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1. **Healthcare for London’s ‘Consulting the Capital’ – next steps**
The Joint Committee of PCTs (JCPCTs) for London reviewed all responses made to ‘Consulting the Capital’ at its meeting on 12 June 2008 and agreed its own final decisions and recommendations. The final decisions (19 in total), are legal and binding and the recommendations (10 pages in all), are neither legal nor binding, but will be passed to your local PCT to accept and implement.

Whilst these decisions and recommendations have been finalised they are still not available in their approved form on the Healthcare for London website. The JCPCT meeting webpage will show you what the JCPCT reviewed but amendments agreed at the meeting are yet to be processed.

**Key points of the decisions:**

The JCPCT accepted and agreed:

- the IPSOS MORI report, the Health Link and Joint Overview & Scrutiny reports, the London Health Commission’s Health Inequalities and Equalities Impact Assessment and the Clinical Advisory Group and Patient and Public Advisory Group reports.

- that the consultation process was as thorough and appropriate as it could be given its high level principles and strategic nature. More consultation where appropriate will be devolved to PCTs for local service changes.
- the case for change and that the use of evidence in arguing for improvements should continue in the planning and implementation of services.
- that the definition of ‘specialist care’ should be clarified and used when considering the shift of secondary acute services.
- that the networked/federated polyclinic service model should provide improved primary healthcare in London. The nature, location and precise services offered should be determined by appropriate local engagement, consultation and decision-making. It will not be prescriptive but the best configuration will be decided locally, in order to meet this principle.

**Key points of the recommendations:**

Please note that there are too many to capture the full details for this newsletter but here are what we consider the most important points to note.

The JCPCT:

- recommended that an innovative campaign is launched to disseminate the recommendations of the consultation. The public must continue to be involved in processes to shape and implement future service developments.
- recommended that further health equalities and inequalities impact assessments are used when considering future service changes.
- made very detailed recommendations in particular regarding the Maternity and newborn care and Mental Health services.
- recommended that PCTs develop polyclinic models of service to meet the distinctive needs of their local populations. Whilst all polyclinic models of service will have to meet defined standards in respect of range of services, access, and quality, the proposed approach will enable appropriate flexibility and diversity. They do not wish to limit enthusiasm for better primary care across London. Therefore, whilst the development of polyclinic models of service should be considered by local people, local GPs and local healthcare professionals and driven by local needs, they recommend that Healthcare for London takes responsibility for ensuring that there is a programme of support and continuous learning for PCTs so that different models can be explored and each new development can learn from previous good practice.

In addition, PCTs should note and take into account the consultation responses if pursuing proposals for any polyclinic models of service based on a single-site. PCTs should ensure that continuity of care is there for those patients who wish it alongside the easier access to a wider range of better services.

- recommended, when considering polyclinic models of service, consider the consultation responses regarding the types of services that could be provided (the three most important factors were GP services, tests and minor procedures).
- made particular reference to the need for patient choice at every stage and to develop Transport for London recommendations into more comprehensive guidance to be used when PCTs consider any service reconfigurations.

Your local PCT will now be expected to implement the recommendations approved by the JCPCT.

Keep us informed of any ‘pressure’ to move into a polyclinic or GP led health centre, neighbourhood health centre or anything else by any other name!
Remember to use our ‘Keep my NHS GP local’ campaign pack. The pack can be used to help you raise your practice’s profile and includes a patient factsheet, a practice poster, tips on liaising with the media and sample letters to the editor and your local MP, both of which can be tailored to suit individual practices.

The General Practitioners Committee (GPC) has also issued a fact sheet called ‘The value of general practice: the facts’.

Contact Hannah Millard, PR Executive in our Communications Team, if you need help in dealing with your local media in order to raise the profile of your practice and your services to your patients. Hannah’s contact details are 020 7387 2034 ext 239 or hmillard@lmc.org.uk.

2 Self assessment toolkit for practices
The toolkit will be sent electronically to all practices via practice managers this week. We hope you will find it helpful as a checklist to support the continuous cycle of improvement and review to ensure you are and remain “fit for purpose”.

This document is designed as a self assessment tool for practices to use to assess the level of risk they may be facing in the current climate of change within primary care which is being proposed for London. The aim of this exercise is to provide you with the evidence which may be needed to demonstrate that you are providing a service which the LMC considers is of a quality to which all practices in London should be aspiring and which in the majority of cases are already achieving. These standards relate to the delivery of essential and additional services and do not seek to define the criteria which might apply to the provision of enhanced services. At the end of the exercise you should also be able to highlight the risk areas. This will give you the evidence you will need to support any discussions you might have with your PCT around Annual Contract Reviews and contract performance management.

Such a review is becoming even more relevant in the light of consultation which is currently underway on the future regulation of health and adult social care in England. This consultation is looking at how providers of general practice will register with the new Care Quality Commission and the particular levels of safety and quality they will need to demonstrate in order to achieve registration.

3 Preparing for the future – important Londonwide LMCs’ tendering skills seminar
Our tendering seminar took place on 19 June 2008. It was attended by over 100 delegates and almost 90% of them scored the event as very good or excellent. In the morning three speakers, including representatives from the Department of Health (DH) and NHS London, set the scene with presentations on national policy and equitable GP access, understanding the broader context for primary care and the procurement process. In the afternoon there were presentations from a GP who has successfully bid for tenders and Harmoni, who talked about the benefits of partnership working. Feedback from the day suggests that workshops to complete pre-qualification questionnaires (PQQs) and business plans would be welcomed. Watch this space!

You can download the presentations from the day from our website.

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It’s election year – make your vote count!

We are pleased to announce that we have received a significant number of nominations for the LMC elections this year. This means that we need an election in Newham.

Ballot papers were sent out on Friday 20 June 2008 so please ensure that you complete your ballot paper and return it to the Electoral Reform Services (ERS) by 5.00pm on Friday 11 July 2008. A pre-paid envelope is enclosed with the ballot papers.

If you have any queries relating to the ballot please call ERS on 020 8365 8909.

This is an important time for all London GPs to be fully represented locally, particularly in the light of the recent Healthcare for London’s ‘Consulting the Capital’ consultation on polyclinics as well as the emergence of the private sector in providing primary care in London. We therefore need you to cast your vote to ensure that your LMC is as representative as possible.

5 Extended hours local enhanced service (LES) in Newham

The LMC is in discussions with the PCT regarding an interim Local Enhanced Service, whilst the final Directed Enhanced Service (DES) continues to be negotiated nationally. We have not yet finally agreed a LES and would urge practices not to agree to any extended hours arrangement until discussions are completed and a final specification agreed. Participation is not a contractual requirement, and sign up is voluntary. The LMC would advise each practice to calculate affordability before signing up to any arrangement.

6 Choose and book

The LMC has expressed concern that the development of a specification for a choose and book LES has been subject to considerable delays. The PCT has confirmed that it is preparing an interim LES while there is a review of the CAS and CAB generally. This will incentivise all practices, including those currently performing well.

The LMC continues to raise choose and book issues with the PCT that persist in causing difficulties for patients. We have requested that the PCT addresses these difficulties urgently or this could result in a Serious Untoward Incident (SUI).

7 List cleansing – FP69s received in practices

Following discussions between the LMC and the FHS regarding a list cleansing process, there has been a lot of anxiety and confusion generated following a large number of FP69s being issued, as part of a catch up process for routine registration monitoring. These numbers were not anticipated and had not been discussed with the LMC as part of the original process.

City and East London LMC has worked with City and Hackney, Newham and Tower Hamlets PCTs to agree the specification for an enhanced service to help offset the costs associated with this extra workload.
The LMC has particularly welcomed the reassurance from Mr Peter Blessington at the FHS Consortium, that if the practice can demonstrate that there has been contact with the patient (identified as a non responder on the spreadsheet) in the last three years, then the patient can continue to be registered at the practice and the FP69 will be removed.

In addition to the enhanced service the LMC has expressed serious concern that there are numerous examples from practices across City and East London that patients (including those very vulnerable, eg children, babies, patients on medication) have been issued with FP69s when they have only been registered at the practice for a few months. At the last LMC meeting Mr Blessington indicated that these instances should not be occurring and would investigate these discrepancies.

8 **Review of the north east FHS consortium**

The first stage of the review has been completed with the North East London Collaborative Commissioning Group (CCG). It has agreed in principle to transfer the management of the FHSC from Waltham Forest PCT to NHS Shared Business Services (NHS SBS). It is proposed that this transfer of responsibility takes place on 1 September 2008 with NHS SBS assuming responsibility for delivery of all aspects of the current service thereafter. The second stage of the review will be managing the transition of the service to NHS SBS.

The LMC has outlined some concerns about the transition of the service to NHS SBS particularly off shoring any of the FHS services overseas. The LMC is seeking reassurances on this, especially in view of data protection legislation. The LMC has welcomed the opportunity to put queries to representatives from NHS SBS at its next LMC meeting.

9 **Annual Conference of LMCs**

This year’s Annual Conference can be considered as a success for Londonwide LMCs. Your representatives were able to make forceful contributions to the major debate concerning the Darzi review. We succeeded in topping the poll for chosen motions, resulting in Dr Ian Harper’s motion from Merton, Sutton and Wandsworth LMC, which highlighted the academic review of general practice for Londonwide LMCs by Professor Roger Jones, being passed unanimously by Conference.

10 **Safeguarding the future of general practice – succession planning for GPs**

Single handed GPs considering retirement in the next twelve months are strongly advised to contact our GP Support Services team for confidential advice.

Nora Breen, Manager of GP Support Services can be contacted on 020 7387 2034 ext 241 or nbreen@lmc.org.uk. Jean Hassell, Executive Director of GP Support Services can be contacted on 020 7387 2034 ext 260 or jhassell@lmc.org.uk.

11 **The benefits of having a patient group**

Remember that your patients are your allies when it comes to any perceived threats to NHS services. Does your practice have a patient group to ensure the views of patients are captured? Would you like to
set one up but are not sure how to go about it? The BMA’s patient group will shortly be publishing guidance which is based on the experiences of doctors and patients. We shall notify you when this becomes available.

Do bear in mind that other local patient and public support groups can be a vital means of help if you are involved in any initiatives to keep NHS GP services local. eg local carers groups; pensioners groups etc. Also, the development of Local Involvement Networks (LINKs) will be an important voice for patients – your local authority will be making plans to host a LINK.

Building relationships between your practice and these organisations could be very helpful if your practice faces the threat of closure in the face of competition.

### 12 Your chance to talk with your GPC representatives and negotiators

There will be a meeting on Thursday 2 October 2008 for all GPs to attend to hear the latest news on the annual contract negotiations and to seek advice from GPC representatives and negotiators concerning London. Dr Laurence Buckman, Chair of the GPC, will start the event with a presentation followed by a questions and answers session.

The meeting will take place from 2.00pm in the Black Suite, BMA House, Tavistock Square, London WC1H 9JP. If you would like to attend please contact Jonathan Ashby at the LMC on 020 7387 2034 ext 228 or jashby@lmc.org.uk.

The closing date for registration is Thursday 25 September 2008.

### 13 Your views are important to us!

Don’t forget to visit our [online polls page](#) in order to feed into discussion and shape our response to important issues.

### 14 Introduction to teaching in primary care (ITTPC)

Bookings are now being taken for the ‘Introduction to Teaching in Primary Care’ courses for 2008-09.

The course is a generic two-day introduction to becoming a teacher in primary care for GPs. The courses are jointly provided by the five London undergraduate departments of general practice and the London Deanery. They occur five times a year and are hosted in turn by the undergraduate schools and the London Deanery. This will be followed by learner specific support and training dependent on whether the participant will be teaching or supervising medical students or F2 doctors or other learners.

The course flyer, outline programme and application form are available on the [London Deanery’s website](#).

### 15 Vacancies on the web

Don’t forget that there is a [webpage for vacancies](#) on the LMC website.
The service is free and there is a web form for you to use to send in the details of the vacancy that you would like to advertise.

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