



# Good Practice

**Issue 143**

**Jan 2022**

## Opening Hours during the Festive Season

Our offices will be open as follows:

<b>Date</b>	<b>Opening Hours</b>	<b>Cover Arrangements</b>
Friday 24th December 2021	8.30am – 1.00pm	Skeleton
Monday 27th December 2021	Closed	Public Holiday
Tuesday 28th December 2021	Closed	Public Holiday
Wednesday 29th December 2021	8.30am – 4.30pm	Skeleton
Thursday 30th December 2021	8.30am – 4.30pm	Skeleton
Friday 31st December 2021	8.30am – 1.00pm	Skeleton
Monday 3rd January 2022	Closed	Public Holiday
Tuesday 4th January 2022	Closed	Public Holiday

## Important Dates

### **December 2021 Payment**

Medical Payment date for December: Friday 24<sup>th</sup> December 2021

Earliest date from when e-Statements may be available: Tuesday 21<sup>st</sup> December 2021

### **January 2022 Payment**

Medical Payment date for January: Monday 31<sup>st</sup> January 2022

Earliest date from when e-Statements may be available: Wednesday 26<sup>th</sup> January 2022

## GPs opting out or opting in to the Pension Scheme – Notifying SPPA and Practitioner Services

Any GP opting in or out of the pension scheme should send their form to Practitioner Services and SPPA to avoid delays in adjustments to contributions. See link for forms:

<https://www.nss.nhs.scot/publications/nhs-pension-forms-guidance/>

If you require further information on this matter, please contact your regional office.



## Practitioner Services Records Scanning – Quality of Cross Border Records

Issues have been raised recently by GP practices in Scotland regarding the quality of records received from England and Wales. This was raised at our Records Scanning Project Board Meeting on 29th November.

We have investigated these concerns and have found when paper records are transferred to Scotland they are received scanned with up to six documents on one A4 sheet. The main issue is that these documents are mainly illegible therefore the GP practices are having extreme difficulty in construing the notes.

When Capture All receive these notes if there are only a few pages affected, these notes are stamped as follows:

**POOR QUALITY ORIGINAL**

If there is a significant amount of pages affected, they will insert the following sheet at the start of the file (they won't stamp individual sheets if this is the case):

**THIS FILE CONTAINS  
POOR QUALITY ORIGINALS**

Capture All Ltd - Scanning & Archiving

We would like to point out that these notes are received in this format and if GP practices were to receive paper notes the quality would be exactly the same. Currently Capture All attempt to enhance the notes by putting the sheets in colour and increasing the DPI to 300 however this is not enough to ensure a legible document in Docman.

The records Scanning Project Board have taken the following actions to highlight these concerns:

- Regional Managers will raise the issue at the next Cross Border Meeting and with Capita describing the poor quality of records being received from England and Wales.
- Our Senior Management will contact SGPC to raise awareness of the clinical risk of illegible documentation and will flag the issue with the Scottish Government.

In the meantime, if a GP practice receive notes that are illegible, it is advised that they contact the previous practice to see if they can provide a summary print out which can be scanned into Docman.

If you have any questions, please do not hesitate to be in touch.

Annie McDonnell, Business Change Manager  
[annie.mcdonnell2@nhs.scot](mailto:annie.mcdonnell2@nhs.scot)





## 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)

**2021-07-27** PCA(M)(2021)07 – Influenza & Pneumococcal Temporary Enhanced Service

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)07.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)07.pdf)

**2021-08-20** PCA(M)(2021)08 – GMS Uplift

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)08.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)08.pdf)

**2021-09-16** PCA(M)(2021)09 - Covid-19 Vaccination Directed Enhanced Service

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)09.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)09.pdf)

**2021-09-28** PCA(M)(2021)10 – Guidance to Health Boards to serve notice to Practices to continue to deliver vaccinations deadline for rural flexibility and options appraisal

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)10.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)10.pdf)

**2021-10-06** PCA(M)(2021)11 – Universal access lateral flow device test kits – Dispensing Practices covid-19 test kit distribution service – amendments to standard operating procedure and product supply

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)11.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)11.pdf)

**2021-11-29** PCA(M)(2021)12 – GP Practices – Sustainability Payment – 2021-22 & 2022-23

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)12.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)12.pdf)

### All CMO circulars & historic circulars can be searched on:

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

### Sustainability Payment

The Scottish Government recently announced additional sustainability payments for practices through the most recent PCA(M)(2021)12. The payment total is £15m to be split among all practices according to their Scottish Workload Formula share allocation. The intention is for Practitioner Services to include this within your December payment.

As part of the requirement for the payment practices must complete the form within specifying what the additional money will help to support.

These forms should be returned to your contact at the Health Board. Should the form not be received by the 1st of March then regrettably the payment given will be removed from the March payment run as per the PCA.





## Royal College of Physicians and Surgeons of Glasgow

232 - 242 St Vincent Street  
Glasgow  
G2 5RJ

[www.rcpsg.ac.uk](http://www.rcpsg.ac.uk)

Details of external events & seminars are provided as a free service to our General Medical Services audience.

### [Syncope 2022 – Everyone’s Problem](#) | Friday 4 February, 9am GMT

This one-day hybrid conference will provide an up-to-date look at the assessment and treatment of syncope and will feature interactive presentations, case based learning and panel discussions.

### [Interactive Cardiology Conference](#) | Friday 11 March, 9am GMT

Join us to discuss heart failure and HFpEF, the increasing problem of obesity and reflect on a decade of cardiology landmarks and controversies.

### [Neurology Conference](#) | Friday 18 March, 08.30am GMT

This conference will update you on a range of topics, including Atypical Parkinsonism, Huntington’s Disease, how COVID-19 has and will impact neurological care, as well as looking at neurology in clinical settings.

### [RCPSG Postgraduate Diploma in Travel Medicine](#) | New intake starts on 31 January

Our Diploma gives an academic base that assists individual to become autonomous and reflective practitioners in the delivery of travel medicine services.

### [The Lower Limb and Foot in Diabetes: Assessment and Management Modules](#) | Digital Learning

Completing these modules will give a better understanding of the pathophysiology of diabetes, the pathway to amputation and the principles of infection control and wound management.

### [Medical Take](#) | Podcast series

This free podcast series discusses clinical cases, non-technical factors and leadership.

### Contact details for these events:

#### Steven Shanahan

Communications Co-ordinator

Royal College of Physicians and Surgeons of Glasgow

T + 44 (0)141 221 6072 | F + 44 (0)141 221 1804

[steven.shanahan@rcpsg.ac.uk](mailto:steven.shanahan@rcpsg.ac.uk)







## Royal College of General Practitioners Scotland

30 Euston Square  
London  
NW1 2FB  
[www.rcgp.org.uk](http://www.rcgp.org.uk)

Details of external events & seminars are provided as a free service to our General Medical Services audience.

### **Substance Misuse | Supporting patients in primary care**

**Thursday 20 January 2022**

*Scotland continues to have some of the highest rates of addiction-related morbidity and mortality in Western Europe. Join RCGP Scotland and The Priory Hospital Glasgow for a webinar on treating primary care patients dealing with substance misuse.*

Book here <https://sforce.co/3qoczHR>

### **Practice Staff | Care navigation skills (part one)**

**Tuesday 8 Feb 2022 (Part two on Tuesday 15 March 2022)**

*This event is for Practice Staff and will run over 2 sessions. Dr Val McGarrell from Prima Linea will lead the sessions on Teams. Prima Linea Training has developed a set of unique training sessions to support, encourage and upskill the front line of the GP practice to deliver and grow non-clinical navigation.*

Book here <https://sforce.co/3p6wCuW>

### **Norma Smith Doctors Group | Tayside Menopause Clinic update**

**Tuesday 8 February 2022**

*In October 2021 the Scottish Government released an online resource on menopause as a key action from their Women's Health Plan. Join us for a night of networking, delicious food and to hear from Dr Laura Jarvis, who will lead a session on menopause with an update from the Tayside Menopause Clinic.*

Book here <https://sforce.co/325tSon>

### **First 5 | GPs as academics and researchers**

**Wednesday 23 February 2022**

*Ever wondered how you could continue exploring academic or research work alongside clinical work? Join us to hear from three doctors who have done just that: Professor Phil Wilson, Professor Frank Sullivan and Dr Andrew Williamson.*

Book here <https://sforce.co/3sfGhBi>

### **Contact details for these events:**

**Gillian Taylor**

RCGP Scotland Membership and Events Manager | RCGP Scotland

Royal College of General Practitioners

07388 388265 | [Gillian.Taylor@rcgp.org.uk](mailto:Gillian.Taylor@rcgp.org.uk)



## 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

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#### Aberdeen office

Registration: [nss.psd-gmsaberdeen@nhs.scot](mailto:nss.psd-gmsaberdeen@nhs.scot)

Records & Mail: [nss.psd-abrdn-med-recrds@nhs.scot](mailto:nss.psd-abrdn-med-recrds@nhs.scot)

#### Edinburgh office

All Health Records: [nss.psdrecords@nhs.scot](mailto:nss.psdrecords@nhs.scot)

Lothian & Borders Reg: [nss.psdedinburgh@nhs.scot](mailto:nss.psdedinburgh@nhs.scot)

Fife & Forth Valley Reg: [nss.psdife-fvalley@nhs.scot](mailto:nss.psdife-fvalley@nhs.scot)

#### Glasgow office

Glasgow: [nss.glasgow.registration@nhs.scot](mailto:nss.glasgow.registration@nhs.scot)

Argyll & Clyde: [nss.ac-registration@nhs.scot](mailto:nss.ac-registration@nhs.scot)

Ayrshire & Arran: [nss.aa-registration@nhs.scot](mailto:nss.aa-registration@nhs.scot)

Dumfries & Galloway: [nss.dg-registration@nhs.scot](mailto:nss.dg-registration@nhs.scot)

Lanarkshire: [nss.lanarkshire-registration@nhs.scot](mailto:nss.lanarkshire-registration@nhs.scot)

Western Isles: [nss.wi-registration@nhs.scot](mailto:nss.wi-registration@nhs.scot)

Data Quality: [nss.ch-dataquality@nhs.scot](mailto:nss.ch-dataquality@nhs.scot)

### Contractor Finance Services

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#### Aberdeen office

All enquiries: [nss.psd-gppractices-aro@nhs.scot](mailto: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](mailto:nss.psd-gppractices-ero@nhs.scot)

#### Glasgow office

All enquiries: [nss.psd-gppractices-gro@nhs.scot](mailto:nss.psd-gppractices-gro@nhs.scot)

### Good Practice Contact

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### Next Newsletter

**Issue: 144**  
**26<sup>th</sup> January 2022**