



# Good Practice

**Issue 149**

**July 2022**

## Patient Registration Application Form

We recently advised of a change to the patient registration form now hosted exclusively by NHS Inform. Practices are no longer required to collect data at Section 3 which has been updated as follows on the latest version of the form:

### **3. VOLUNTARY AUTHORISATION FOR ORGAN OR TISSUE DONATION**

You have a choice about organ or tissue donation after your death. To find out more about why it is important that you take the time to make your donation decision and record it, go to [www.organdonationscotland.org](http://www.organdonationscotland.org)

Please ensure your practice is holding copies of, or publicising via your website, the correct version as per the NHS Inform website:

<https://www.nhsinform.scot/care-support-and-rights/nhs-services/doctors/registering-with-a-gp-practice>

Not only does this ensure you are only capturing patient data that is necessary for completion of the application form, but you also do not populate the Organ Donor section of your clinical system when inputting the application form data.

To ensure patients access the correct version on-line, you may prefer to publicise the above link to the NHS Inform registration page. If you have your own on-line form, please ensure it no longer captures Organ or Tissue donation data.

## Important Dates

### **June 2022 Payment**

Medical Payment date for June: Thursday 30<sup>th</sup> June 2022

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

### **July 2022 Payment**

Medical Payment date for July: Friday 29<sup>th</sup> July 2022

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



## Service Transformation & Redesign Programme

Practitioner & Counter Fraud Services (P&CFS) has been on a transformation journey since the day it was formed. Initially, pulling all the disparate teams from health boards into one common place.

Then the Division became a Strategic Business Unit and has grown and shrunk in different ways over the years. Legacy processes and systems were replaced with computers as we digitised.

Now, our digital systems need updating to make them more resilient and efficient in the longer-term.

Please follow the link below to the new P&CFS Service Transformation & Redesign Programme Update, a monthly newsletter with key information about changes to our services that may affect you.

<https://sway.office.com/DLGfE7Fhe7egWp6O?ref=Link>

## GP Annual Certificate of Pensionable Profits (GAC)

Thank you to those GPs and GP Practices that have already submitted their 2020-21 certificates. To enable us to calculate the Average Annual Earnings for 2020-21, we require 95% of GACs submitted and input to our system. If you have still to submit your 2020-21 GAC, can you please attend to this at your earliest opportunity.

We have set up specific regional office mailboxes for you to submit your completed certificates electronically:

Aberdeen: [nss.ARO-GACs@nhs.scot](mailto:nss.ARO-GACs@nhs.scot)

Edinburgh: [nss.ERO-GACs@nhs.scot](mailto:nss.ERO-GACs@nhs.scot)

Glasgow: [nss.GRO-GACS@nhs.scot](mailto:nss.GRO-GACS@nhs.scot)

Completed GACs received after Monday 28th February 2022, continue to be processed in the month received, however you may wish to liaise with your accountants to ensure resultant calculation implications are understood.

## Practitioner Services Records Scanning Queries – New Query Mailboxes

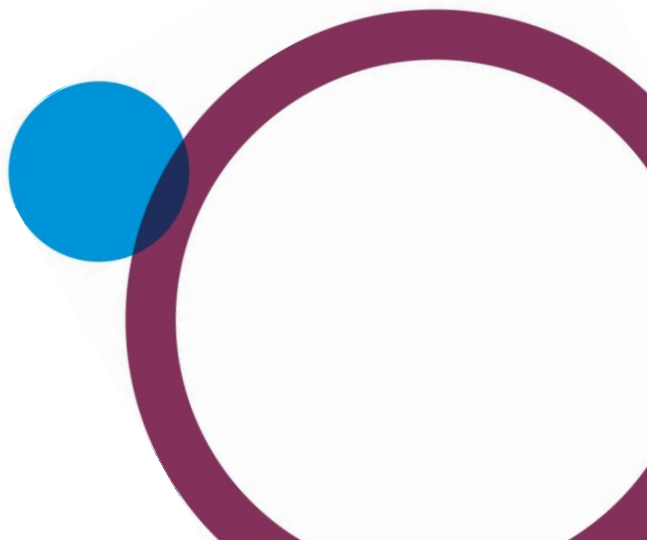
Queries related to this area should be directed to your local area office query email box:

Aberdeen: [nss.aoscanning@nhs.scot](mailto:nss.aoscanning@nhs.scot)

Edinburgh: [nss.eroscanning@nhs.scot](mailto:nss.eroscanning@nhs.scot)

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

These mailboxes are monitored daily.



# 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)

**2022-06-10** PCA(M)(2022)11 – Introduction of Electronic Transfer of Acute Medication Service (AMS) Prescriptions for Non-Medical Prescribers in GP Practices

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)11.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)11.pdf)

**2022-06-14** PCA(M)(2022)12 – The Annual Health Checks for People with Learning Disabilities (Scotland) Directions 2022

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)12.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)12.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](http://www.rcpsg.ac.uk)

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

## OASIS Programme – Communications Skills for the Workplace | Thursday 30 June, 18:00 BST

This session is for international medical graduates, giving an opportunity to develop communications skills and gain practical advice for dealing with situations in the workplace.

## Glasgow Gastro Conference 2022 | Friday 16 September, 09.00 BST

This one-day conference will consist of interactive presentations, case-based learning and lectures, with national and international experts providing updates on gastroenterology, hepatology and endoscopy.

## 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](mailto: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](http://www.rcgp.org.uk)

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

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

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

Record Scanning: [nss.aroscanning@nhs.scot](mailto:nss.aroscanning@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)

Record Scanning: [nss.eroscanning@nhs.scot](mailto:nss.eroscanning@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)

Record Scanning: [nss.groscanning@nhs.scot](mailto:nss.groscanning@nhs.scot)

### Good Practice Contact

Kenny Moorhouse (Editor)

NHS National Services Scotland

Practitioner Services

[nss.pcfs-qa-team@nhs.scot](mailto:nss.pcfs-qa-team@nhs.scot)

### Contractor Finance Services

#### Aberdeen office

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

GAC Submissions: [nss.ARO-GACs@nhs.scot](mailto: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](mailto:nss.psd-gppractices-ero@nhs.scot)

GAC Submissions: [nss.ERO-GACs@nhs.scot](mailto:nss.ERO-GACs@nhs.scot)

#### Glasgow office

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

GAC Submissions: [nss.GRO-GACS@nhs.scot](mailto:nss.GRO-GACS@nhs.scot)

**Next Newsletter**

**Issue: 150**

**26<sup>th</sup> July 2022**