



Update from the Consortium of Lancashire & Cumbria LMCs

Tuesday 13th October 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.

FP69 – Support for Patient Queries Reminder

We continue to raise concerns about the impact of FP69/list validation exercises and are feeding back to NHS England, as well as nationally via BMA GPCE.

We are aware that patients may contact practices with questions or concerns about the process, including the security of their medical records. To support practices, we have [produced a template letter](#) which can be adapted for responding to patient queries. Please note that formal complaints relating to patient removals may require further investigation and a more detailed response.

Practices can also use our [patient poster](#) to help explain the process and reassure patients

Supporting Transgender Patients in General Practice

The LMC have added guidance to our website to support practices in managing transgender patient records. The guidance covers changes to names and gender markers, confidentiality and data protection considerations, and the implications for NHS screening invitations. It also outlines recommended steps practices can take to ensure patients continue to receive appropriate screening.

[View the guidance on our website.](#)

ICB Primary Care Premises Compliance Programme (L&SC only)

Practices may have received further correspondence from the ICB encouraging them to participate in its premises compliance programme by sharing compliance documentation with NHS Property Services (NHSPS).

The LMC recognises the importance of premises compliance and welcomes offers of support to practices. However, we remain concerned about the suggestion that practices are routinely required to submit all compliance documentation to the ICB or NHSPS. Whilst the Premises Costs Directions 2024 give commissioners responsibilities for premises assurance, we do not believe they establish a blanket requirement to share all compliance records. Practices already complete the annual eDeclaration (eDEC), and whilst further evidence may reasonably be requested in specific circumstances, this should be proportionate and justified. We are also concerned about how the information may subsequently be used, particularly whether it could lead to increased contractual scrutiny rather than practical support for practices.

The LMC continues to seek clarity from the ICB on these points. In the meantime, practices should ensure their compliance records are maintained and may wish to seek clarification before sharing documentation. Any practice with concerns is encouraged to contact the LMC for advice.





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ENT services: requests passed to general practice (L&SC Only)

The LMC is working with LSCICB to understand the scope of requests practices are receiving from ENT services to undertake work that should remain with the treating service, such as arranging investigations, follow-up or onward referrals. The ICB has been following up concerns raised with relevant providers and is keeping the situation under review. If practices continue to experience problems, please email enquiries@nwlmc.org with information of the provider and anonymised examples of the requests so that we can continue to press for improvements.

Business Continuity - Follow-Up Session (L&SC Only)

*For Practice Managers who attended the LMC Business Continuity training delivered by Luan Stewart in 2025 **ONLY**.* Put your Business Continuity Plan to the test in this practical, supportive follow-up session. Work through realistic scenarios, including IT failure, telephone outages, loss of premises and staff shortages, to identify gaps and ensure your plan works when you need it most. **Wednesday 21st October, 12.30pm - 2.30pm Via Microsoft Teams.** To book your place, please email Rebecca.Noble@nwlmc.org

Please note: This session is exclusively for those who attended Luan's original training. Further dates for those who missed the original training will be circulated in November.

Burnout for GPs – 19th October 1pm – 2pm – Free (L&SC Only)

Dr Lisa Tyrer is an ex-GP, burnout researcher, and BABCP accredited psychotherapist. She developed a burnout treatment group protocol for doctors and has been running treatment groups for almost 4 years at NHS Practitioner Health. Over this time Lisa has gained a wealth of knowledge and experience in treating and preventing burnout in NHS staff.

In this session Lisa will discuss the ICD classification of burnout and how it presents in doctors. We will look at some of the key contributors to burnout such as exhaustion, loss of balance of our work and our lives, and the rules we learn that stop us being able to take care of ourselves. The aim is to gain a greater understanding of what burnout is, its prevalence, and what we can do to protect ourselves.

Please email rebecca.noble@nwlmc.org to book on.

Talk Cancer Training (Cancer Research UK) (L&SC Only)

Funded by Lancashire and South Cumbria Cancer Alliance, Talk Cancer is for anyone in a position to promote health and wellbeing. If you're having conversations with people and are able to share health messages, this workshop is for you. Lancashire and South Cumbria Cancer Alliance have funded this workshop and it is free for all within Lancashire and South Cumbria. We encourage attendance from those who work in Primary Care.

Upcoming dates:

- **Thurs 22nd October 2026 – [BOOK HERE](#)**
- **Tues 3rd November 2026 – [BOOK HERE](#)**
- **Wed 2nd December 2026 – [BOOK HERE](#)**
- **Tues 26th January 2027 – [BOOK HERE](#)**

