



**Good
Practice**

Issue 131

Jan 2021

Opening Hours during the Festive Season

Our offices will be open as follows:

Date	Opening Hours	Cover Arrangements
Thursday 24th December 2020	8.30am – 1.00pm	Skeleton
Friday 25th December 2020	Closed	Public Holiday
Monday 28th December 2020	Closed	Public Holiday
Tuesday 29th December 2020	8.30am – 4.30pm	Skeleton
Wednesday 30th December 2020	8.30am – 4.30pm	Skeleton
Thursday 31st December 2020	8.30am – 1.00pm	Skeleton
Friday 1st January 2021	Closed	Public Holiday
Monday 4th January 2021	Closed	Public Holiday

We continue to operate to our covid-19 contingency arrangements and ask that all contact is made by e-mail, more so now that even less staff will be available to answer any telephone queries but mail boxes will be routinely checked and e-mails responded to by those staff working either in the office or from home during this period.

Important Dates

December 2020 Payment

Medical Payment date for December: Thursday 24th December 2020

Earliest date from when e-Statements may be available: Monday 21st December 2020

January 2021 Payment

Medical Payment date for January: Friday 29th January 2021

Earliest date from when e-Statements may be available: Tuesday 26th January 2021



e-Mail Migration from @nhs.net

As we continue to highlight, most @nhs.net auto forwarding has now ceased.

What this means is that if we you have not notified us of a new @nhs.scot or local NHS Board e-mail address, then you may not receive your monthly payment statement from November onwards.

Unfortunately, we cannot second guess what your new e-mail address is and we need you to tell us by completing a new mandate which we have revised and uploaded on our website.

For all payment statements, we require each practice to complete a new mandate and e-mail it to us asap so that we can update our records. Many thanks to those of you who have already done this.

Download the e-Statement mandate here: <https://nhsnss.org/media/4465/gm-cf-sf011e-v2-10-2020.pdf>

Removal of Patient at Patient's Request

Patients can request to remove themselves from the practice as per The National Health Service (General Medical Services Contracts) (Scotland) Regulations 2018 Schedule 6 Part 2.

Patients can do this by contacting the GP Practice or Practitioner Services and confirming their request in writing. If contacted by a patient who wants to do this the GP Practice can confirm this with the patient and inform Practitioner Services. It should be explained to the patient that if they access other NHS services but are not registered with any other practice within the NHS; clinical reports may be sent by hospital systems to the former registered practice.

Practitioner Services will process the request via the GP Practice, or direct if comes from the patient, we will update CHI and write to the patient to confirm this has been actioned.

Patients are able to re-register with an NHS practice at any point in future.

ePharmacy Infrastructure upgrade – advance notice of unavailability

The ePharmacy Infrastructure will undergo a significant upgrade in January 2021, which means the ePharmacy Message Store (EPMS) will be unavailable for the period of an entire weekend.

The work is scheduled from 6pm Friday 22nd January to 7am on Monday 25th January.

Any AMS Prescription and CMS Serial Prescription messages that are created during the weekend will need to be re-transmitted by the practice once the infrastructure is available again. Any prescription cancellations or amendments of a clinical nature that require processing by pharmacies during the weekend must be communicated manually to the pharmacy, as per best practice, as these messages will not be received during the weekend. This is particularly important for serial prescription cancellations of a clinical nature that need to be processed by the pharmacy. As with prescription messages, cancellation and amendment messages should be re-transmitted once the infrastructure is available again. In addition, CMS update request messages will not be transmitted until the infrastructure is available again. This means that the CMS updates processes to retrieve dispensing information and Treatment Summary reports will not run during the period of unavailability but will be operational once the infrastructure is available again.

For further information please contact epharmsdenquiries@atos.net



PCA & CMO 2020 Circulars

Historic circulars can be searched on:

<http://www.publications.scot.nhs.uk/>

PCA Circulars:

2020-01-28 PCA(M)(2020)01 – GP sustainability loan agreement
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)01.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)01.pdf)

2020-03-05 PCA(M)(2020)02 - Covid-19: Guidance on Planning and Responding to Primary Care GP Practice Capacity Challenges
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)02.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)02.pdf)

2020-03-12 PCA(M)(2020)03 - Near Me Guidance for GP contractors
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)03.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)03.pdf)

- 2020-03-13** PCA(M)(2020)04 - Suspension of online booking systems
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)04.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)04.pdf)
- 2020-04-28** PCA(M)(2020)05 - General Medical Services Statement of Financial Entitlements for 2020/21
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)05.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)05.pdf)
- 2020-04-28** PCA(M)(2020)06 - GP practices: additional funding: COVID-19
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)06.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)06.pdf)
- 2020-04-28** PCA(M)(2020)07 - Childhood Immunisation Scheme (Directed Enhanced Services) (Scotland) Directions 2020
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)07.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)07.pdf)
- 2020-05-07** PCA(M)(2020)08 - Model terms and conditions of service for a salaried general practitioner employed by a NHS Scotland Health Board or Special Health Board during the COVID-19 pandemic
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)08.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)08.pdf)
- 2020-05-20** PCA(M)(2020)09 - GP practices: additional Funding: COVID-19: update and clarification
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)09.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)09.pdf)
- 2020-07-13** PCA(M)(2020)10 – Covid-19: Further guidance on planning and responding to Primary Care GP practice capacity challenges
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)10.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)10.pdf)
- 2020-07-14** PCA(M)(2020)11 – NHS Pharmacy First Scotland: information for GP practices
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)11.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)11.pdf)
- 2020-07-28** PCA(M)(2020)12 - GP practices: additional Funding: COVID-19: update
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)12.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)12.pdf)
- 2020-08-24** PCA(M)(2020)13 – GMS Uplift 2020/21
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)13.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)13.pdf)
- 2020-08-28** PCA(M)(2020)14 - Influenza and Pneumococcal Vaccination (Coronavirus Outbreak) (Scotland) Directions 2020
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)14.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)14.pdf)
- 2020-11-04** PCA(M)(2020)15 - Influenza and Pneumococcal DES Update
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)15.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)15.pdf)
- 2020-11-17** PCA(M)(2020)16 - GP Practices – Additional Funding – COVID-19 - update
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)16.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)16.pdf)
- 2020-11-26** PCA(M)(2020)17 – COVID-19 Vaccination Directed Enhanced Service (DES)
[https://www.sehd.scot.nhs.uk/pca/PCA2020\(M\)17.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2020(M)17.pdf)

Upcoming RCPSG Events

Online Conferences

- Syncope – still everyone's problem
<https://rcpsg.ac.uk/events/Syncope-2021-02-05-396>
- Virtual Interactive Cardiology Conference
<https://rcpsg.ac.uk/events/CARDIOLOGY-2021-03-22-400>



National Average Earnings (NAE)

The National Average Earnings (NAE) figure for 2019-20 has been set at **£90,175**.

Covid-19 Contingency Contact Arrangements

The following regional office mailboxes should be used by GP Practices for all queries and communications.

If possible, please try to avoid leaving voicemail messages on our phone extensions and instead send us an e-mail.

If you are sending an e-mail other than from the practice e-mail account, can you please ensure your practice details are included in your e-mail signature at the foot of your e-mail to enable us to identify your practice.

Patient Registration, Records & Mail Services	Contractor Finance Services
<p>Aberdeen office All enquiries: nss.psd-gmsaberdeen@nhs.scot</p>	<p>Aberdeen office NEW All enquiries: nss.psd-gppractices-aro@nhs.scot</p>
<p>Edinburgh office All Health Records: nss.psdrecords@nhs.scot Lothian & Borders Reg: nss.psdedinburgh@nhs.scot Fife & Forth Valley Reg: nss.psdife-fvalley@nhs.scot</p>	<p>Edinburgh office NEW All enquiries: nss.psd-gppractices-ero@nhs.scot</p>
<p>Glasgow office Glasgow: nss.glasgow.registration@nhs.scot Argyll & Clyde: nss.ac-registration@nhs.scot Ayrshire & Arran: nss.aa-registration@nhs.scot Dumfries & Galloway: nss.dg-registration@nhs.scot Lanarkshire: nss.lanarkshire-registration@nhs.scot Western Isles: nss.wi-registration@nhs.scot Data Quality: nss.ch-dataquality@nhs.scot</p>	<p>Glasgow office NEW All enquiries: nss.psd-gppractices-gro@nhs.scot</p>

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Next Newsletter

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