



Good Practice

Issue 136

June 2021

Reminder - Temporary URLs for all Forms & Guidance

The Practitioner Services section of the main NHS National Services Scotland website should be live by 30th June 2021. Until then, please continue to use the following temporary links to our forms and guidance meantime:

Practitioner Services Medical - Home Page:

<https://archive.nhsnss.org/services/practitioner/medical/>

Practitioner Services Medical – All Claim Forms & Guidance:

<https://archive.nhsnss.org/services/practitioner/medical/payment-claims-and-pensions/>

Practitioner Services Medical - Vaccination Claims & Guidance

<https://archive.nhsnss.org/services/practitioner/medical/payment-claims-and-pensions/vaccinations/>

Practitioner Services Medical – GP Practice Authorised Signatory Mandate, e-Statement Mandate & Bank Mandate

<https://archive.nhsnss.org/services/practitioner/medical/payment-claims-and-pensions/practice-payments-mandates/>

Practitioner Services Medical – Good Practice Newsletter

<https://archive.nhsnss.org/services/practitioner/medical/good-practice-newsletter/>

A Practitioner Services link has been placed on the new National Services Scotland website home page to help you navigate to the above archive section, however it does take several clicks to get to it, which is a help but we appreciate that it isn't ideal. The new website can be accessed on the following link:

<https://www.nss.nhs.scot/browse/practitioner-services>

Geographic Removals – Interpretation of Regulations

Some practices have been concerned that the time limit for removing patients who are out with the practice area was increased from 7 to 30 days which we implemented last year.

This change was implemented following a review of NHS regulations where we feared we had misinterpreted the current regulations.

We have since verified this with the Scottish Government who have confirmed that the timeframe for geographic removals is 30 days.

Paragraph 20 of Schedule 6, Part 2 of The National Health Service (General Medical Services Contracts) (Scotland) Regulations 2018 refers.



Geographical Removals processed by the Edinburgh Office

Following a lengthy pilot in our Edinburgh office, we are now looking at changing our process once more as our pilot has not been as successful as we would have hoped.

The Edinburgh office will be starting this new process from 1st July 2021 whereby we will reinstate letters to patients using hybrid mail issuing our letters on a weekly basis.

As part of the new process, practices will e-Mail a template letter not required to be signed and no requirement for you also to notify the patient formally.

This should reduce some workload at the practice. Practices in Borders, Lothian, Fife & Forth Valley will be contacted separately.

Covid-19 £500 Payment Update

With regards to the reconciliation for the claims received on time, we are working through the e-Mail amendments notified by practices and should have this completed by the end of May. After this we will redo the analysis to check for duplicates etc., and then issue a revised remittance and arrange for payment / repayment. That should be fully completed in June.

We are working with the Scottish Government and NSS colleagues to finalise a form for locum practitioners who were unable to be included in the practice £500 bonus claims to provide details of eligible service and bank account details to be paid to. The small number of practices who did not submit a claim at all in time can input their staff on this form when it becomes available and we will arrange payment to the practices so they can pass this on to their employees through their payroll or to partners. We anticipate the claim form being available during June with payments hopefully being made in July.

An update from the SPPA: Your Annual Benefit Statement

The SPPA uploads your Annual Benefits Statement (ABS) by 31 August every year to “MyPension” online services this provides you with regular access to your pension information and reduces the impact on the environment.

Previous statements

We also wanted to let you know that the window has now closed for contacting us regarding previous years' ABS or for any requests for estimates if you are an active member – unless you are retiring before 31 August or did not receive a 2020 ABS.

We do this as the information held on your record (provided on an annual basis by your employer) is now in the process of being updated with the new information your employer supplied us and is currently being calculated and reviewed. So we'd ask that you wait until your 2021 ABS is available before submitting any questions that you may have.

Preserved members can still request an estimate or alternatively use the calculators on our website www.pensions.gov.scot

GP Medical Practitioner update

If you are a **GP Medical Practitioner**, we have now received your 2019/20 certificated earnings from Practitioner Services. Your 2020 Annual Benefit statement will be available via “MyPension” online services by the 31 August 2021.



Legislation & 2021 Circulars

PCA Circulars

2021-01-28 PCA(M)(2021)01 – Covid-19 Dispensing GP Practices: NHS Medicines Delivery (v2)

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)01.docx](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)01.docx)

2021-02-08 PCA(M)(2021)02 - £500 one off non-consolidated payment to persons working within an independent service provider

[http://www.sehd.scot.nhs.uk/pca/PCA2021\(D\)01.pdf](http://www.sehd.scot.nhs.uk/pca/PCA2021(D)01.pdf)

2021-02-22 PCA(M)(2021)03 - COVID Special Leave

[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)03.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)03.pdf)

PCA(M)(2021)04 - COVID-19 Vaccination Programme – Primary Care – GP Practices - Indemnity

2021-04-16 PCA(M)(2021)05 - COVID 19 – Dispensing GP Practices : Extension of NHS Medicines Delivery Service
[https://www.sehd.scot.nhs.uk/pca/PCA2021\(M\)05.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2021(M)05.pdf)

All CMO circulars & historic circulars can be searched on:

<http://www.publications.scot.nhs.uk/>

Upcoming RCPSG Events

Free Webinar | New Developments in Neurology

<https://community.rcpsg.ac.uk/event/view/new-developments-in-neurology-webinar>

Released Back into Mortality: Intensive care, Patients and the Law

<https://community.rcpsg.ac.uk/event/view/released-back-into-mortality-intensive-care-patients-and-the-law>

Treatment Approaches to Diabetes Mellitus

<https://community.rcpsg.ac.uk/event/view/diabetes-mellitus-webinar>

Domestic abuse, dentistry and child safeguarding

<https://community.rcpsg.ac.uk/event/view/dental-webinars---safeguarding-2021>

Important Dates

May 2021 Payment

Medical Payment date for May: Friday 28th May 2021

Earliest date from when e-Statements may be available: Tuesday 25th May 2021

June 2021 Payment

Medical Payment date for June: Wednesday 30th June 2021

Earliest date from when e-Statements may be available: Friday 25th June 2021

Telephone Contact Numbers

Some time ago, our 0845 numbers were changed to 0345 numbers and we notified practices of these changes. It seems that our 0845 numbers have not been disconnected and there are still high numbers of calls coming into the numbers previously used in Glasgow & Edinburgh.

From 1st July 2021, we will be disconnecting the 0845 numbers and in the interim there will be a message on these with the new number.

Can you please check your websites and update your contact details as follows for your regional office:

0345 300 1023 Practitioner Services Aberdeen

0345 300 1024 Practitioner Services Edinburgh

0345 300 1025 Practitioner Services Glasgow



Contacting Practitioner Services

The following regional office mailboxes should be used by GP Practices 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.

These mailboxes are routinely checked by each team 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	Contractor Finance Services
<p>Aberdeen office</p> <p>All enquiries: nss.psd-gmsaberdeen@nhs.scot</p>	<p>Aberdeen office</p> <p>All enquiries: nss.psd-gppractices-aro@nhs.scot</p> <p>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 mailbox for all other communication with the Aberdeen office.</p>
<p>Edinburgh office</p> <p>All Health Records: nss.psdrecords@nhs.scot</p> <p>Lothian & Borders Reg: nss.psdedinburgh@nhs.scot</p> <p>Fife & Forth Valley Reg: nss.psdife-fvalley@nhs.scot</p>	<p>Edinburgh office</p> <p>All enquiries: nss.psd-gppractices-ero@nhs.scot</p>
<p>Glasgow office</p> <p>Glasgow: nss.glasgow.registration@nhs.scot</p> <p>Argyll & Clyde: nss.ac-registration@nhs.scot</p> <p>Ayrshire & Arran: nss.aa-registration@nhs.scot</p> <p>Dumfries & Galloway: nss.dg-registration@nhs.scot</p> <p>Lanarkshire: nss.lanarkshire-registration@nhs.scot</p> <p>Western Isles: nss.wi-registration@nhs.scot</p> <p>Data Quality: nss.ch-dataquality@nhs.scot</p>	<p>Glasgow office</p> <p>All enquiries: nss.psd-gppractices-gro@nhs.scot</p>

Good Practice Contact

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Next Newsletter

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