

BARKING & HAVERING LMC NEWSLETTER

May 2006



This edition includes the following:

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Dealing with Complaints

Recently our office has been approached regarding complaints. There are a few points you should remember when answering them:

- Do not delay your response beyond the time limits. Please ask if you need more time.
- When dealing with any complaint it is helpful at an early stage to collect together relevant records including clinical records, visits' log, telephone message log, appointment sheets etc.
- **Do not under any circumstances consider making any alteration to any of these records, even for the sake of clarification.** If there are additional matters you wish to record while your memory is still fresh then do so separately, and keep it as an aid memoir for yourself and your advisors.
- Complaints often involve matters concerning members of your practice team. It is helpful to get them to provide a simple statement or memory of their events.
- It is not good practice and would be considered unethical to request the removal of a patient from your list simply because they have made a complaint. *You may have to take this action at some later stage if there is a breakdown of the doctor/patient relationship rather than a complaint per se.*
- While making a response please remember the following:

- Try to be sympathetic in your response

Try to answer all the concerns raised and give a clear explanation as to what has happened and why

- Do not be afraid to say 'sorry' – an apology is not an admission of negligence and may be all that is needed to resolve the complaint

- Where appropriate, offer reassurance that action will be taken to prevent the same thing happening again

- Avoid jargon or medical terminology and use plain English

- Do not hesitate to contact the LMC Office or your defence union for advice if not sure about any issues in the complaint

Thanks to Nottinghamshire LMC for supplying some of the material used in this piece



There are a number of new guidances available on the **GPC** website, www.bma.org.uk

For the latest information on **Practice Based Commissioning** go to: www.barkingandhaveringlmc.org.uk

For information on the **Flu Pandemic preparations** go to: <http://www.bma.org.uk/ap.nsf/Content/Hubflupandemicpreparations>



Are you being taxed on Superannuation?

It has recently come to light that under the new contract GPs run the risk of being taxed on the Government's 14% contribution to their superannuation! If you want to find out more about this, and what you can do, visit the LMC website and see the article by Graham Fildes of Kingston Smith Accountants in Romford.



Enhanced Service

The recent publicity about claiming for enhanced services provided by practices has increased the level of awareness in Barking and Dagenham of the range of enhanced services and also the method by which claims can be made. This has resulted in a sizeable increase in monitoring returns. As the new system has become more established, the next step therefore is to make improvements to the timelines of claims. To this effect the LMC and Barking and Dagenham PCT have agreed to implement a cut-off limit on claims after the quarter of the financial year in which the activity has taken place. This means that, starting from the first quarter of 2006-07 (i.e. April to June 2006) practices will have a maximum of six weeks after the last day of the quarter to submit claims.

The claim form can be found on the LMC website: www.barkingandhaveringlmc.org.uk under "Recent Updates" → "Enhanced Services"



Employment of General Practitioners in your Practice

From 31 March 2006 Employers must contact the GMC to confirm that the GP is on their new GP Register. Once confirmation has been obtained the GMC checklist should be followed. You can find this checklist on the LMC website:

www.barkingandhaveringlmc.org.uk

Please note:

Newsletters will now be published quarterly because website is updated with new information fortnightly.

With best wishes

Yours sincerely

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