



Good Practice

Issue 152

Oct 2022

Collection of voluntary authorisation for organ or tissue donation

Despite the new GPR form being in place for some time now, we are continuing to see a 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).

Please take care when processing registrations or summarising medical records to ensure that you do not send organ donor information that has not been declared to your practice by the patient. This could result in incorrect information being sent to NHSBT which could overwrite the information that the patient has already provided directly to NHSBT.

Please ensure that you are using the latest version of the GPR form which does not capture preferences.

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

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

We would be grateful if all GP Practices could ensure that you are hosting the latest GPR on your website and you destroy any locally held copies so the collection of patient authorisation for organ donation is **stopped**.

Any patient wishing to record their wishes should do so directly through Organ Donation Scotland at:

www.organdonationscotland.org/

Important Dates

September 2022 Payment

Medical Payment date for September: Friday 30th September 2022

Earliest date from when e-Statements may be available: Tuesday 27th September 2022

October 2022 Payment

Medical Payment date for October: Monday 31st October 2022

Earliest date from when e-Statements may be available: Wednesday 26th October 2022



Service Transformation & Redesign Programme

Edition 3 - 4 covering Aug & Sep 2022 includes:

- A foreword on return to the workplace
- Forthcoming modernisation and change in Service Delivery (Medical & Pharmacy)
- Customer Satisfaction Survey 2022
- Spotlight on P&CFS Future Vision

<https://sway.office.com/pasgGGtGKnER0Mih?ref=Link>

Hospital & Clinical Correspondence

In 2018, we informed practices that **Practitioner Services no longer processes paper hospital letters, reports or correspondence**. However, we have recently noticed that more practices are returning to sending these to us on paper again. If you receive any of these please remember to action as follows:

- 1) If the person has been a patient registered with your GP practice previously and the correspondence is something you would normally add to a patient's record, please scan it in to Docman and export it. This will quickly and electronically go to the current location of the patient's electronic record where it can be imported.
- 2) If the person has been a registered patient with your practice and the correspondence is not to be added to the patient's record (i.e. 1 above) please return it to the originator.
- 3) If the person has never been registered with your practice please return it to the originator, whether the correspondence is clinical or not.

Important information regarding the upcoming changes to the delivery and collection arrangement to and from the Practitioner Services office in Aberdeen from 3rd October 2022.

Please be advised that the records and mail collections and drop off to and from the Practitioner Services office in Aberdeen to GP Practices in Dundee, Perth, Kinross and Raigmore Hospital will be changing effective from 3rd October 2022. The service will now be undertaken by City Sprint from this date.

There will be minimal changes to the way the service will be provided in that the arrangement for records and mail collections and drop off is still the same as before.

Please note that the blue/black mail bags will no longer be in use from this date. We will aim to provide you with supplies of the new mail bags for your use from 3rd October. Once you have received the new supplies, please return all the blue/black/grey mail bags to our office for safe disposal.

Should you have any queries regarding the new arrangement, please contact the Practitioner Services office in Aberdeen via nss.psaregionalOfficemailroom@nhs.scot



Authorisation of GPR Forms

The Scottish Government has confirmed that a GP Practice authorised signatory is fine for GPRs now as the registration is with a practice and not the GP.

Changes to Regional Office Staff

Following the retirements of Rosalind Dolan and Janet Mair, the new Service Delivery contacts are:

Aberdeen:	Rozi Sweetin	rozi.sweetin@nhs.scot
Edinburgh:	Baljeet Singh	baljeet.singh@nhs.scot
Glasgow:	David McClure	david.mcclure@nhs.scot

Item of Service Fees – Vaccinations Claim Form - PCA(M)(2022)07

GP practices delivering those vaccinations formerly provided under the Vaccines & Immunisations and Childhood Immunisations Additional Services will be paid the following fees:

Anthrax = £83 (the course is 4 doses plus annual reinforcing doses at £21)
Cholera (2 dose course) = £32
D.T.P = £32
Hep A (Adult) = £48 | Hep A (Jr) = £42
Hep A + B (3 dose course) (Twinrix Adult) = £72 | Hep A + B (3 dose course) (Twinrix Jr) = £62
MMR (2 dose course) = £38
Meningitis ACWY = £42
Poliomyelitis – £103 (the course is 5 doses)
Rabies (IM) (3 dose course) = £62
Typhoid = £32

The existing [Quarterly claim form](#) has been updated but applies **only to GP practices delivering those vaccinations as directed by their NHS Board.**

All Directed Enhanced Service immunisations will be paid a fee of £10.06 for each individual dose as below: -

Childhood Immunisation Enhanced Service
Influenza & Pneumococcal Temporary Enhanced Service
Meningitis B (Men B) infant vaccination programme
Pertussis immunisation programme for pregnant and post-natal women
Shingles (Herpes Zoster) Immunisation Scheme

Pain Concern: www.painconcern.org.uk

In our March 2022 newsletter we shared information on the Scottish Government funded Pain Concern organisation.

On 27th September Pain Concern are airing a new podcast on managing chronic conditions like Long COVID & launching resources to help those suffering with Chronic Pain.

Pain Concern are now providing free subscriptions to their Pain Matters Magazine to anyone who has, or supports someone with, chronic pain.

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)

2022-08-11 PCA(M)(2022)13 – The Vaccination Transformation Programme

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)13.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)13.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.

[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.

[President's Conference: Sustainability in Healthcare](#) | **Wednesday 16 November 2022, 08.45 GMT**

This year's Annual President's Conference will include discussions around the impacts of climate change on human health and healthcare delivery. The conference will offer solutions and ideas to take forward.

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.

Our Practice Staff events continue to be in great demand and the following courses are the only ones we currently have space on (all other courses previously mentioned are sold out).

We hope to schedule additional courses for early 2023.

Building the skills for care navigation

Wednesday 2 & Tuesday 8 November 2022 13:30 – 16:00 - £60 per person, inclusive of both dates [Book here](#)

Back by popular demand, RCGP Scotland welcome Dr Val McGarrell from Prima Linea Training to deliver another two-part training course for non-clinical staff on the frontline of the GP Practice. Open to practice staff, reception supervisors and practice managers from across Scotland, this training aims to support, encourage and upskill practice teams to deliver and grow non-clinical care navigation (the new term for signposting).

Dealing with complaints and emotional situations at the GP reception

Thursday 1 December 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.

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: rozi.sweetin@nhs.scot

Registration: nss.psd-gmsaberdeen@nhs.scot

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

Record Scanning: nss.aroscanning@nhs.scot

Edinburgh office: baljeet.singh@nhs.scot

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: david.mcclure@nhs.scot

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: 153

26th Oct 2022