



# Good Practice

**Issue 150**

**Aug 2022**

## **GP Practice Authorisation e-Mail Mandate**

We have updated the mandate to now include e-Mail addresses instead of signatures. The revised mandate will be uploaded to our website this week.

As we move forward with our digitalisation programme, we are moving away from signed documents for processing and instead will rely on '@nhs.scot' e-mails to generate attached documents in the meantime. We plan to move eventually to a secure portal for documents that emanate from GP Practices and NHS Boards.

To ensure the integrity of e-mail correspondence, we must insist that only '@nhs.scot' e-mail addresses are advised to us on the mandate. Where NHS Boards have retained their own e-mail identity, ie, NHS Ayrshire & Arran, NHS Borders, NHS Lanarkshire, NHS Lothian and NHS Greater Glasgow & Clyde, we will accept e-mail addresses that contain the NHS Board name in the domain, i.e., '@aapct.scot.nhs.uk', '@borders.scot.nhs.uk', '@lanarkshire.scot.nhs.uk', '@nhslothian.scot.nhs.uk' and '@ggc.scot.nhs.uk'.

Please do not include any other format of an e-mail address, regardless of personal choice as we cannot authenticate e-mail addresses other than official ones covered by the NHS Scotland Microsoft 365 contract. In addition to the GP Practice generic e-mail address, we also require the Practice Manager e-mail address on the mandate as these are two e-mail addresses that we use on a regular basis.

Thank you for your continued support. We anticipate that this change will be beneficial to all and removes the need for printing and signing prior to e-mailing the mandate to your Practitioner Services regional office. The form will be available on the mandates page of our NSS website:

<https://www.nss.nhs.scot/publications/gp-practice-mandates/>

## **Important Dates**

### **July 2022 Payment**

Medical Payment date for July: Friday 29<sup>th</sup> July 2022

Earliest date from when e-Statements may be available: Tuesday 26<sup>th</sup> July 2022

### **August 2022 Payment**

Medical Payment date for August: Wednesday 31<sup>st</sup> August 2022

Earliest date from when e-Statements may be available: Friday 26<sup>th</sup> August 2022



## Service Transformation & Redesign Programme

Practitioner & Counter Fraud Services (P&CFS) has been on a transformation journey since the day it was formed. Initially, pulling all the disparate teams from health boards into one common place.

Then the Division became a Strategic Business Unit and has grown and shrunk in different ways over the years. Legacy processes and systems were replaced with computers as we digitised.

Now, our digital systems need updating to make them more resilient and efficient in the longer-term.

Please follow the link below to the second edition of the P&CFS Service Transformation & Redesign Programme Update, a monthly newsletter with key information about changes to our services that may affect you.

<https://sway.office.com/K9u4G2uitMHtngB8?ref=Link>

## Scottish Government Digital Health & Care Data Strategy

### Share your views – digital health and care data strategy

Do you or the people you support have an interest in how information is held, shared, and protected?

Digital approaches to health and care and the data that drives it has been vital in delivering services throughout the pandemic and continues to offer opportunities for the future.

The Scottish Government is keen to hear your views, and the views of the people you support, on how this can be realised.

[Take part in the consultation here](#) and please share this invitation as widely as possible.

Data should be harnessed to the benefit of people living in Scotland. This includes the delivery of better services, greater innovation, and ensuring that people have greater access to, and greater control over, their health and social care information.

The consultation runs until 5pm on Friday 12 August.

The Scottish Government also continues to run engagement events for health and care professionals, third sector advocacy groups and the public.

You can find out more about these events and any ask questions by emailing [HSCDatastrategy@gov.scot](mailto:HSCDatastrategy@gov.scot)



# 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)

**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](http://www.rcpsg.ac.uk)

Details of external events & seminars are provided as a free service to our General Medical Services audience.

## [Glasgow Gastro Conference 2022](#) | **Friday 16 September, 09.00 BST**

This one-day conference will consist of interactive presentations, case-based learning and lectures, with national and international experts providing updates on gastroenterology, hepatology and endoscopy.

## [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.

### **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](mailto: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](http://www.rcgp.org.uk)

Details of external events & seminars are provided as a free service to our General Medical Services audience.

## **Women's Health | A practical guide to diagnosis and management of endometriosis** **Wed 17 August 19:00 to 20:15 – free for RCGP members, £10 for non-members** [Book here](#)

*Scotland is the first country in the UK to have a Women's Health Plan, outlining ambitious improvements in areas including endometriosis. Professor Andrew Horne will offer evidence-based advice on the diagnostic approach and treatment for both relief of painful symptoms, and for infertility associated with the condition.*

## **Practical Training | 1-Day Joint Injections & 2-Day Minor Surgery Courses**

**Wed 5 October & Thu 6 and Fri 7 October 2022 respectively** [Book Here for Joint Injections](#) & [Book Here for Minor Surgery](#)

*RCGP Scotland is delighted to offer the opportunity for practical, hands-on training which is aimed at both Practice Nurses and GPs. Both courses will be held at the Village Hotel in Glasgow, with expert training and resources supplied by Medical Skills Ltd. Click on the links below for more information.*

## **Practice Staff | Dealing with complaints and emotional situations at the GP reception** **Thu 1 September 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.*

## **Practice Managers | Managing and leading your team and dealing with conflict** **Wed 16 November 13:30 to 16:00 - £25 per person** [Book here](#)

*Dr Val McGarrell from Prima Linea returns for this online session specifically designed for Practice Managers. Learn more about your management style, leadership skills and how to deal with conflict in the workplace.*

### **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](mailto: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

Registration: [nss.psd-gmsaberdeen@nhs.scot](mailto:nss.psd-gmsaberdeen@nhs.scot)

Records & Mail: [nss.psd-abrdn-med-recrds@nhs.scot](mailto:nss.psd-abrdn-med-recrds@nhs.scot)

Record Scanning: [nss.aroscanning@nhs.scot](mailto:nss.aroscanning@nhs.scot)

#### Edinburgh office

All Health Records: [nss.psdrecords@nhs.scot](mailto:nss.psdrecords@nhs.scot)

Lothian & Borders Reg: [nss.psdedinburgh@nhs.scot](mailto:nss.psdedinburgh@nhs.scot)

Fife & Forth Valley Reg: [nss.psdife-fvalley@nhs.scot](mailto:nss.psdife-fvalley@nhs.scot)

Record Scanning: [nss.eroscanning@nhs.scot](mailto:nss.eroscanning@nhs.scot)

#### Glasgow office

Glasgow: [nss.glasgow.registration@nhs.scot](mailto:nss.glasgow.registration@nhs.scot)

Argyll & Clyde: [nss.ac-registration@nhs.scot](mailto:nss.ac-registration@nhs.scot)

Ayrshire & Arran: [nss.aa-registration@nhs.scot](mailto:nss.aa-registration@nhs.scot)

Dumfries & Galloway: [nss.dg-registration@nhs.scot](mailto:nss.dg-registration@nhs.scot)

Lanarkshire: [nss.lanarkshire-registration@nhs.scot](mailto:nss.lanarkshire-registration@nhs.scot)

Western Isles: [nss.wi-registration@nhs.scot](mailto:nss.wi-registration@nhs.scot)

Data Quality: [nss.ch-dataquality@nhs.scot](mailto:nss.ch-dataquality@nhs.scot)

Record Scanning: [nss.groscanning@nhs.scot](mailto:nss.groscanning@nhs.scot)

### Good Practice Contact

Kenny Moorhouse (Editor)  
NHS National Services Scotland  
Practitioner Services  
[nss.pcfs-qa-team@nhs.scot](mailto:nss.pcfs-qa-team@nhs.scot)

### Contractor Finance Services

#### Aberdeen office

All enquiries: [nss.psd-gppractices-aro@nhs.scot](mailto:nss.psd-gppractices-aro@nhs.scot)

GAC Submissions: [nss.ARO-GACs@nhs.scot](mailto: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](mailto:nss.psd-gppractices-ero@nhs.scot)

GAC Submissions: [nss.ERO-GACs@nhs.scot](mailto:nss.ERO-GACs@nhs.scot)

#### Glasgow office

All enquiries: [nss.psd-gppractices-gro@nhs.scot](mailto:nss.psd-gppractices-gro@nhs.scot)

GAC Submissions: [nss.GRO-GACS@nhs.scot](mailto:nss.GRO-GACS@nhs.scot)

Next Newsletter

Issue: 151

26<sup>th</sup> August 2022