



Update from the Consortium of Lancashire & Cumbria LMCs

Tuesday 4th November 2025

LMC Quick Guide: Council Tax – SMI Exemption Forms

Please see the attached [LMC Quick Guide for advice and resources to support practices with Council Tax Severe Mental Impairment \(SMI\) exemption forms.](#)

The guide includes:

- An overview of the SMI exemption process and GP responsibilities
- A sample practice policy to standardise handling of requests
- An optional patient questionnaire to support clinical assessment
- A template letter for communicating outcomes

Practices are free to use and/or amend the enclosed practice policy, forms and letters contained within this guide.

Patient Removals – Reminder on Staff Safety and 8-Day Removals

Practices are reminded of the guidance on removing patients from the practice list, particularly where staff safety is at risk due to threatening or abusive behaviour.

If a patient's behaviour poses a risk or continues after a written warning, practices may remove the patient under the 8-day removal process. In cases involving violence or serious threats, immediate removal is appropriate – ensure the incident is documented and, where necessary, reported to the police. Further guidance, including template letters and policy advice, is available on the LMC website: [Warning and Removing Patients from Your Practice List](#)

Reconvened Session: Link/Council of Members - NHS 10-Year Plan & Emerging NNHIP (FC Only)

Date: Thursday 13 November 2025

Time: 14:00 – 16:00

Venue: Brunswick Room, Central Library, Queen Street, Blackpool, FY1 1PX

Attendance: One GP and one Practice Manager from each practice within the Fylde Coast locality are invited to attend.

Please email Toni.Parker@nwlmc.org to confirm your attendance.

Conflict Management Training

25 November 2025 | 12:30pm – 2:30pm | Online via Microsoft Teams | £30 per person

The LMC is hosting a Conflict Management Training session designed for all clinical and non-clinical staff, including reception teams. This interactive two-hour session will be divided into three key sections

- The legal aspects of managing aggressive or challenging patients
- Understanding conflict and its triggers
- Practical techniques for de-escalating difficult situations

If you would like to book a place, please contact Rebecca Noblett at Rebecca.Noblett@nwlmc.org.





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Community Infusion Service – Update for West Lancs Practices

We continue to escalate concerns regarding disruption to community infusion services for West Lancashire patients receiving ongoing oncology treatments (e.g. Zoledronic Acid). This follows reports of cancelled appointments with no clear alternative pathway offered.

The LMC has requested urgent written clarification on:

- Scale of patient impact
- Interim referral arrangements/alternative providers
- Expected timeframes for resolution
- Clear advice for practices when patients seek help
- Confirmation that complaints sit with the ICB, not practices

If your practice is aware of further affected patients, [please let us know](#) so we can continue to monitor impact and support escalation.

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.

Lancashire & Cumbria LMCs



www.nwlmcs.org

Partnership Agreement Drafting Service

Clarity. Confidence. Collaboration

The LMC offers a bespoke Partnership Agreement Drafting Service for practices across Lancashire & Cumbria, in collaboration with a specialist law firm.

An up-to-date agreement protects both you and your practice, clearly setting out partner responsibilities and ensuring legal accuracy which is essential for all existing and incoming partners.



FIND OUT MORE





LMC OCCUPATIONAL HEALTH SERVICE

The LMC is pleased to offer a new Occupational Health Service designed to support General Practice and their employees.

WHAT WE OFFER

- ✓ Absence Medicals/ Absence Management Referrals – £300
- ✓ Ill Health Retirement Reports – approx. £600–£700*
*(subject to case review)

WHY CHOOSE US

Services delivered by experienced GPs with occupational health expertise.

- ✓ Confidential
- ✓ No referral threshold
- ✓ Quick turn around
- ✓ Accessible & Local

SERVICE LOCATIONS

- Castle Medical Group, Clitheroe
- Garstang Medical Practice, Preston
- Site visits for bulk requests can be arranged.
- Video consultations will also be considered.



CONTACT

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 nwlmcs.org/support/lmc-occupational-health-service

