



Addresses

For Action
GP Practices

For Information
Scottish General Practitioners Committee
Primary Care Leads NHS Boards

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7th September 2021

Dear Colleague

General Practice Recovery Guidance v3

In my letters of 13th April, 4th May and 18th June 2021, I set out the work we are doing to support General Practice and the wider primary care team through this period of recovery. I am writing to you today with an update on this work.

Version 0.3 of GP Consolidated Recovery Guidance for Practices

Please find a link to [Version 0.3](#) on the [NES website](#) including all appendices.

This includes updates on:

- Changes to the Physical Distancing Guidance - [National Infection Prevention and Control Manual: Scottish COVID-19 Community Health and Care Settings Infection Prevention and Control Addendum](#);
- Information on triage of patients/ types of appointments;
- [Isolation Exemptions for Health and social care staff](#);
- Updates on IPC guidance including cleaning requirements;
- Information on Safety Huddles;
- Links to Near Me Quick Start Guide for Practice Admin staff;
- And other minor changes including a number of new appendices.

Together with this guidance, you can also access webinars/ teams live events that have already been broadcast: [Workshops and Webinars | Practice Manager Development | Scotland Deanery \(nhs.scot\)](#) as well as accessing a programme of other available training: <https://www.scotlanddeanery.nhs.scot/your-development/practice-manager-development/workshops-and-educational-events/>

The Teams live event on Practice Recovery to be held on **8th September** will also be available on the website.

We all know that at the heart of any change management is good communication and we would strongly encourage you to consider how your practice **engages and communicates with your patients**. A particular focus on explaining to patients how they can access services from your practice and the important role of your receptionists/ patient advisors could be helpful including regularly reviewing and updating your practice websites. The guidance gives lots of examples and tips on how you may want to do this, including information on infection prevention control in the FAQ which is currently being updated.

We are also developing a GP Access Toolkit, based on one developed by RCGP in 2013 which we hope to share by the beginning of October. Any examples, stories or resources you have developed to support access in your practice (including data) we would love to see and hear more about.

We understand how challenging the situation is for everybody at the moment. But this applies not just to practice teams and other healthcare staff, but also to patients and the public many of whom are confused and still struggling with the changes that have happened during the pandemic. The principles of kindness and compassion alongside 'Realistic Medicine' and shared decision making are at the core of what you do in General Practice, which is very much valued and appreciated by us both at Scottish Government and from the public/ patient perspective. I know it doesn't feel like that at the moment when you read the paper or go on social media but I can assure that it is very much understood and appreciated.

We know you are having to manage an increase in distressed patients which sometimes results in difficult violent or aggressive situations, and I would like to reiterate again that these situations are not acceptable. We are progressing work with SGPC and RCGP to develop resources which we hope to share soon to help you manage these very difficult situations.

If you have any queries about this guidance, can offer any further resources to support this work or have any other training needs please email charlotte.leggatt@nhs.scot in the first instance.

We hope that the information and examples given in the guidance and appendices will help you and your practice make the best decisions regarding how you are going to provide services going forward to meet the needs of your practice team and patients. Any specific questions about what services you can and cannot provide at this time should be discussed with your local Health Board Primary Care Team and your local LMC.

Can I also take this opportunity to remind you again that there are a number of wellbeing services available to support you and your staff and more information is available within the Guidance.

I hope you find all of the above information useful at this challenging and very busy time and thank you again for the amazing work you and your teams have done, and continue to do.

Yours sincerely



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