



Update from the Consortium of Lancashire & Cumbria LMCs

Tuesday 1st September 2026

Help Us Grow Our Audience

We understand that you are busy and are likely to receive many emails on a daily basis. However it is important for you to receive communications from us because we can help and support you.

We know there are many colleagues who do not receive our brieflet, so please help us by sharing this with your team and [letting us know](#) to add them to our distribution lists.

Complaints and the use of Artificial Intelligence (AI)

AI tools are increasingly being used to help draft complaints and correspondence. While these tools can be helpful, AI-generated content can sometimes include inaccurate or irrelevant information, overly formal language, or make it more difficult to understand an individual's personal experience.

We have produced the attached guidance, with thanks to Gloucestershire LMC, to help patients understand how AI can be used appropriately when making a complaint, while ensuring their own experience remains clear and accurate.

Please feel free to [share this guidance](#) with patients or display it however you wish.

Oliver McGowan/LD & Autism Training

Following recent discussions about Oliver McGowan Learning Disability and Autism training, and the ongoing uncertainty around the requirements, the LMC's position remains that practices should not be expected to cover staff time or backfill costs for completing the training, particularly where it is neither a statutory requirement nor required for appraisal or revalidation.

If NHSE/ ICB expect practices and staff to undertake the training, it should provide appropriate funding for both the training itself and the associated staffing costs.

At present, the LMC is not planning to provide any further Learning Disability and Autism training sessions. Should this change in the future, we will of course let practices know.

Future of GP IT services - Central & West Lancs and Pennine Lancashire

GP practices will be aware that MLCSU will close down in March 2027 and that transition of services currently delivered by the organisation is currently underway. The LMC is engaged with commissioning and provider colleagues with regards to the future of GP IT provision currently delivered by MLCSU and believes that communication of further details will be forthcoming following the necessary procurement/governance processes that need to be undertaken. Our feedback during the process so far has been to impress the need for reliable GPIT support for practices and that changes to the provider cannot result in a lesser service offer. We are hopeful that practices in the above areas will see an improvement moving forwards and will continue to work with system partners with regards to the finer operational details as this programme of work progresses.





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Collective Action – Raising Patient Awareness

Practices will have received a package of posters as part of [BMA GPC England's August collective action](#). Practices are encouraged to display these prominently, with multilingual leaflets, reception screen videos and digital graphics also available via the [BMA campaign resources](#).

BMA GPC England is also asking GPs and patients to [sign the public petition](#) supporting general practice and encouraging practices to [write to their MP using the BMA's online tool](#) about the pressures they are facing.

Collective action is continuing, with BMA GPC England exploring options for further escalation in the coming months. The current actions are lawful and do not breach the GP contract. Read more about taking collective action and [access BMA resources on taking part in collective action](#).

LMC Upcoming Training & Learning Events

We have a range of online training and learning events taking place throughout the remainder of 2026 for GPs, Practice Managers and practice staff. [Please see our website](#) for more information or email Rebecca.Noble@nwlmc.org

LMC Vacancies - Help shape the future of General Practice

Three of our five Committees currently have seats available for GP representation:

- Lancashire Coastal LMC: several vacancies available
- Central Lancashire LMC: 1 vacancy available (Chorley & South Ribble)
- Lancashire Pennine LMC: 1 vacancy available (Rossendale)

Please let us know if you are interested in being a LMC member or would [like to find out more](#).

[You can find your LMC representatives on our website here.](#)

