GP Data Collection Exercise – Phase 1 & 2

By now you will have received your email from ISD detailing the process for completing:

- Phase 1, Workforce Information, and
- Phase 2, Income and Expenses Information.

Full details are available on the ISD webpage:

https://www.isdscotland.org/Health-Topics/General-Practice/GP-Data-Collection-Tool/index.asp

The data collection exercise is in two phases. Phase 1 was released in November 2019 and relates to the collection of Workforce information.

Phase 2 relates to the collection of income and expenses information and followed in December 2019.

The online tool was refreshed for Phase 2 so when practices log in now, the Income and Expenses information is visible for completion.

There are no changes on how practices login or access the tool as part of the Phase 2 refresh and further guidance has been provided with an updated User Guide and Reference Guide on the main ISD webpage.

There have been a number of queries received and as a result a list of Frequently Asked Questions has been compiled which are also available through the main ISD webpage link above.

As a reminder there are two mailboxes to support staff during the data collection period:

- NSS.GP_Data_Collection_Tool@nhs.net - use this mailbox for general enquires, questions over workforce data, information governance, timelines
- NSS.gpcontractdatacollection@nhs.net - use this mailbox for questions relating to the income and expenses data
Registration

Registering Family Members
Practices are reminded that immediate family members resident at the same household must be accepted for registration and not passed to Practitioner Services for assignment.

Identification at Registration
Again a further reminder that the absence of suitable identification cannot be a barrier to registration.

GP Health Records

Medical Records from/to NHS England
Receiving records from NHS England continues to be a real challenge; there are also some issues in our records getting to English practices. Let’s explain what we’re trying to do to address this:

Records moving from NHS England to NHS Scotland
We believe we are now awaiting circa 23,000 records from NHS England. We have spent a great deal of time working with colleagues in Capita & raising our concerns to NHS England. Our staff work tirelessly to try to obtain records. There are multiple reasons for the issues:

- practices failing to release records
- the notification saying the patient is now in Scotland has failed OR the patient has subsequently returned to England
- practices saying they’ve been sent
- held in storage

CDs/Memory Sticks
We continue to receive some records on CD or memory sticks and are now trying to intercept these before they come to you and print these out. If you have a CD which you do not want to print out please speak to your contacts at Practitioner Services about returning these. At present we have a backlog of these in some areas and are trying to source some IT equipment to support Practitioner Services printing these out.

What are we doing to improve this?
- The Cabinet Secretary for Health Jeanne Freeman wrote to her counterpart Matt Hancock in Nov 2019 raising NHS Scotland’s concerns.
- We liaise frequently with SGPC and have asked them to raise awareness with the BMA nationally to encourage colleagues to release records timely
- We are working with Capita to develop an electronic method to transfer summaries by email
- We have been trying to develop a strategy with NHS Digital to transfer records electronically; this has been challenging but we are now working with a different Team within NHS Digital to try to progress this.

Records moving from NHS Scotland to NHS England
Our couriers move records from the 3 Practitioner Services sites to Darlington (the hub managed by Capita, the company contracted by NHS England); these records are then transferred to the appropriate GP practice in England via a series of local hubs. We are not seeing any delay in records from Scotland to England and our tracked packages are shown to be received by Capita for onward transfer. We are though finding that the most common issue is that practices do not recognise Docman as being part of a valid record and fail to recognise our A4 records. Capita continue to make practices aware of the differences in format and we are working with NHS Digital to try and develop electronic processes across the border.

If you have any questions or enquiries on this subject, please contact your local Practitioner Services Teams or Rosalind Dolan/Janet Mair, Regional Managers.
Regional Office Contacts

All Regional office contact details are available on the Practitioner Services website.

If you cannot find a member of staff or their contact details are missing, please let us know and we will update the lists accordingly.

https://nhsnss.org/services/practitioner/medical/contact-us/

External Events & Publications

Feb 2020 | RCP SG | Critical Care Updates – Paediatrics
Feb 2020 | RCP SG | Medicine for All: Rheumatology
Feb 2020 | RCP SG | Medicine for All: Acute / Emergency Medicine
Feb 2020 | RCP SG | Dental Webinars - SDCEP Practice Support Manual (PSM) and its relevance to Dental Practice
Mar 2020 | RCP SG | Academy of Clinical Educators Conference
Mar 2020 | RCP SG | Family Day – Women in Medicine Scavenger Hunt
Mar 2020 | RCP SG | Critical Care Update – The ABCs of Critical Care
Mar 2020 | RCP SG | Interactive Cardiology Conference 2020
Mar 2020 | RCP SG | Medicine for All: Clinical Pharmacology and Therapeutics
Mar 2020 | RCP SG | Medicine for All: Neurology
Mar 2020 | RCP SG | Dental Webinars - Endodontic Access: Getting it right from the beginning

Important Dates

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<tr>
<td>Medical Payment date for January: Friday 31st January 2020</td>
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<tr>
<td>Earliest date from when e-Statements may be available: Tuesday 28th January 2020</td>
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<table>
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<tr>
<td>Earliest date from when e-Statements may be available: Tuesday 25th February 2020</td>
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Good Practice Contact

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