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| **Directorate for Primary Care**  **General Practice Division** |  |

**Addresses**

**Policy Enquiries to:**

David Rudden

Primary Medical Services

1 East Rear

St Andrew’s House

Edinburgh

EH1 3DG

Tel: 0131-244-44474

[David.Rudden@gov.scot](mailto:David.Rudden@gov.scot)

**For Action**

GP practices

**For Information**

Scottish General Practitioners Committee

Primary Care Leads NHS Boards

4 May 2021

Dear Colleague

**General Practice Recovery**

In my letter of 13 April 2021 I set out the work we are doing to support general practice and the wider primary care teams through this period of recovery. I am writing to you with an update on this work and to share with you guidance and other resources which have been developed by NES in collaboration with Scottish Government and other key stakeholders.

To launch this guidance we held a Teams Live event (*General Practice – the future*!) on 28 April that some of you may have joined. If you weren’t able to join the event it is available to [watch here](https://www.scotlanddeanery.nhs.scot/your-development/practice-manager-development/primary-care-team-learning-together-webinars/)  Thank you to those who contributed to the Q&A, we found your comments and questions extremely helpful, and will use them to help us plan future guidance and events.

The guidance **“General Practice – Recovery, Consolidated Guidance for Practices, 2021”** gives practices resources, FAQs and examples to help and support you to deliver a safe and sustainable person-centred service to your patients as we move out of the pandemic. This document has been developed by NES with support from the National Practice Managers Network, General Practice Nurses Network, ALLIANCE, Healthcare Improvement Scotland, RCGP and Scottish Government .

The guidance (and appendices) are available on the [NES website](https://www.scotlanddeanery.nhs.scot/your-development/practice-manager-development/general-practice-recovery/). This document is a ‘work in progress’ and we will be issuing updated versions over the next months. Version 2 will include information and guidance on long term conditions management at this time. Please let us know what other topics you would like included in future versions of the Guidance and FAQ.

We hope in the guidance that the information and examples given 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 in a clinically appropriate way. Specific questions about what services you can and cannot provide at this time should be discussed with your local Health Board Primary Care Team. It may also be helpful to discuss these issues in your GP Clusters to provide local support and advice, and at the same time reduce local variation which we know confuses patients.

At the heart of any good change management is communication and we would encourage you to consider how your practice engages and communicates with your patients. This guidance gives lots of examples and tips on how you may want to do this.

If there are particular areas where you and your team would welcome further support, training or guidance as we move out of lockdown please let us know or contact [Charlotte.Leggatt@nhs.scot](mailto:Charlotte.Leggatt@nhs.scot).

To support this work we are planning a number of other Teams Live events:

*5 May – NHS Near Me – Using Near Me to support Care Navigation (Near Me Team, HIS)*

*1 June – Primary Care Team Working Together - Long Term Conditions Management (GPN Network, NES)*

*Mid June – Primary Care Resilience Webinar Series – Different Ways of Consulting in General Practice (HIS)*

Please look out for further information and joining instructions for these events.

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

Yours sincerely



Fiona K Duff

Senior Advisor

Primary Care Directorate

Scottish Government.