

**Report on LDC/LHB Liaison Group
Tuesday, 11th October 2016**

Meeting attended by Keith Silvester and Roger Pratley.

Occupational Health

Statistics were provided on uptake of Service by practices in area, which is very good. We mentioned administrative failings that had been reported to us and Paul Dunning, standing in for Margaret Lake said he had been in touch with the practices and was attempting to resolve the problems.

We raised the issue of OH not providing the titres following Hepatitis B tests and it was explained that it was now recommended that practices were only informed of the Hepatitis B status although individual staff members could have access to their titres. If any problems with HIW the situation should be explained to them. He thought there should not be any problems in future.

Out of Hours, In Hours and 111

The new OoH service came into effect on 1st October. Although there were no complaints to date we were aware that one week was not sufficient time to evaluate. This would be done over the next six months, but the LDC would be informed in the interim should problems arise and meetings arranged as necessary.

In Hours Access was working well and there were additional practices in NPT locality now taking part. It was too early to see the effect of the new OoH service with no weekday sessions would have on the In Hours Access sessions but the LDC will be kept informed.

ABMU HB area is the pilot for the 111 service and it was delayed but came into service on 4th October for Bridgend and NPT with Swansea starting about 2 weeks later. Practices were being asked to standardise their answerphone messages for out of hours and the LDC had initially agreed a message with LHB but this was before the OoH became weekend only, so we asked for the message to be changed, hence the confusion at the time of inception of 111. We agreed to post the recommended new message on the LDC website.

Commissioning Progress

The Cymmer contract has been awarded and the Orthodontic contracts finalised following the commissioning process. The HM Prison contract is still being run temporarily following the withdrawal of applicants and will be re-commissioned on a SLA or fixed contract basis.

OPT Radiographs

It appears that Morriston Hospital would not open up to OPT requests from practitioners, although Princess of Wales does take referrals. We urged the LHB to get involved in the process or to find a way to remunerate practices who have OPT machines to for taking referrals from colleagues.

Language Line Costs and Access to Hearing

The LHB will carry the costs of these services and the detail will be discussed in the near future and practices informed. They have been made aware of the considerable cost to the practice in terms of time when using the language line.

Referral Pathways

A formal group, with LDC representation and Parkway representation is to be set up to consider GA referrals.

CDS Referrals to GDS

Further to past agreement that CDS patients who were not considered to be special care patients should be referred to the GDS, progress was being made with this but this is slow progress because of the reluctance of some patients to move across. There were also issues with Health Visitors still referring to CDS.

A problem arises when the LHB is not up to date with which practices accept new patients, because practices understandingly will open their books for a period and then close them when they are unable to take on further patients. The LHB has requested that practices should inform them of any changes and would prefer to be contacted by email with such information. The LDC agreed that a post should be put on its website detailing this.