



Good Practice

Issue 138

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NHS Scotland Test & Protect

The National Vaccination Helpline operates a service to assist citizens in accessing and receiving a print copy of their Covid Vaccination Status record. To date the service has assisted upwards of 370,000 people across Scotland to do this. Agents at the National Helpline have access to a user interface that allows them to access the CHI registry to check accuracy of details. The interface also allows them to find records of vaccinations that were booked or administered locally and pull those records through the National Vaccination Scheduling System so a record can be produced. As we are acutely aware of the pressure already faced by GP Practices at this time, we have developed processes to assist citizens with any issues relating to their record.

The only circumstances in which someone might be directed to their GP is if they report that they have not updated their records with the GP practice or if they were vaccinated at their GP practice and need to check the date this happened to satisfy the ID and V process we have in place. To date, this has represented a minimal proportion of the records handled by the helpline. We would not direct a citizen to their GP if they requested a second dose under the 8-week timeframe. If their request is holiday related, we will tell them it is not possible, and if they have a personal or clinical circumstance, they would be directed to the Board vaccine co-ordinator, not the GP practice.

Patients may contact the GP Practice to update their demographic details where they require their vaccine information to match other forms of ID e.g. passport. Amending these in the GPIT system will update CHI and allow this information to be reflected for their vaccine record. If the information held on GPIT is accurate but does not match the patient's vaccine information, please contact nss.psd-vaccsupport@nhs.scot with details and the PSD team will check the information on CHI and pass this to the National Vaccine Quality Team to amend if required. For any other enquiries than those above, please ask the patient to contact the National Helpline directly for advice on 0808 196 8565 or visit NHS Inform for more information.

2021 Covid-19 Vaccination Claim Form

Please be advised that you can only claim for the number of patient records updated by the practice for vaccinations where these are not automatically uploaded from vaccination centre records, ie to be eligible to claim for this payment, a member of the practice team must be manually keying these into patient records.



Changes to the collection of voluntary authorisation for organ or tissue donation

Patients that register with a General Medical Practice have been able to provide their voluntary authorisation for organ or tissue donation when completing the GPR form (GMSGPR001).

The introduction of the new GPR earlier this year removed the necessity to collect patient's preferences following the recent changes in Organ Donation law in Scotland.

Any patient wishing to record their wishes should do so directly through Organ Donation Scotland at <https://www.organdonationscotland.org/>

You can find the latest version of the GPR form here:

https://www.nhsinform.scot/media/4917/gp_registration_gmsgpr001_v19_02_2021-modified-v3.pdf

Despite the new GPR form being in place we are currently seeing an unexpectedly high number of transactions of a patient's Organ Donation preferences from GP Practices via PARTNERS to CHI and onward to NHS Blood & Transplant (NHSBT).

We would be grateful if all GP Practices could use the newest GPR so the collection of patient authorisation for organ donation is stopped.

This service will be ending but in the meantime, if you have any GPR forms to process with Organ Donation Preferences declared, please process these and then start to use the new form.

We will continue to monitor transactions from GP Practices and further updates about the authorisation for organ or tissue donation service ending will be provided in future newsletters.

Medical Services is now live on the National Services Scotland website

If you haven't already advised us of any anomalies, please get in touch. We welcome your comments on the ease of finding things and if there is anything you cannot find.

Send your feedback to: nss.pcfs-qa-team@nhs.scot

The new URL for all medical services content is: <https://www.nss.nhs.scot/medical-services>

From here you have access to 4 simplified sub-menus that contain all the usual information, forms and guidance:

- Patient registration and medical records
- GP practice claims and mandates
- GP pension forms and guidance
- Good Practice newsletter to GP practices



PCA Circulars

2021-01-28 PCA(M)(2021)01 – Covid-19 Dispensing GP Practices: NHS Medicines Delivery (v2)

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)01.docx](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)01.docx)

2021-02-08 PCA(M)(2021)02 - £500 one off non-consolidated payment to persons working within an independent service provider

[http://www.sehd.scot.nhs.uk/pca/PCA2021\(D\)01.pdf](http://www.sehd.scot.nhs.uk/pca/PCA2021(D)01.pdf)

2021-02-22 PCA(M)(2021)03 - COVID Special Leave

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)03.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)03.pdf)

2021-02-26 PCA(M)(2021)04 - COVID-19 Vaccination Programme – Primary Care – GP Practices - Indemnity

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)04.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)04.pdf)

– Dispensing GP Practices : Extension of NHS Medicines Delivery

Service

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)05.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)05.pdf)

2021-06-25 PCA(M)(2021)06 - Universal access lateral flow device test kits – GP Dispensing Practices COVID-19 test kit distribution service

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)06.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)06.pdf)

All CMO circulars & historic circulars can be searched on:

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

RCPSG Courses

September

Glasgow Gastro 2021

<https://community.rcpsg.ac.uk/event/view/gastro-2021>

Medicine24

<https://community.rcpsg.ac.uk/event/view/medicine-24-2021>

October

Time to Heal: Recovery and Renewal

<https://community.rcpsg.ac.uk/event/view/time-to-heal-recovery-and-renewal-06-oct-21>

Faculty of Travel Medicine: Back to the Future

<https://community.rcpsg.ac.uk/event/view/faculty-of-travel-medicine-back-to-the-future-22-oct-21>

Climate Change and Health Webinar

<https://community.rcpsg.ac.uk/event/view/climate-change-and-health-webinar-28-oct-21>

Important Dates

July 2021 Payment

Medical Payment date for July:

Friday 30th July 2021

Earliest date from when e-Statements may be available:

Tuesday 27th July 2021

August 2021 Payment

Medical Payment date for August:

Tuesday 31st August 2021

Earliest date from when e-Statements may be available:

Thursday 26th August 2021



Regional office mail boxes

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.

These mailboxes are routinely checked by each team and we encourage you to keep a note of these handy for reference.

Please populate the 'Subject' with your Practice code and the content, eg signatory mandate, quarterly vaccination claim, etc.

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

Aberdeen office

All enquiries: nss.psd-gmsaberdeen@nhs.scot

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

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

Good Practice Contact

Kenny Moorhouse (Editor)
NHS National Services Scotland
Practitioner Services
nss.pcfs-qa-team@nhs.scot

Contractor Finance Services

Aberdeen office

All enquiries: nss.psd-gppractices-aro@nhs.scot

NB NHS Tayside practices should continue to e-mail their local mailbox with local enhanced services data as per existing arrangements and use the above mailbox for all other communication with the Aberdeen office.

Edinburgh office

All enquiries: nss.psd-gppractices-ero@nhs.scot

Glasgow office

All enquiries: nss.psd-gppractices-gro@nhs.scot

Next Newsletter

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