learning and the London Deanery. The course will run between April and June 2010 as a mixture of whole days and evening sessions. Course dates will be:

**Full days:**

- Wednesday 28 April
- Wednesday 19 May
- Wednesday 30 June

**Evening sessions (5.30–8.30pm):**

- Monday 10 May
- Monday 7 June
- Monday 14 June
- Monday 21 June

**Contact:** The Registry, Institute of Education on 020 7612 6100/6101 or [fpd.enquiries@ioe.ac.uk](mailto:fpd.enquiries@ioe.ac.uk).

• **Practical Allergy for Primary Care, 2.00pm – 5.00pm, 5 May 2010**

**Venue:** St Thomas' Hospital, Westminster Bridge Road, London SE1 7EH

**Cost:** GPs £25, practice nurses/trainees £15, 15% discount for BSACI members

**Course details:** The Allergy Academy is an initiative of King's College London, committed to providing high quality educational opportunities to doctors and allied professionals. The Academy has teamed up with Allergy UK to provide this study afternoon for medical professionals in primary care. With allergic disease affecting more and more patients, this day will be an excellent opportunity to validate your practice and learn something new. This event will be practically oriented and is designed for GPs who look after patients with allergic disease in their everyday practice. Interactive lectures and case based sessions will be led by GPs and specialists.

**Contact:** For more information and to register please go to [www.allergyacademy.org](http://www.allergyacademy.org) or contact Sandra Hobbs, Allergy Academy Administrator.

• **Introduction to Teaching in Primary Care (ITTPC), 20 and 21 May 2010 and 27 and 28 May 2010**

**Venue:** Canonbury Academy, Islington

**Cost:** £150 (non-refundable)

**Course details:** This is a two-day introductory course for those who wish to make the link between educational theory and practice and to refresh or develop their teaching skills. It is the result of collaboration between the five medical schools and the London Deanery, which recognises that there are common elements in undergraduate and postgraduate teaching. ITTPC is suitable for any London GP with an interest in teaching who wishes to become an F2 supervisor, prior to attendance at one of the F2 workshops, a GP trainer, prior to joining the Teaching The Teachers programme or an undergraduate teacher. It is also open to GPStRs with a special interest in medical education following successful completion of the AKT and CSA components of nMRCGP and nurses working in primary care and intending to join Teaching the Teachers.

**Contact:** Nikki Whitelock on 020 7866 3267 or [nikki.whitelock@londondeanery.ac.uk](mailto:nikki.whitelock@londondeanery.ac.uk).

- **The Headache Symposium, 27 May 2010**

**Venue:** Derek Willoughby Lecture Theatre, Barts and the London School of Medicine and Dentistry, Charterhouse Square Campus, Charterhouse Square, London, EC1M 6BQ

**Cost:** £125

**Course details:** This is a one day event by world experts that is essential for GPs and other healthcare professionals, organised by the [City of London Migraine Clinic](#), a registered medical charity founded in 1980. The Clinic provides access to a team of doctors with a specialist interest in the management of migraine and other headaches. This symposium provides a practical grounding in the diagnosis and management of primary headaches including when to investigate and when to refer to a specialist. The Medical Director of the City of London Migraine Clinic, Dr Anne MacGregor will be joined by Consultant Neurologist and Headache Specialist from the Barts and the London Trust, Dr Giles Elrington for a lively and topical review of all the current issues.

**Contact:** The City of London Migraine Clinic on 020 7251 3322 or [admin@migraineclinic.org.uk](mailto:admin@migraineclinic.org.uk).

- **The Hormonal Headache Symposium, 10 June 2010**

**Venue:** Derek Willoughby Lecture Theatre, Barts and the London School of Medicine and Dentistry, Charterhouse Square Campus, Charterhouse Square, London, EC1M 6BQ

**Cost:** £125

**Course details:** This is a one day event organised by the [City of London Migraine Clinic](#), a registered medical charity founded in 1980. The Clinic provides access to a team of doctors with a specialist interest in the management of migraine and other headaches. This symposium presents the management of primary hormonal headaches. Can women with migraine take the pill or HRT? Answers to this and everything you need to know about headaches and the Pill, menstrual migraine, headaches during pregnancy and the menopause will be covered. Dr Anne MacGregor whose research has identified menstrual migraine will be joined by Emeritus Professor of Family Planning and Reproductive Health at University College London, John Guillebaud.

**Contact:** The City of London Migraine Clinic on 020 7251 3322 or [admin@migraineclinic.org.uk](mailto:admin@migraineclinic.org.uk).

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