



8 February 2024

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

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Dentistry

New Dental Recovery Plan

Yesterday (7 February) [a letter was sent to contractors and ICBs](#), outlining that a [joint NHS and Department of Health and Social Care \(DHSC\) plan to recover and reform NHS dentistry](#) has been published.

The changes build on the first reforms to the dental contract in 15 years that were announced in July 2022, and this plan is an important next step in improving patient access to NHS dental care and supporting dental services to return to pre-pandemic levels of activity.

Some of the measures outlined include:

- NHS dentists will be given a 'new patient' payment of between £15-£50 (depending on treatment need) to treat patients who have not seen an NHS dentist in two years or more. This premium is in addition to the funding the practice would already receive for the course of treatment. Additional payments will begin from March 2024 and are time limited to end of financial year 2024/2025

- targeted funding to encourage dentists to work in areas which historically have been difficult to recruit to
- a further increase in the minimum indicative UDA value from the £23 announced in July 2022 to £28 from April 2024
- improving access in underserved areas through the use of dental vans

In addition to these activities, the plan announces a range of government-delivered public health initiatives to improve the oral health of children and re-commits to the workforce growth and development outlined in the Long Term Workforce Plan. It also confirms that the government and NHS England will bring forward options for the next stage of dental contract reform for consultation later this year.

Primary care

MMR call / recall

The national MMR call / recall launched this week with those unvaccinated or partially vaccinated contacted. The communication went to parents of those aged 6 – 11 years across England and those 12- 16 years in London and the West Midlands.

As announced previously, further call / recall will continue throughout February and March for this cohort and cohorts aged 17-25 years in Manchester, West Midlands and London.

[A pack of communications information and assets is available for use in all primary care settings to assist in amplifying the MMR campaign.](#)

Over 35,000 volunteers available to support the NHS this winter

The NHS and Care Volunteer Responders programme provides healthcare professionals with available, appropriately checked volunteers to support patients and people who need additional support in the community this winter. Services include friendly phone calls, transporting medicine and equipment from NHS sites to people at home, and picking up and delivering prescriptions and shopping.

[Sign up to a webinar to find out more about the programme.](#) NHS teams can request support on behalf of a patient or someone in receipt of care. Referrals are available by calling 0808 196 3382 or [visiting the referral webpage](#).

NHS ConfedExpo 2024

[Registration for NHS ConfedExpo 2024 is now open.](#) The event, which NHS England delivers in partnership with NHS Confederation, is set to be one of the most significant events in the health and care calendar, taking place on the 12 and 13 June at Manchester Central. Senior leaders and their teams will come together to discuss key issues, share learning and best practice and

make valuable new connections.

[Tickets are free for NHS, local authority and wider public sector staff.](#) Follow [@ConfedExpo](#) on Twitter for the latest news about the event.

End of block contract funding for digital resource for carers

[The NHS England contract with Carers UK for the digital resource for carers will come to an end on 31 March.](#) Carers who have made use of the resource prior to this date will not be able to continue accessing it, with the exception of the Carers UK's Jointly app, which carers can continue using. ICBs wishing to continue offering access to the resource after 31 March can arrange this directly with Carers UK: digital.products@carersuk.org.

Pharmacy First Service

The [Pharmacy First Service](#) is now live, enabling community pharmacists to complete episodes of care for patients for seven common conditions, without the need for the patient to visit their general practice.

[FAQs about the service](#) and [clinical pathway explainer videos](#) can be accessed via Community Pharmacy England. [More information for community pharmacy, general practice and ICBs is available in this letter published on 31 January.](#)

General practice

Additional resources for practices on the Register with a GP surgery service

Over 2,300 (1 in 3) GP surgeries in England now offer the [Register with a GP surgery service](#), meeting the [commitment to improve access to primary care](#) and making registration easier for both patients and GP surgeries. Find out more about the service, including service benefits, how to sign up, instructional videos, and how to add optional extra questions. Practices can also [attend the 21 February webinar](#) or [read this feature article](#) which explores why practice staff are championing the service.

NHS Jewish BRCA Testing Programme

The [NHS Jewish BRCA Programme launched on 31 January. The programme provides genetic testing for BRCA1/2 for people with Jewish ancestry](#) (defined as having at least one Jewish grandparent), who are six times more likely to be a BRCA carrier than the general population.

If anyone presents to their GP with questions, they should be given the link to the information page where they can register for a test, and advised they can call the genetic counselling hotline directly for support on 020 3437 6001.

Supporting patients who stammer or who are dysfluent

STAMMA, a UK charity for people who stammer and their allies, conducted a survey in 2023 of their members' experiences when making a general practice appointment. The [published results highlight some of the difficulties that can be experienced when contacting their GP team](#), particularly by telephone. [A leaflet has been produced to help GP practices to improve interactions with people who stammer](#), reducing potential health inequalities and leading to better experience and health outcomes for patients.

Get involved

NHS App and NHS.uk surveys

The NHS App team is looking at how to improve the appointments booking and management experience for both patients and practices. To [have a say and shape the future solution, please share feedback in this online survey](#) by Friday 16 February.

[NHS England also wants to understand how the NHS App and NHS.uk website can better meet the needs of GP practices](#). The purpose of this research is to understand how GP Practices are using the NHS App and the NHS.UK website with patients, what is and isn't working well, and to find opportunities for future improvements. GP practice staff who use or don't use the NHS App or NHS.uk, are welcome to take part. Complete the short survey before 23 February.

GPs wanted for research interviews on test result comments

The NHS App team is working on improving the experience around test results. They are looking into clinicians' comments and workflows within GP practices and looking to recruit GPs for 45-minute remote interviews on Microsoft Teams between 14 – 23 February. [To participate, complete the consent form](#). Email amalia.robinson1@nhs.net with any questions.

Survey for primary care referrers: help to improve referrals

The [NHS e-Referral Service \(e-RS\) team would like to better understand the processes and ongoing management of referrals coming from outside the patient's registered GP practice, initiated by pharmacists, dentists, optometrists or similar, through this short survey](#). Anyone working in primary care making or managing referrals, is invited to take part and the use of e-RS is not necessary.

Sign up for a user research interview by emailing annika.leick1@nhs.net by 15 February.

Join the Primary Care Network conference

The [NHS Confederation's Primary Care Network has shared its agenda for the second in-person Primary Care Conference](#), taking place in London on Wednesday 28 February. With expert speakers, it promises to be another thought-provoking and inspiring day. [Additional speakers will be announced over the next few weeks – book tickets here](#).

Speak to the NHS England Commercial and Procurement team in London

The NHS England Commercial and Procurement team is attending the Best Practice Show London on the 28 and 29 February. The team is currently working on Cloud Based Advanced Telephony and will be available for general practice teams to talk to in the coffee break out and rest areas. To book a slot, contact commercial.procurementhub@nhs.net

Training and development

National Care Navigation training available until March 2024

[Practices are encouraged to book one member of their team to complete care navigation training.](#)

Thousands of primary care colleagues have taken up this free national offer, equipping learners to effectively communicate with patients and the multi-disciplinary team.

Training is accredited with foundation and advanced modules available. A new online collaborative platform supports learners and their managers to access resources and to connect with peers. **Book before the end of March.**

Email carenavigationtraining@england.nhs.uk with any questions. [Care navigation training FAQs and promotional materials can be accessed here.](#)

Upcoming webinars and events

- Various dates. [NHS pension scheme webinar series](#)
- 13 February, 1pm – 2pm. [Primary care discussions: progressing as a pharmacy professional](#)
- 13 February, 3pm – 4pm. [NHS and care volunteer responders webinar](#)
- 21 February, 12pm – 1pm. [Register with a GP surgery service – February update webinar](#)
- 29 February 2024, 12:30pm – 1:30pm. [Embedding improvement tools in daily practice for sustainable change: the how's and why's](#)
- 20 March 2024, 12:30pm – 1:30pm. [Measurement for improvement: It's easier than you think](#)

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](#)
- [General practice access routes](#)
- [NHS dental practice recall and skill mix](#)

- [NHS staff respect](#)
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