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**CARDIFF AND VALE NEWSLETTER**

**FEBRUARY 2020**

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**MANAGEMENT OF MGUS**

A national consultation has been raised on the management of MGUS which suggests follow up should be conducted by primary care. The health board will be submitting enquiries regarding the support package for primary care to do so. The LMC has also raised this issue with GPC Wales. The LMC reminded the health board that this service would remain voluntary for practices as it was not part of the GMS contract. This would need to be considered during any negotiations.

**TRAUMA AND ORTHOPAEDICS**

A consultant from T&O attended the meeting to discuss the interface between primary and secondary care and the on-call Trauma and Ortho service. The LMC raised concerns that whilst most specialties admit patients via the bed bureau, T&O do not, and it was often difficult to reach the on-call doctor.

T&O previously had difficulties admitting via the bed bureau as this led to being overwhelmed with patients with back pain, this was therefore not a good option for them. They were aware of issues contacting trauma due to the outdated bleep system. Alternatives such as mobile phones and texting had been tried but were deemed unsuccessful. Voice pagers were now being trialled which would send the registrar an audible message from the switchboard. For urgent enquiries in-hours a post op number had been disseminated which patients could call within 6 weeks of discharge. This would enable patients to speak directly to the T&O team rather than requiring a referral via their GP.

There would soon also be a direct contact number for the fracture clinic for GPs to get their patients seen quickly (same day or next day). The T&O team would also conduct an audit of the demand. The fracture clinic direct dial number would be supplied as soon as available.

The telephone number to reach T&O is 07779451774. It is a 24/7 number and is carried by the Orthopaedic Fellow covering Llandough.

**GPs REQUESTING LFTS IN CHILDREN**

An email had been received from the Consultant Paediatric Gastroenterologist who complained that the number of LFTs ordered for Children was too high. The LMC members had conducted audits in their respective practices and found that the numbers they identified were nowhere near what had been stated in the email. Both audits identified that the majority of requests for LFTs in children were done by registrars. Some requests were also sent by parental request. The LMC noted that this had been helpful in raising a training issue and suggested that the health board speak to the GP training directors to seek the opportunity to brief trainees on this issue.

**LOSS OF E-ADVICE AFTER 90 DAYS INACTIVITY**

A complaint had been received from a GP that their e-advice account had been locked to due to 90 days inactivity. The GP was told by C&V IM&T that this was both UHB and Welsh Govt policy. The LMC Office has requested further information on the policies in order to investigate.

**CHANGE TO CMHT REFERRAL RESPONSE TIMES**

The CMHT had sent an email to practices stating that they were reviewing their operational procedures and seeking views on changing current response times. Suggested changes were:

Emergency: assessed within 4 hours changes to within the same working day

Urgent: assessed within 48 hours changes to up to 5 working days

Routine: assessed within 28 days to up to 28 working days.

the LMC DOES not support these changes and enquired that if the guidelines were set out in the national mental health measure then how could they be amended locally? The health board agreed to liaise with CMHT on these changes.

**ALTERNATIVE TREATMENT SCHEME – TIME TAKEN FOR DECISIONS**

The LMC had received complaints from a couple of practices regarding the time taken to reach a decision to place patients in the Alternative Treatment Scheme. The health board confirmed that there is a national ATS protocol developed by NWSSP. The service in Cardiff and Vale is managed by the Cardiff South and East Locality. The health board were currently reviewing the processes within Cardiff South and East Locality in order to streamline the service. The LMC also requested that PCIC look at how patients who may be referred to equivalent schemes in other areas of Wales are flagged to practices if these patients attempt to access their services. The health board agreed to check and discuss this with SSP.

**ACCESS STANDARDS**

The reported that a letter had been sent to all practices last week containing guidance on the current situation in regard to how the standards would be monitored at the end of March 2020. The LMC were reminded of the letter contents advising practices that although the date for implementation of the standards was set at the end of March 2021, if practices are to receive reimbursement at the end of 2019/20 then practices were expected to show achievement by this date. Welsh Government had updated the guidance to clarify that payment is based on achievement only. The health board also advised that practices were free to devise their own questionnaires to show compliance and agreed for practices to use any survey such as HIW or CHC which had been conducted within the last 12 months. The next Access Board is to take place on February 5th where progress on a template would be discussed further.