



Good Practice

Issue 151

Sep 2022

GP Practice Authorisation e-Mail Mandate

We have updated the mandate to now include e-Mail addresses instead of signatures. The revised mandate has been uploaded to our website and can be downloaded here:

<https://www.nss.nhs.scot/media/2795/gm-cf-sf001e-v4-07-2022.pdf>

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.

We have provided a 'Print to PDF' button on the form. Once completed, press this button and select a PDF Printer from your list of available printers, eg 'Microsoft print to PDF' or 'Adobe PDF', etc – this will then prompt you to save the completed document to your filing system – please do not print the form and then rescan it to e-mail us – that is unnecessary. Once you have saved a completed *.pdf copy to your filing system, you can then attach the file to an e-mail and send it to your Practitioner Services regional office – no paper is required for this process.

Important Dates

August 2022 Payment

Medical Payment date for August: Wednesday 31st August 2022

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

September 2022 Payment

Medical Payment date for September: Friday 30th September 2022

Earliest date from when e-Statements may be available: Tuesday 26th September 2022



Service Transformation & Redesign Programme

Due to the early publication of this month's newsletter, we are unable to provide you with a link to issue 3 but we will include it in next month's newsletter.

Digital Web Form Project News

Practitioner & Counter Fraud Services is commencing the delivery of our Web Forms Project with a first phase that will digitise 13 forms with ultimately up to 59 forms planned for digitisation over the next 12 months.

The GP Locum Superannuation Forms will be the first ones to digitise in a pilot stage during August 2022.

What we've been doing

- Initial analysis of analogue forms identified 107 web forms for development – ongoing engagement resulted in 48 being retired, reducing waste, duplication and inefficiencies. The remaining 59 forms are within scope of our project.
- Digitising these web forms will reduce your time spent keying in information, will improve communications with the business teams over form submissions as well as contribute towards Net Zero by saving paper and energy.
- Working collaboratively with the business areas, a first phase, comprising simple forms, were identified. We are on track to deliver the 13 Phase One forms by mid Sep 22.
- The GP Locum Forms (Form A, Form B and the Form B Supplement) will be available online by Mid Sep 22 in a new Service Now Portal.
- This will enable the creation of your unique online profile that will allow forms to be auto populated with your profile information.

GP Locum Superannuation Forms

- To allow you to benefit from this new approach, you will receive a link to register, authenticate and create your own profile on Service Now over the next few weeks.
- You will then be able to submit your pensionable earnings digitally, saving you time, and contributing towards reducing the carbon footprint by removing paper from this process.
- The portal will include easily accessible online guidance to locate and complete the new GP Pension forms that will include guidance notes and a demo video.

Further Information

We are conscious that some locums currently submit their forms by post.

We would like to understand if you face any barriers or issues with our proposal to move to a digitised only version.

If you would welcome further information or support with this new approach, please contact us at:

NSS.primarycare@nhs.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)

2022-08-11 PCA(M)(2022)13 – The Vaccination Transformation Programme

[https://www.sehd.scot.nhs.uk/pca/PCA2022\(M\)13.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2022(M)13.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

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

Professional Development Certificate (PDC) in Travel Medicine | **Next intake begins 27 September 2022**

The PDC will provide practitioners with knowledge and understanding of travel medicine in relation to the core aspects of travel health.

RCPSG International Postgraduate Diploma in Expedition and Wilderness Medicine | **Next intake begins 7 November 2022**

This course helps healthcare professionals seeking to participate in, or lead expeditions in extreme and challenging environments.

President's Conference: Sustainability in Healthcare | **Wednesday 16 November 2022, 08.45 GMT**

This year's Annual President's Conference will include discussions around the impacts of climate change on human health and healthcare delivery. The conference will offer solutions and ideas to take forward.

RCPSG Postgraduate Diploma in Travel Medicine | **Next intake begins 30 January 2023**

This diploma course will develop and support healthcare professionals in their role as travel medicine practitioners.

Faculty of Travel Medicine Annual Conference: Challenges of Travelling Safely | **Thursday 20 October, 09.00 BST**

This conference will provide an update on the challenges of travelling safely, providing the perfect opportunity to learn about a diverse range of topics significant to the current challenges facing travel health professionals.

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

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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

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

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

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

Records & Mail: nss.psd-abrdn-med-recrds@nhs.scot

Record Scanning: nss.aroscanning@nhs.scot

Edinburgh office

All Health Records: nss.psdrecords@nhs.scot

Lothian & Borders Reg: nss.psdedinburgh@nhs.scot

Fife & Forth Valley Reg: nss.psdife-fvalley@nhs.scot

Record Scanning: nss.eroscanning@nhs.scot

Glasgow office

Glasgow: nss.glasgow.registration@nhs.scot

Argyll & Clyde: nss.ac-registration@nhs.scot

Ayrshire & Arran: nss.aa-registration@nhs.scot

Dumfries & Galloway: nss.dg-registration@nhs.scot

Lanarkshire: nss.lanarkshire-registration@nhs.scot

Western Isles: nss.wi-registration@nhs.scot

Data Quality: nss.ch-dataquality@nhs.scot

Record Scanning: nss.groscanning@nhs.scot

Good Practice Contact

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Contractor Finance Services

Aberdeen office

All enquiries: nss.psd-gppractices-aro@nhs.scot

GAC Submissions: 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

GAC Submissions: nss.ERO-GACs@nhs.scot

Glasgow office

All enquiries: nss.psd-gppractices-gro@nhs.scot

GAC Submissions: nss.GRO-GACS@nhs.scot

Next Newsletter

Issue: 152

27th Sept 2022