



Good Practice

Issue 148

June 2022

Global Sum

There will be an adjustment to the Global Sum value you receive in both May and June. Public Health Scotland made us aware of an error in their practice share calculation regarding the New Patient weighting field and so they have corrected this and provided an updated share breakdown. The adjustment for most practices is small but we wanted to make you aware as it will show on your practice statement. The adjustment will show as 2 months' worth in May (accounts for the Apr/May payments) and then 1 months' worth in June. The new shares will be recalculated in July as normal.

Sustainability Payments

There was a miscommunication as part of a recent press release from the Scottish Government that indicated the second portion of the sustainability payment would be made in April. This was an error as it should have noted the payment would be made during 2022-23 with the actual date due to be confirmed. We've spoken with the government over this and at present there is no definitive date set for this payment to be made. Once we receive confirmation we will communicate this to practices and calculate the amounts due.

Important Dates

May 2022 Payment

Medical Payment date for May: Tuesday 31st May 2022

Earliest date from when e-Statements may be available: Thursday 26th May 2022

June 2022 Payment

Medical Payment date for June: Thursday 30th June 2022

Earliest date from when e-Statements may be available: Monday 27th June 2022

Customer Satisfaction Survey

We have launched our 2022 Customer Satisfaction Survey as an interactive Form and we would like to invite you and your colleagues to fill in our Customer Satisfaction Survey using the link below. Please forward the survey to your team members and encourage them to participate too.

<https://forms.office.com/r/SbpcCp0Ekk>



Information on changes to Additions/Deductions to GP Practice List – Paper Copies Only

Moving forward in line with the new NSS digital strategy, an investigation has been undertaken by Practitioner Services to remove any unnecessary paper going to and from their area offices, to allow for a digitised process.

One area highlighted is paper lists being sent to GP practices with information of recent additions/deductions to their practice list.

Currently GP practices are notified by Partners (eLinks) of an addition/deduction transaction which is sent electronically to the practice. Along with this, GP practices receive a paper copy the following week from Practitioner Services. Sending a paper copy after the electronic transaction has been made is not only a duplication to the GP Practice, but also unnecessary, costly and could have a detrimental effect on the environment. As GP practices receive notification electronically via Partners, we aim to stop paper copies being sent from our Practitioner Services offices soon.

Step by Step Process for Registering Patients (Additions)

- This is generated when a practice registers a patient via Web CHI.
- Registration transactions are received 4 times a day from GP practices and are processed on Partners daily.
- Once approved in the Community Health Index (CHI) by Practitioner Services, an approval transaction is returned to the practice. This imports the CHI and NHS number into the patient record in the GP system and changes the status of the patient from applied to acceptance.
- Once the registration is processed on CHI, an automatic approval transaction is sent to the GP practice. The Approval transaction also clears the unacknowledged acceptance / new registration from the GP Practice system.
- A paper copy is then produced - TBCIB048 'Patients added to GMS List'. This paper copy will no longer be sent to the practice.

Step by Step Process for Deductions

- When a patient is being removed either by registering somewhere else or is transferred off, Practitioner Services update these deductions through CHI.
- Deduction transactions are sent via Partners to the practice daily and lands in their system to be processed.
- The GP practice will either choose to deduct or to re-accept the patient.
- A week later - TCIB074 'Application for the return of medical records' is produced. This paper copy will no longer be sent to the practice.

Step by Step Process - Reminders

- Practitioner Services run weekly reports of added additions/medical records due for return.
- TCIB0796 Reminders – Return of medical records are sent if Practitioner Services do not receive the medical records after initial request. Reminders are produced roughly every 5/6 weeks.
- There is no change to your current paper process.





Help with the Process

GP practices can route queries by contacting our Partners Co-ordinator/Registration team using your current regional office mailboxes. Details of these can be found at: <https://www.nss.nhs.scot/medical-services/patient-registration-and-medical-records/get-in-touch-with-our-registration-teams/>

Practitioner Services have access to all additions/deductions reports therefore, a practice can request a copy of their report via email from Practitioner Services on an adhoc basis if required.

Your GP systems should have the function to run a report which flags additions/deductions to the practice.

Possible issues and how to resolve

- Issue - practice server goes down – if no approval transaction - Registration team can be contacted to request a CHI number so the patient can be manually approved at the practice end.
- If no deduction transaction is received – the practice can request a copy of the TCIB074 – Application for the return of records from Practitioner Services if it is identified that there has been an issue. Of note, deductions that don't make it to the practice system should be pretty low in numbers and not happen very often.

GP practices further required processes

- GP practices should be checking their additions/deductions every week on their GP systems.
- There is a quarterly archive which forces GP practices to clear any outstanding transactions.
- Reports if necessary, can be emailed to the practice.

Practitioner Services Records Scanning Queries – New Query Mailboxes

Due to moving post I will no longer be dealing with any queries related to the Records Scanning Process.

Therefore, effective immediately - any future queries related to this area should be directed to your local area office query email box:

Aberdeen: nss.aoscanning@nhs.scot

Edinburgh: nss.eroscanning@nhs.scot

Glasgow: nss.groscanning@nhs.scot

These mailboxes will be monitored daily.

Thank you
Annie McDonnell
Business Change Manager
Practitioner Services (Medical)



Legislation & 2022-23 Circulars

PCA Circulars

2022-02-23 PCA(M)(2022)01 – Special Public Holiday To Celebrate The Queen’s Platinum Jubilee

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)01.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)01.pdf)

2022-03-01 PCA(M)(2022)02 – GP Premises Funding

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)02.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)02.pdf)

2022-03-22 PCA(M)(2022)03 – Provision of Vaccinations

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)03.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)03.pdf)

2022-03-22 PCA(M)(2022)04 – Universal Access Lateral Flow Device Test Kits – Dispensing Practices Covid-19 Test Kit Distribution Service – End Date For The Service

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)04.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)04.pdf)

2022-03-28 PCA(M)(2022)05 – Update on Various Arrangements made for General Practice during the Covid-19 Pandemic

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)05.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)05.pdf)

2022-03-31 PCA(M)(2022)06 – Update on the Statement of Financial Entitlements

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)06.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)06.pdf)

2022-03-31 PCA(M)(2022)07 – Item of Service Fees for GP Practices Continuing to provide Vaccinations after 1st April 2022

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)07.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)07.pdf)

2022-04-01 PCA(M)(2022)08 – No Cervix / No Further Recall Exclusions

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)08.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)08.pdf)

2022-04-22 PCA(M)(2022)09 – GP Performers

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)09.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)09.pdf)

2022-05-04 PCA(M)(2022)10 – Registration Advice

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)10.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)10.pdf)

You can search all CMO circulars & historic circulars on:

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



External 2022 Events & Seminars



ROYAL COLLEGE OF
PHYSICIANS AND
SURGEONS OF GLASGOW

232 - 242 St Vincent Street
Glasgow
G2 5RJ

www.rcpsg.ac.uk

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

Royal College Advanced Certificate in Clinical Education | **Tuesday 7 June and Tuesday 21 June**

This course covers all essential trainer prerequisites and provides learning opportunities specifically tailored to meet the needs of experienced trainers.

SIMposium | **Friday 10 June, 09.05 BST**

This one-day event will have a focus on simulation related topics including mastery learning, co-briefing and innovations. The morning of the conference will feature interactive lectures, followed by a workshop in the afternoon.

Medicine24 | **Thursday 27 and Friday 28 October, 08.30 BST**

Our flagship medical conference will provide up-to-date information on the optimal management of acutely ill patients within the first 24 hours of admission.

Contact details for events

Steven Shanahan

Communications Co-ordinator

T + 44 (0)141 221 6072

F + 44 (0)141 221 1804

steven.shanahan@rcpsg.ac.uk

External 2022 Events & Seminars



Royal College of General Practitioners Scotland
30 Euston Square, London NW1 2FB

www.rcgp.org.uk

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

Greener GPs | Exploring the health benefits of climate mitigation

Wed 8 June 2022 19:30 to 20:45 – free for RCGP members, £10 non-members [Book here](#)

Join Dr Munro Stewart to learn about the health co-benefits of climate mitigation and opportunities for primary care professionals to tackle health problems in our communities in a greener, more sustainable way.

Practice Staff | Zero tolerance to violence and aggression at the GP reception

Wed 6 July 2022 13:30 to 16:00 – £25 per person [Book here](#)

Incidents of aggressive behaviour towards GP reception staff seem to be on the rise. This session explores the reasons and causes behind such behaviour, what zero tolerance means and how to support this practically within your practice. You will work through a range of approaches recommended by NHS Protect with the aim of keeping colleagues safe whilst also being patient-centred.

Women's Health | A practical guide to diagnosis and management of endometriosis

Wed 17 August 19:00 to 20:15 – free for RCGP members, £10 for non-members [Book here](#)

Scotland is the first country in the UK to have a Women's Health Plan, outlining ambitious improvements in areas including endometriosis. Professor Andrew Horne will offer evidence-based advice on the diagnostic approach and treatment for both relief of painful symptoms, and for infertility associated with the condition.

Practical Training | 1-Day Joint Injections & 2-Day Minor Surgery Courses

Wed 5 October & Thu 6 and Fri 7 October 2022 respectively [Book Here for Joint Injections](#) & [Book Here for Minor Surgery](#)

RCGP Scotland is delighted to offer the opportunity for practical, hands-on training which is aimed at both Practice Nurses and GPs. Both courses will be held at the Village Hotel in Glasgow, with expert training and resources supplied by Medical Skills Ltd. Click on the links below for more information.

Practice Staff | Dealing with complaints and emotional situations at the GP reception

Thu 1 September 2022 13:30 to 16:00 – £25 per person [Book here](#)

This event is for Practice Staff and will help upskill frontline colleagues to build resilience and empathy when dealing with difficult situations in their role at reception. Dr Val McGarrell, award-winning primary care trainer from the company Prima Linea, will lead the session online.

Practice Managers | Managing and leading your team and dealing with conflict

Wed 16 November 13:30 to 16:00 - £25 per person [Book here](#)

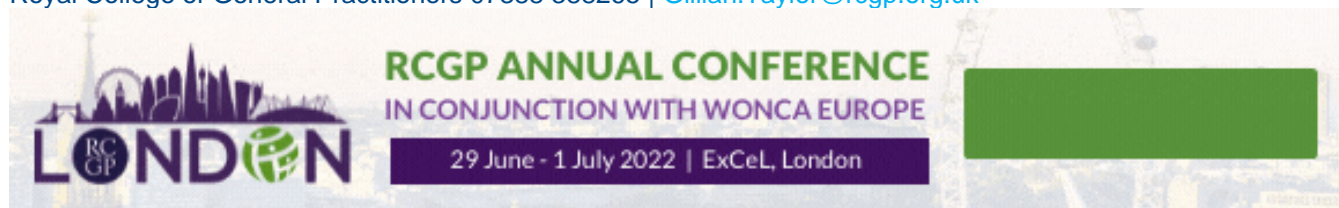
Dr Val McGarrell from Prima Linea returns for this online session specifically designed for Practice Managers. Learn more about your management style, leadership skills and how to deal with conflict in the workplace.

Contact details for events:

Gillian Taylor

RCGP Scotland Membership and Events Manager | RCGP Scotland

Royal College of General Practitioners 07388 388265 | Gillian.Taylor@rcgp.org.uk



Contacting Practitioner Services

Regional office mailboxes

GP Practices should use the following regional office mailboxes 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.

Each team routinely checks these mailboxes 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

Registration: nss.psd-gmsaberdeen@nhs.scot

Records & Mail: nss.psd-abrdn-med-recrds@nhs.scot

Record Scanning: nss.aroscanning@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

Record Scanning: nss.eroscanning@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

Record Scanning: nss.groscanning@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

GAC Submissions: nss.ARO-GACs@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 mailboxes for all other communication with the Aberdeen office.

Edinburgh office

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

GAC Submissions: nss.ERO-GACs@nhs.scot

Glasgow office

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

GAC Submissions: nss.GRO-GACS@nhs.scot

Next Newsletter

Issue: 149

27th June 2022

PSD – Information on Records Scanning

May 2022

Information on Records Scanning

The purpose of this document is to provide a refresher for anyone unfamiliar with the records scanning process. It will give information on what records scanning is, why it is done, what you can expect from us and what you need to do now. Removing paper and digitising records is the future direction of travel and although we have more than 650 GP practices on board it is our aim to have every GP Practice in Scotland involved with the process

What is Records Scanning?

Records scanning is the process that intercepts any paper records that are destined for paper light practices, as well as for GP practices in remote and rural areas, digitises the records at the point of transfer and sends to the practice electronically to Docman.



Why we are doing records scanning:

- To align with NSS Digital Strategy for Scotland to digitise services.
- To stop the transfer of paper records and movement of paper records around Scotland.
- Provide secure electronic transfer of records.
- To minimise the risk of practices accumulating records and to allow for storage areas to be utilised for practices' clinical needs.



What you can expect from us:

- ✓ Scanned records are transferred to Docman within agreed time limits.
- ✓ Quality assurance by our scanning provider.
- ✓ Quality Assurance Records. Send 1% of all records scanned in Scotland back to GP practices to quality check with paper record. Amounts to 2 to 3 records per year to GP Practice.
- ✓ A quick response to any queries or discrepancies within the electronic records.
- ✓ Notification to GP practices when paper records are due for destruction.
- ✓ Approval for the destruction of paper records to the Supplier once agreed by GP practice and signed off by Senior Management in PSD/NSS

What we need you to do:

- After importing the record, access the patient record and review the document.
- Raise any concerns or issues relating to quality and accuracy of the electronic record.
- Of the 1% of Quality Assurance records - Confirm to PSD a page-by-page visual quality check of the records has been done. Sign and date the note that accompanies the record. *The number of these records is minimal.*
- Return QA records to the PSD office with the signed note attached so that these can be securely destroyed.
- Destruction process – Once email with list of records for destruction is received, confirm to PSD that all the records have been successfully stored within the patient record, they have been subject to the Practices IT back up process and confirm date the backup process has been checked and verified.



What a back scanned document looks like

By building upon existing records transfer technology, records will be delivered to practices using eLinks for integration with Docman and the practice will import the back scanned record in the same way as other electronic records.

The back scanned document is visualised in Docman as below:

Event	Filing Date	Description	Organisation	Department
01 Jan 00	05 Aug 20	Back Scanned Record	PSD	Back Scanned Record

- Is titled as above
- Has an Event Date of 01/01/2000 and therefore the record will be located on the last page of the patients Docman record. The date on this file is set to the date/year when electronic files commenced. Files from this date onwards do not have a paper file.
- The file format is a single searchable PDF*
- Once the record is imported by the Practice into Docman, it is viewable from the Clinical folder within the patients Docman record.



***To search the file press F2 twice in Docman to take the file into Adobe. Use the cog on the left-hand side to enter search criteria. This can be a single word or short sentence**

Further Information and Advice:

For further information on any of the above areas or general queries please contact your local area office, email addresses can be found on the [Patient registration and medical records page on the NSS website](#).

Further information can also be found on the [Back scanning advice for General Practices page on the Scottish Clinical Information Management in Practice \(SCIMP\) website](#).