

No images? [Click here](#)

NHS
England



5 October 2023

The latest news and updates from NHS England for those working in Primary Care.

[Click here to access the Primary Care Hub](#)

[Click here to access confidential coaching](#)

Primary care

People Promise in action week (9-13 October)

The Long Term Workforce Plan sets out how the [NHS People Promise](#) should be a standard for all staff to retain and attract the workforce needed across the NHS. [A week-long series of events begins next week](#) to hear from those who have been implementing the People Promise and the practical actions and tools that can be taken forward to deliver the workforce plan. Sessions suitable for a primary care audience may include:

- [Launch event: Delivering the NHS Long Term Workforce Plan through the People Promise](#)
- [Flexible working: Making it work in Primary Care](#)
- [Creating a supportive team environment for new joiners through mentoring](#)
- [Enabling and maximising employee voice through continuous listening](#)
- [Supporting staff voice through Freedom to Speak Up](#)

Resources: Ordering repeat prescriptions on the NHS App

Patients can order repeat prescriptions through the NHS App, selecting their preferred time and a convenient pharmacy. [Healthcare providers can save time and reduce phone calls when patients use the app for ordering repeat prescriptions - this promotional pack provides step-by-step guidance for patients](#). Join the community, get involved in promotion and receive updates by emailing appambassadors@nhs.net.

Blog: Cholesterol awareness month - improving lipid management to reduce cardiovascular disease and save lives

In [a new blog to mark Cholesterol Awareness Month](#), Helen Williams, National Speciality Advisor for CVD Prevention and Shahed Ahmad National Clinical Director for CVD Prevention at NHS England, outline why managing cholesterol is key to reducing cardiovascular disease and the steps the NHS is taking to improve lipid management.

General practice

Delivery Plan for Recovering Access to primary care: update on cloud-based telephony

Support for eligible practices to transition from analogue (PSTN reliant) telephony systems to cloud-based telephony (CBT) solutions is moving at pace. Practices moving to CBT will be able to realise the associated benefits for both patients and front-line teams in managing demand ahead of winter. Practices making the switch are supported by the NHSE National Commercial and Procurement HUB to move smoothly through the process and go live with a CBT solution. The process can take place within 8 weeks if all required activities can be completed in a timely fashion. Practices who are eligible were confirmed in the Summer but if you have not yet engaged contact commercial.procurementhub@nhs.net to start planning your move.

GP Contract uplifted following DDRB recommendation

The Review Body on Doctors' and Dentists' Remuneration (DDRB) recommended that salaried general practice staff receive a 6% pay rise in 2023/24. Following the acceptance of the recommendation by Government, the GP Contract has now been uplifted to provide funding for all non-Additional Roles Reimbursement Staff (ARRS) i.e. salaried general practice staff, including salaried GPs, to receive the pay rise. The reimbursable maxima for ARRS staff were uplifted earlier in the year.

The uplift is backdated to April 2023, with April to September arrears payments being made in November - and practices should now pass this on to all salaried general practice staff as soon as possible.

NHS App messaging is now available to all practices using Accurx, iPlato or Mjog

More patients can now receive batch messages from their surgery on their NHS App. They must have notifications switched on to receive messages this way. [Promotional materials can be downloaded to encourage this.](#)

This will save money as NHS App messages are free to send to patients (unlike text messages and letters). It will also ensure that patients know it's their practice contacting them and provide patients with one secure place for healthcare messages and appointment reminders. [Read more about messaging on the NHS App](#) and email england.nhseimplementation@nhs.net with any questions.

Resources available: Ensuring practices offer three routes to requesting care

Practices are encouraged to ensure patients can request care in three ways: by phone, in person, and using online forms through practice websites (previously known as 'online consultation requests'). Availability of all three routes supports inclusivity, as some patients may find it difficult using online forms and prefer to be able to phone or visit. [A toolkit of materials to help practice teams explain the three routes is available to download from the Campaign Resource Centre](#) (login required).

Introducing the NHS Staff Survey to general practice

The [NHS Staff Survey](#) is one of the world's largest workforce surveys, collecting valuable staff experience data for two decades. This week it is expanding to include 45,000 general practice staff members. Access to the survey is coordinated by participating ICBs with a list of [participating systems available on NHS England's Employee Experience and Engagement FutureNHS community](#), which also includes resources for survey promotion and engagement. It is important for those working in general practice to share their views if they have received a survey invitation. Email england.pcass@nhs.net for more information.

Offering patients online access to GP health records – TPP safeguarding webinar recording

In a recent TPP-focused webinar, over 600 participants explored online record access and patient safeguarding. The session featured discussions led by Helen Crowther, NHS England's National Digital Primary Care Nurse Lead, and Dr Tim Caroe, NHS England South East Medical Director, Primary Care Transformation, and GP at The Lighthouse Medical Practice. [Access the recording, presentation slides, and safeguarding guidance. TPP practices can update their systems to switch on access before 31 October.](#)

Short survey - GP direct access to testing

[GPs are invited to help shape the future direction of NHS England's programme to expand GP direct access to testing, by completing this optional short survey.](#) The survey can be shared with any colleagues and networks who may be interested, to ensure as many views as possible are captured.

Best Practice Show (11-12 October)

The [Best Practice Show is taking place on 11 and 12 October at the Birmingham NEC](#), featuring presentations by NHS England colleagues in collaboration with representatives from various practices, PCNs, and Integrated Care Boards. The event will cover a wide range of primary care topics, including Acute Respiratory Infection (ARI) hubs, the future of community pharmacy, the primary and secondary care interface, resourcing integrated neighbourhood teams at scale, the role of virtual care, the NHS App and more.

Community pharmacy

Community Pharmacy Workforce Survey 2023

The [Community Pharmacy Workforce Survey 2023](#) has launched and is open for a period of up to [eight weeks](#). This annual survey is part of the community pharmacy regulations since 2022. This requirement recognises the priority the NHS places on the community pharmacy workforce, and the importance of collecting consistent, accurate data to support effective workforce planning. The survey is led by NHS England and conducted by North of England Commissioning Support Unit (NECS).

Training and development

Care navigation training available to March 2024

As part of the support outlined in the Delivery Plan for Recovering Access to Primary Care, practice and PCN managers can nominate one member of staff, ideally reception staff and care navigators involved in triaging requests, to complete [virtual care navigation training at foundation or advanced level](#).

On completion, individuals will be confident to communicate effectively with patients and be able to signpost to the most relevant team member or local services depending on patient needs. This training is fully funded by NHS England until March 2024. Please email carenavigationtraining@england.nhs.uk with any questions. [Care navigation training FAQs are also available](#).

Upcoming webinars and events

6 October, 1pm – 2pm. [GPN National Update - monthly webinar](#)

9 – 13 October. [People Promise in action week](#)

October – December. [Patient participation: online learning programme](#)

October – November. [General Practice Improvement Programme – PCN engagement webinar](#)

October 2023 – February 2024. [Understanding and awareness of Ramadan and how it can affect people with a serious mental illness](#)

17 October, 12.30pm – 2pm. [Care navigation: using quality improvement to embed care navigation in general practice](#)

26 October, 5pm – 5pm. [Care navigation training in practice](#)

7 November, 12.30pm – 2pm. [Learning from venous thromboembolism claims in primary care](#)

Catch up

Missed a recent national webinar? You can view slides and recordings below:

- [General Practice webinars](#)
- [Primary Care Network webinars](#)
- [Recovering Access to Primary Care webinars](#)

Download patient-facing materials

- [The general practice team](#) - introducing the different roles
- [NHS staff respect](#) - encouraging kindness to staff
- [General practice access routes](#)
- [Supporting general practice referrals to the NHS Community Pharmacist Consultation Service](#)

[Primary Care pages](#)

[COVID-19 advice](#)

[Subscribe](#)



Publishing Approval Reference: 001559

[Share](#)

You are receiving this email as an Employee of NHS England.

[Preferences](#) | [Unsubscribe](#)



[Tweet](#)



[Share](#)



[Forward](#)

[ard](#)