To:
Chairs of LMCs
Secretaries of LMCs
Members of the GPC UK
Members of the LMC UK Conference Agenda Committee
Members of the GPC’s GP Trainees Subcommittee
Members of the GPC’s Sessional GPs Subcommittee

6 December 2018

Dear Colleague

LMC Conference: 19-20 March 2019

The 2019 UK LMC Conference will be held on Tuesday 19 March and Wednesday 20 March 2019 at the ICC Belfast (previously known as Belfast Waterfront), 2 Lanyon Place, Belfast, BT1 3WH. The day will start at 12 noon for registration on Tuesday 19 March and should finish by 5.30pm on Wednesday 20 March. LMCs may wish to bear this in mind when arranging transport and accommodation.

The deadline to submit motions is noon, 8 January 2019, with the aim to publish the final Agenda on the BMA website on 18 February. The agenda will also be emailed directly to LMCs as soon as it is available.

LMC Conference Representatives and observers

The Agenda Committee has allocated the 365 seats for representatives according to Standing Orders 4 and 5, and the number of representatives to be appointed to attend the 2019 UK LMC Conference by each LMC is listed in Appendix 1. If you have any queries concerning the allocation process, please email the secretariat at kreece@bma.org.uk.

Representatives shall be registered medical practitioners appointed at the absolute discretion of the appropriate LMC. Representatives appointed to act at the annual conference continue to hold office from 15 January for 12 months, unless the GPC is notified by the relevant LMC of any change. LMCs may appoint a deputy for any of their representatives who are unable to attend.

LMC secretaries are asked to send in the names, addresses and email addresses of appointed representatives on the attached form (Appendix 2) as soon as possible and no later than Friday 1 February. Please also indicate whether you wish to attend the Annual Representative Meeting (ARM) as an LMC representative and include the relevant BMA number.

It is important that you indicate whether you are a BMA member and include your BMA membership number on the application form.
Secretaries of LMCs who are not members of the conference, and any other individuals the LMC chooses to nominate, may attend the conference as observers, subject to approval from the chair. However, please note that no part of their expenses will be reimbursed. Any secretary or other individual wishing to attend the conference in this capacity should complete the appropriate section on the form (Appendix 2).

Annual Representative Meeting – Belfast 23 - 27 June 2019

The allocation of ARM seats through LMC Conference has not yet been set. However, if the number of BMA members of conference who wish to attend the ARM exceeds the number of seats allocated, it will be necessary to conduct an electronic ballot on a regional basis. Scotland will be divided into four electoral constituencies, as in the GPC elections. Please advise on the attached form (Appendix 2):

a) Whether your LMC’s representatives for the 2019 LMC UK Conference are members of the BMA
b) Whether those members wish to attend the ARM 2019 as representatives of the LMC Conference.

Note: Please only indicate that you would like to attend the ARM if you are absolutely sure that you will be able to attend – this will assist the allocation process.

Submission of motions

We ask LMCs to confirm that all motions submitted have been approved by their members by indicating this on the online submission form. You will also need to confirm that the motions are new, and are not already covered by existing conference policy (which can be checked on the policy database). Further guidance to LMCs on writing motions can be found in Appendix 3.

Motions for the 2019 UK LMC Conference are required to be submitted electronically using the BMA’s website via this link https://web2.bma.org.uk/Motions/lmcagenda.nsf/W?OpenForm&Login.

Each LMC should have a single designated person to input their LMC Conference motions. If you represent several LMCs then you can login using one password and then use the drop-down menu for the relevant LMC. Before inputting your motions you will need to ensure that you have the correct email address registered on the database and know your username and/or password. More detailed instructions on how to submit a motion is available in Appendix 4.

The final deadline for receipt of motions for the LMC Conference is noon 8 January 2019 and motions received after the deadline cannot be accepted.

Problems have arisen in the past as a result of individual LMC representatives sending in motions on behalf of their LMC without notifying their LMC office. Where possible, we would be grateful if you could ensure that it is the LMC office that submits motions. The electronic database has been set up to facilitate this.

To streamline the agenda, LMCs are invited to consider agreeing motions with other LMCs. These can then be submitted in the name of one LMC, with a note to confirm the names of other LMCs which support them. This will enable the Agenda Committee to take into account the weight of support for motions without the necessity for individual LMCs to submit multiple versions of the same motion.

LMC Conference dinner

This year’s LMC Conference Dinner will be held the Titanic Belfast, on Tuesday 19 March 2019.

Further information about will be sent out separately, but in the meantime, it would be helpful if you could indicate your attendance by ticking the appropriate box on the attached form (Appendix 2).
Travel and accommodation – reimbursement of expenses

A letter from the GPDF Treasurer, explaining the arrangements for the reimbursement of expenses, is attached (Appendix 5). A list of hotels near the Conference venue is available at http://www.priority.ltd/events/event and the code is lmc19.

Webcast photography and consent

The LMC conference will be webcast live for those individuals unable to attend, and there will be a photographer on site to capture images of the event that will be shared across BMA communication channels, including our website and across social media.

Please indicate in the appropriate box in Appendix 2 for each representative and observer whether they consent (or not) to be included in the webcast and pictures from the Conference.

This conference is administered by the BMA and GPDF (joint data controllers).

Click here to read the BMA’s privacy policy and please read the attached document (Appendix 6) for more information on the GPDF’s privacy policy.

Key GPC contacts for any queries and information:

Catharina Ohman [Cohman@bma.org.uk] Senior Policy Advisor, GPC Secretariat (All queries relating to the business of conference and agenda)

Karen Day kday@bma.org.uk (Registering reps, conference attendees, motions database, expenses, crèche facilities, dinner registration, general admin)

Kathryn Reece kreece@bma.org.uk (Registering reps, conference attendees, motions database, expenses, crèche facilities, dinner registration, general admin).

Yours faithfully

Catharina Ohman
Senior Policy Advisor
General Practitioners Committee Secretariat
Appendix 1

Number of representatives to be appointed to attend the 2019 Annual Conferences of LMCs by each LMC

<table>
<thead>
<tr>
<th>England</th>
<th>Number of Representatives</th>
<th>County</th>
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<tbody>
<tr>
<td>Avon</td>
<td>6</td>
<td>Lancashire Pennine</td>
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<tr>
<td>Barking, Dagenham &amp; Havering</td>
<td>2</td>
<td>Leeds</td>
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<tr>
<td>Barnet</td>
<td>3</td>
<td>Leicestershire &amp; Rutland</td>
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<tr>
<td>Barnsley</td>
<td>1</td>
<td>Lewisham</td>
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<tr>
<td>Bath &amp; North East Somerset, Swindon &amp; Wiltshire</td>
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<td>Lincolnshire</td>
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<tr>
<td>Bedfordshire</td>
<td>3</td>
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<td>Birmingham</td>
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<td>Mid Mersey</td>
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<td>Bolton</td>
<td>1</td>
<td>Morecambe Bay</td>
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<tr>
<td>Bradford &amp; Airedale</td>
<td>5</td>
<td>Newcastle &amp; North Tyneside</td>
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<td>Brent</td>
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<td>Newham</td>
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<tr>
<td>Bromley</td>
<td>1</td>
<td>Norfolk &amp; Waveney</td>
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<tr>
<td>Buckinghamshire</td>
<td>4</td>
<td>North &amp; North East Lincolnshire</td>
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<td>Northern Ireland</td>
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| Total                          | 365   |
## LMC Conference representatives 2019

You must complete the following sections legibly otherwise the form will be returned to you.
Please print your name in BLOCK capitals.

Name of LMC .............................................................. Region ..............................................................

Number of representatives LMC is entitled to appoint to conference (see Appendix 1) ..............................

Please indicate if you consent to photography and webcast at the conference, and thereby grant the BMA and GPDF Ltd all consents necessary for the use of such material in all forms of media worldwide without limitation.

Please also indicate if you intend to attend the conference dinner (further information will be sent separately).

<table>
<thead>
<tr>
<th>Representatives</th>
<th>If BMA member tick box &amp; include your membership number</th>
<th>If you wish to attend the ARM as a representative of conference tick box (BMA MEMBERS ONLY)</th>
<th>I consent to me being photographed or otherwise recorded by the webcast at the conference</th>
<th>Please tick here if you wish to attend the dinner</th>
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<td>Name and address</td>
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</table>
| Representative Name and address (Please either type or print your name in BLOCK capitals) | If BMA member tick box & include your membership number | If you wish to attend the ARM as a representative of conference tick box (BMA MEMBERS ONLY) 
Please only tick this box if you are absolutely sure you would like to attend the ARM. | I consent to me being photographed or otherwise recorded by the webcast at the conference | Please tick here if you wish to attend the dinner |
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</tbody>
</table>

For LMCs with more than 7 seats allocated, please continue on a separate sheet
OBSERVERS FOR LMC CONFERENCE, 19-20 MARCH 2019

Anyone nominated by an LMC may attend the conference as an observer. No expenses or subsistence are payable.

*Please indicate if you consent to photography and webcast at the conference, and thereby grant the BMA and GPDF Ltd all consents necessary for the use of such material in all forms of media worldwide without limitation.*

Please also indicate if you intend to attend the conference dinner (further information will be sent separately).

<table>
<thead>
<tr>
<th>Observers</th>
<th>I consent to me being photographed or otherwise recorded by the webcast at the conference</th>
<th>Please tick here if you wish to attend the dinner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name and address</td>
<td>☐ YES ☐ NO</td>
<td>☐ YES ☐ NO</td>
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<td>Email:</td>
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</table>

For LMCs who wish more than 3 observers to attend, please continue on a separate sheet

To be returned to: Karen Day, BMA House, Tavistock Square, London WC1H 9JP or via email to kday@bma.org.uk, **BY FRIDAY 1 FEBRUARY 2019.**
Competence, Composite or Compost: Take a look at your motions

A guide from the Conference Agenda Committee

Undoubtedly there is some foundation to the criticisms that the LMC Conference Agenda comprises a large number of composite motions, but those who are quick to criticise perhaps do not realise the frustrations suffered by the Agenda Committee when motions that we would dearly like to use have been so badly, ambiguously or inaccurately written that we are forced to bin them - with a sigh of regret - and re-write a composite to take their place.

So - here is a plea to all LMCs to ensure that we can make use of the motions which you submit. Please follow the guidelines below to help make sure that the motions you send to the Conference of England LMCs are competent.

Above all, remember that if your motion is debated, it might be passed – and it will then form policy.

Anything that wouldn’t work as policy doesn’t work as a motion.

Please bear in mind the following points:

- **Is it new?** We need to best use the limited conference time. Consider current issues - what issues are new or have substantially changed? The Agenda Committee want an agenda that will help to form policy and make a positive difference to general practice in England but need your help to achieve this. If the motion asks for something that has already been agreed, it will be marked as an ‘A’ motion and won’t be debated. So please remember to focus your energy and valued expertise in writing motions that are innovative and can be debated. Prior to drafting a motion, please check all the existing policies in the policy database, to make sure that it is not existing policy.

- **Is your motion appropriate?**
  Is the subject of your motion something that is relevant to GPC policy specific in England. Broader GP topics should be submitted to the UK Conference of LMCs or to the ARM.

- **Is your motion didactic?**
  Narrow, constrained, didactic motions telling GPC to take specific actions may run the risk of asking for things that are undeliverable or not within the power of the GPC to give. Be more inclusive in your approach, and we can be more inclusive in ours.

- **What should be done?**
  Motions that include a proposal of action about a subject are far more useful in shaping policy, and therefore make better motions.

- **Write the motion, not the speech.** If you feel that GPC should negotiate QOF points for GPs’ sartorial elegance just say so - do not write 100 words arguing the subject and submit it as a motion.

- **Stick to the rules.** A motion should be one sentence, and there cannot be more than five parts to it. Motions must always begin with the phrase ‘That conference....’.

- **“Grammar maketh man”**. Motions must be grammatically correct and unambiguous to be of any use. Please double check them before sending them off.

- **Check the language.** Please ensure that the motion actually makes sense!

- **Quote at your own risk!** Quotes run the risk of invalidating a motion if they contain any inaccuracy. Similarly, mentioning specific sums of money increases the risk of making a motion incompetent.
What makes an ideal motion?

Those motions which are pertinent, concise, well-constructed and concern a new and challenging issue, or include an attack on the status quo with minimal verbiage (and, possibly, those topped with a hint of humour!).

Although it might appear that we on the Agenda Committee love the look of our own well-crafted composites, we actually enjoy nothing more than heading a section of the conference agenda with a stonkingly good motion that says it all and says it well.

Motions headings

Please submit your motions under one of the following headings. If you are unsure about which heading to submit your motion then please use your best judgement and the Agenda Committee will review to see if they agree with where you have put it.

If you are really unsure about which heading to submit your motion under then there is a heading marked “Other” which you can submit under. However, we would ask you to think hard and please do you best to submit your motion under a heading, even if you’re a bit unsure about it, as it does make the lives of the Agenda Committee and the secretariat much easier.

- Clinical (prescribing, dispensing and pharmacy)
- Commissioning
- Education and training, including GP trainees
- Finance
- GPC / GPDF
- Indemnity
- Information management and technology
- Integrated care and working at scale
- LMCs / LMC Conference
- Online GP services
- Other
- Partnerships
- Pensions
- Performance (including appraisal and revalidation)
- Practice sustainability and closures
- Premises
- Primary / Secondary care interface
- Regulation (including CQC and complaints)
- Sessional GPs
- Workforce / Recruitment and retention
- Workload
Instructions for entering LMC Conference motions

Each LMC should have a single designated person to input their LMC Conference motions. These instructions are for that person. If you represent several LMCs then you can login using one password and then use the drop down menu for the relevant LMC.

Before going onto the website and inputting your motions you will need to:

- ensure that you have the correct email address registered on the database
- know your username and/or password.

Please ensure that you find out this information in plenty of time, do not leave it until you wish to input motions near the closing date. You can find out this information by emailing: kday@bma.org.uk.

Once you have the relevant information use your web browser to go to:


You will be asked to enter your username and password.

Once the system has logged you on you will be presented with a form to submit motions.

Individual motions must be submitted separately, ONE at a time. Motions not submitted separately will be rejected. You will receive a confirmation email (to the address you have registered with us) for each motion submitted.

The form looks like this:

Insert which LMC the motion is going to come from using the drop down menu.

Insert your subject heading, using the drop down menu, motions failing outside the current categories may be submitted in an ‘Other’ category.
Enter the text of the motion. Please do not send duplicate motions and make sure it is the final wording of any motion you wish to submit (please be careful with punctuation and grammar), as you cannot make amendments to motions through the database. If you wish to make an amendment to a motion already entered before the deadline (Noon 8 January 2019) please email kday@bma.org.uk as soon as possible.

The motion text can be pasted from packages like 'Microsoft Word' but please be aware that some characters may not appear correctly due to software incompatibilities and you should always check.

Once the text for the motion has been entered, you must confirm the following:

- All motions need to have been agreed by the LMC, so you will need to confirm this by ticking the first compulsory check box below the motion box
- You must also confirm in the second check box that motions are new and are not existing conference policy (by checking the BMA database if necessary)

Once happy, click on the 'submit form' button to submit the motion. If you have not entered any text or ticked the check boxes you will see an error message - use your web browser’s ‘back’ button to return to the form and fix the problem indicated.

After a successful submission you will be presented with a screen that lists your motion(s) and offers a link to submit another motion such as in the following example:

If the email address held on your account is valid, you will also be sent a copy of the motion text you have submitted as confirmation. No other confirmation will be sent from Committee Services. Please do not send motions via e-mail or fax to the office. If you fail to get a confirmation message please check with kday@bma.org.uk first as the motions may have been received, but the wrong email address received the confirmation.

Once you have completed all the motions you can either continue to browse the BMA website or you can log out using the 'Log out' link.

If you experience problems using the form please contact kday@bma.org.uk.

The LMC Conference motions database will be closed at 12 noon on Tuesday 8 January 2019. No further motions will be accepted once the database is closed.

Please try to avoid submitting motions at the very end of this period as it potentially slows the system and those motions risk not being received before the deadline.
Dear Representatives and LMCs

LMC Conference 2019 - reimbursement of expenses – Representatives of LMCs

The 2019 LMC Conference will be held in Belfast on 19 and 20 March 2019. This letter applies only to Representatives of LMCs, other members of Conference will make claims for expenses through the BMA.

In a change to the previous arrangements, individual Representatives will not receive expense reimbursement directly from the GPDF, but each LMC will be able to claim for its Representatives’ expenses within the prescribed limits. This change from previous arrangements enables the GPDF to work more efficiently as we are very conscious that the funds entrusted to the GPDF to enable proper representation of the profession are given to us from the hard-earned income of our colleagues.

I am sure you agree that Representatives and LMCs do have a responsibility to the fund and this can usually be achieved by booking accommodation in advance and using cheaper advance or split fares. Where LMCs can demonstrate that innovative arrangements for transport make saving against the usual individual fares these do not require approval in advance.

LMCs will be reimbursed, for each Representative, the cost return fares to the Conference as set out in the attached schedule. Overnight accommodation may be claimed only for the night of 19 March. Only in exceptional circumstances can addition nights be claimed, and this must be agreed in advance. Arrangement for dinner on 19 March will be circulated separately. A claim for dinner on 20 March may only be claimed where return home is after 2000; where this is provided as part of a ticket no claim is allowable.

A rate card giving details of the hotel rates offered by PHR is at http://www.phrweb.co.uk/events.aspx?event=lmc (you need to put in lmc19 as the event code). Representatives are not limited to using these hotels, and better rates may be available by booking online. I urge you to make bookings soon and take advantage of online savings and I will not be prepared to offer additional reimbursement for those who book late. The accommodation reimbursement rate (including breakfast and VAT) is capped at £150 in Belfast.

I hope these arrangements and the reasons behind them are clear. A summary is appended to this letter.

Yours sincerely,

J Canning
Director of Operations
General Practitioners Defence Fund Limited
Summary of reimbursement policy for Representatives attending the LMC Conference 2019

General
- No reimbursement will be made for expenses incurred by observers or where the LMC has been notified in advance it has not paid in full its voluntary levy for 2017 and previous years, or made arrangements to do so
- Reimbursements will be made against an invoice from the LMC giving details of the Representatives and full details of their expenses with copies of the original receipts (not credit card slips)
- Claims must be submitted within 6 weeks of the end of conference, i.e. by Friday 4 April 2019; claims received after this date will not be paid
- Where a Representative fails to return their electronic voting pad a deduction of £100 will be made from expenses reimbursed to cover the cost of the pad and associated administration
- Invoices should be sent electronically to doo@gpdf.org.uk

Travelling expenses
LMCs are able to claim from their representatives:
- If travelling by air: at economy rate
- If travelling by train*: First Class travel can be claimed for single journeys over 50 miles. The cost of a first-class overnight sleeper may be claimed for journeys over 250 miles
- Off Peak, Advance Single tickets or group bookings should be used wherever possible
- The cost of a standard class ticket only will be reimbursed for travel on the Heathrow, Gatwick or Stansted Express for those travelling via London
- If travelling by car**: mileage will be paid at 45p per mile for the round-trip journey to the home town, irrespective of engine size; carrying a passenger does not increase the amount per mile reimbursed
- Bus/tube fares will be reimbursed at actual cost. Oyster cards should be used wherever possible/applicable if travelling via London.

*With some rail ticket purchases, it is often cheaper to buy two single tickets than a return. When purchasing rail tickets, Representatives are encouraged to get the best possible fare. This can often be achieved by booking as far in advance as possible; it may also be cheaper to buy two tickets (ie A to B and B to C so long as the train stops at B) whilst staying on the same train [see http://www.splityourticket.co.uk/]. As many train ticket websites now offer tickets without any form of service charge I will not allow more than the face value of the ticket concerned; collection receipts should not be used unless these indicate the fare, class of travel and start and conclusion of the journey.

**Motor vehicle insurance
Whilst a vehicle used by you, of which you, your spouse, a relative or partner (whether civil or business), are the registered keeper, may be insured for Social, Domestic and Pleasure purposes, it is your responsibility alone to ensure that the vehicle is properly and adequately insured when used for a business purpose.

You should consult your insurer to confirm that the motor insurance policy covers you when on business for the GPC, its subcommittees and the GPDF. You may also wish to confirm that cover extends to journeys undertaken by you to your LMC and any LMC or BMA Conference.

Consequently, if you are the driver of a motor vehicle, including a motor bicycle, used to attend any of the meetings described, and this Conference in particular, you are solely responsible for ensuring that the vehicle and its passengers are properly covered by a motor insurance policy and that you have done nothing to invalidate that insurance policy. You are also responsible for ensuring that any person who is driving your motor vehicle with your permission is protected.

The GPDF and the GPC accepts no responsibility whatsoever for any damage caused to a third party, or to you or to the driver of the vehicle in the event of any loss sustained as a result of or during the use of the motor vehicle in question.
Overnight expenses (the rates shown below include breakfast and VAT)

- Up to £150 may be claimed for 19 March

Subsistence

- £35 for dinner for those unable to get home by 2000 on 20 March
- No claims for reimbursement of the cost of lunch will be approved
- No claims for reimbursement of room service, internet access, newspapers or drinks will be approved

Excluded expenses

Please note that the following expenses will not be reimbursed unless agreed in advance by the Director of Operations of the GP Defence Fund where there are exceptional reasons for payment or where expenditure leads to higher costs being avoided.

- Taxi fares for travel within Belfast other than to/from the airports
- Additional non-conference related car mileage
- Accommodation costs for the night of 18 or 20 March

Other items

- Taxis may be claimed for travel to a railhead/airport where the cost is less than mileage + parking
- Parking fees and/or Congestion Charge in London will only be reimbursed where the cost of driving + parking is less than rail + station parking or no reasonable rail journey is possible
- Internet access charges will not be reimbursed
- No other expenses will be reimbursed unless agreed in advance by the Director of Operations of the GP Defence Fund who will require evidence that there are exceptional reasons for payment or where expenditure leads to higher costs being avoided. If approved a copy of the approval email must be appended to the claim
- Virement between types of expenses is not permitted
- Locum costs will not be reimbursed.
GENERAL PRACTITIONERS' DEFENCE FUND PRIVACY POLICY

General Practitioner’s Defence Fund ("we" / "our" / "us" / "GPDF") takes your privacy very seriously and is committed to protecting and respecting your privacy.

This Privacy Policy together with our Cookies Policy and any other documents referred to in them, sets out the basis on which any personal information we collect about you, or that you provide to us, and otherwise interacting with us, will be processed.

Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it.

ABOUT US

The General Practitioners Defence Fund Limited is a company limited by guarantee, incorporated in England with company number 1508388 and registered office address at Penningtons Manches LLP, 125 Wood Street, London, EC2V 7AW.

We are the data controller in respect of your personal information. This means that we are responsible for deciding how we hold and use personal information about you.

Our purpose is to provide financial support to general practitioners ("GPs") who are involved in professional medical policy work and discussions with Governments over a range of topics that affect GPs and their practices.

WHO DOES THIS POLICY APPLY TO?

This Privacy Policy applies to members of the General Practitioners Committee UK, the national General Practitioners Committees and nominees or other individuals representing Local Medical Committees ("you" / "your").

By providing your personal information you are accepting the practices described in this Privacy Policy.

DATA WE COLLECT FROM AND ABOUT YOU

We will collect the following information:

Information you give us.

You may give us information about you:

- when you enquire to use our services;
- when you complete certain forms, including to enable us to process expenses and honoraria claims for you, in person, in writing or by corresponding with us by phone, email or otherwise;
- when you sign up for, or ask us to send you, newsletters, invitations to conferences and events, training sessions and presentations or other marketing information;
- if you browse or use our website at http://www.gpdf.org.uk/; or
- if you contact or correspond with us (for example, by post, phone, e-mail, in person or otherwise) for any other reason.

The information you give us may include your:

- name;
- date of birth;
• age;
• personal address;
• address of GP practice;
• email address(es);
• phone number and mobile telephone number;
• gender;
• LMC affiliation;
• bank account details;
• directorships and other positions held; and
• expenses and details of events attended that are hosted or supported by the GPDF.

You may also provide us with information about other people such as next of kin, related parties and nominated beneficiaries of any services/benefits that we provide. Please draw those individuals’ attention to this privacy policy prior to sharing such information.

We hope you will provide us with this information. However, if you do not want to disclose your personal information to us, please be aware that without it, in some cases, we will not be able to provide you with the service you have requested.

**Information we collect about you.**

We may collect the following information about you:

• technical information, for example, the type of device (and its unique device identifier) you use to access our website, the Internet protocol (IP) address used to connect your device to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system, mobile network information and platform; and

• information about your visit to our website including the full Uniform Resource Locators ("**URL**") clickstream to, through and from our website (including date and time), services you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number;

Our website also places cookies on your terminal equipment (please see our Cookies Policy for more information about this).

**Information provided by third parties.**

• We work closely with third parties (including, for example, the British Medical Association ("**BMA**"), Government bodies such as HMRC, your GP practice, sub-contractors in support, payment and delivery services, and may receive information about you from them;

• we may communicate with LMCs directly in order to process expense claims and associated information relating to attendance at events that the GPDF hosts or supports.

**USES MADE OF THE INFORMATION**

We will use personal information held about you in the following ways:
• to carry out our obligations arising from any terms and conditions or agreements entered into between you and us and to provide you with the information and the services that you request from us and to notify you about changes to our services;

• to provide you with the rights, benefits, and entitlements, and other conditions as applicable under the relationship between you and us;

• to administer any valid claim payments for expenses or honoraria;

• for communication purposes, including: (i) to send you invitations to events, training sessions, conferences and lectures; and (ii) to send you newsletters and other information about the GPDF and relevant updates;

• to communicate notices to you of the Annual General Meetings of the GPDF;

• to organise or assist with the organisation and administration of events (including the annual Conference of Representatives of LMCs);

• to deal with any enquiries, correspondence, concerns or complaints you have raised;

• to ensure that content from our site is presented in the most effective manner for you and for your computer;

• to comply with our legal obligations including filing of corporate returns, to comply with applicable audit rules and to respond to requests and legal demands from regulators or other authorities; and

• to support legal claims where an eligible practitioner has successfully applied for discretionary funding from the GPDF.

MARKETING

If, from time to time, we wish to send you information by email about events, training sessions, conferences, lectures and relevant updates, then we will only do so if you have confirmed to us that you wish to receive such communications.

We will ask whether you would like us to send you this information when you become a member of the GPDF.

If you change your mind and do not want us to use your personal information in this way, please contact us by sending an email to doo@gpdf.org.uk.

We will not provide your personal information to any other third party businesses for marketing purposes.

DISCLOSURE OF YOUR PERSONAL DATA

We do not sell, rent or trade your personal information.

We may give access to your personal information, and allow its processing in order to support us in the performance of the activities listed above under “Uses made of the information.”

You acknowledge that we may share your personal information, and allow its processing, within a strictly defined scope and purpose to the following categories of selected third parties:

• our third party service providers, agents and subcontractors for the performance of any arrangement we enter into with them. This includes amongst others: the BMA of BMA House,
Tavistock Square, London WC1H 9JP, our payment services providers, auditors and other advisers.

We may also disclose your personal information to third parties:

- in the event that we sell, buy or in other way transfer any business or assets, in which case we may disclose your personal information to the prospective seller, buyer or acquirer of such business or assets;

- if our company or substantially all of its assets are acquired by a third party, in which case personal information held by it about its customers will be one of the transferred assets; and

- if we are under a duty to disclose or share your personal information in order to comply with any legal obligation or in order to enforce or apply our policies and/or terms of use and/or other applicable agreements or to protect our rights, property, or safety of our members, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

WHERE WE STORE YOUR PERSONAL DATA

We will only process and store your personal information in the EEA.

SECURITY

All information you provide to us is stored securely. We will use technical and organisational measures to protect your personal information against loss and to safeguard against access by unauthorised persons.

RETAINING PERSONAL DATA

We will retain the personal information we receive or collect about you for the period reasonably required for us to use it in accordance with this Privacy Policy or in accordance with our legal rights and obligations. We may need to retain some of your personal information for 6 years after you stop using our services, for legal reasons, for example, in case you make a complaint. Non-personal information can be stored indefinitely.

Unless we inform you otherwise (or you request that we erase your personal information), we will retain your personal information on record for as long as you continue to use our services and thereafter only for as long as we are legally required to do so including in connection with legal proceedings.

YOUR RIGHTS

You have the following rights with regard to your personal information:

- **Marketing.** Further to the section headed “Marketing”, you have the right to ask us not to process your personal information for marketing purposes.

- **Access.** You have the right to obtain confirmation as to whether or not your personal information is being processed, and, if it is, request access to that personal information. We will need you to prove your identity before we release any personal information to you.

- **Rectification or erasure.** You have the right to request that we rectify or delete any personal information that we hold about you (unless we have the legal right to retain it).
• **Restriction.** You also have the right to restrict us from processing your personal information if the data is inaccurate, the processing is unlawful or we no longer need your personal information for the purposes of the processing.

• **Change of preferences.** You can change your data processing preferences at any time using the details provided below or clicking the relevant link in any communication you receive.

• **Complaints.** Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to doo@gpdf.org.uk. If for any reason you are not happy with the way that we have handled your personal information, please contact us at doo@gpdf.org.uk. If you are still not happy, you have the right to make a complaint to the UK Information Commissioner’s Office.

• **Data portability.** In some circumstances, you have the right to request a copy of the personal information we hold about you, in a structured, electronic format, and to transmit such data to another organisation.

• **Retention.** We do retain personal information to comply with law, prevent fraud, resolve disputes, assist with any investigations, and take other actions otherwise permitted by law.

Please note that if you ask us to stop processing your personal information in a certain way or erase your personal information, and this type of processing or data is needed for us to provide you with certain services, you may not be able to use those services as you did before. This does not include your right to object to direct marketing, which can be exercised at any time without restriction.

If you would like to exercise any of the rights mentioned above, please contact us by emailing us at doo@gpdf.org.uk.

You can always change your mind about our processing of your personal information. If you change your mind you can contact us by email at doo@gpdf.org.uk, or if you no longer wish to receive communications and invitations from us, you can unsubscribe by using the unsubscribe link at the bottom of those marketing messages. If you choose to unsubscribe, we will cease to send you such communications and invitations.

**CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to our Privacy Policy in the future will be posted on our website. They will be effective as of the publication date.

**Publication date:** August 2018]
MORE ABOUT THE PERSONAL DATA WE COLLECT AND WHY

1. To administer the GPDF’s activities and to carry out our obligations arising from any terms or agreements entered into between you and us and to provide you with the information and services that you request from us, including to administer any valid payment claims for expenses or honoraria;
   a. what information do we collect?
      • name;
      • date of birth;
      • age;
      • personal address
      • address of GP practice;
      • email address(es);
      • phone number and mobile telephone number;
      • gender;
      • attendance records from the BMA; and
      • LMC affiliation;
      • bank account details;
      • directorships and other positions held; and
      • expenses and details of events attended that are hosted or supported by the GPDF.
   b. what is the legal basis for collecting this information?
      • we process your information with your consent;
      • we process your information when we need to do this to fulfil a contract with you;
      • we process your information where we are required to do this by law (for example, where it is necessary to retain it in connection with potential litigation); or
      • we process your information when it is in our legitimate interests to do this and when these interests are not overridden by your data protection rights. For example, we have a legitimate interest in delivering the requested services and information relating to changes to the services.
   c. what is the source of this information?
      • you provide this information to us (either directly or via your LMC) when you when you complete certain forms, including to enable us to process expenses and honoraria claims, in person, in writing or by corresponding with us by phone, email or otherwise.
2. To provide you with the rights, benefits, and entitlements, and other conditions as applicable under the contractual relationship between you and us.
   a. what information do we collect?
      • name;
      • date of birth;
      • age;
      • personal address
      • address of GP practice;
      • email address;
      • phone number and mobile telephone number;
      • gender;
      • attendance records from the BMA; and
      • bank account details.
   b. what is the legal basis for collecting this information?
      • we process your information when we need to do this to fulfil a contract with you to provide you with our services.
   c. what is the source of this information?
      • you provide this information to us when you when you complete certain forms, including to enable us to process expenses and honoraria claims, in person, in writing or by corresponding with us by phone, email or otherwise.

3. For communication purposes, including: (i) to send you invitations to events, training sessions, conferences and lectures; and (ii) to send you newsletters and other information about the GPDF and relevant updates.
   a. what information do we collect?
      • name; and
      • email address(es).
   b. what is the legal basis for collecting this information?
      • we process your information when it is in our legitimate interests to do this when these interests are not overridden by your data protection rights and the law entitles us to do this.
   c. what is the source of this information?
      • you provide this information to us when you complete certain forms, including to enable us to process expenses and honoraria claims, in person, in writing or by corresponding with us by phone, email or otherwise.
4. To comply with our obligations under regulations applicable to our cooperation with you, such as to communicate notices of Annual General Meetings of the GPDF.
   a. what information do we collect?
      • name; and
      • email address(es).
   b. what is the legal basis for collecting this information?
      • we process your information where we are required to do this by law.
   c. what is the source of this information?
      • when you complete certain forms in person, in writing or by corresponding with us by phone, email or otherwise.

5. To ensure that content from our website is presented in the most effective manner for you and for your computer.
   a. what information do we collect?
      • connection history; and
      • URL.
      • cookies
   b. What is the legal basis for collecting this information?
      • we process your information when it is in our legitimate interests to do this and when these interests are not overridden by your data protection rights.
   c. What is the source of this information?
      • you provide this information to us when you browse our website.

6. To respond to requests and legal demands from regulators or other authorities.
   a. what information do we collect?
      • name;
      • date of birth;
      • age;
      • personal address
      • address of GP practice;
      • email address(es); and
      • phone number and mobile telephone number.
   b. what is the legal basis for collecting this information?
• we process your information where we are required to do this by law (for example, where it is necessary to retain it in connection with potential litigation).

c. what is the source of this information?
• you provide this information to us when you complete certain forms in person, in writing or by corresponding with us by phone, email or otherwise.

7. To evaluate requests and to provide discretionary funding of legal and associated costs.
a. what information do we collect?
• details of the application and the issue with which the applicant is seeking support.
b. what is the legal basis for collecting this information?
• we process your information when it is in our legitimate interests to do this and when these interests are not overridden by your data protection rights.
c. what is the source of this information?
• the applicant provides this information to us by completing certain forms and supplementing this information in person, in writing or by corresponding with us by phone, email or otherwise.

MORE INFORMATION ABOUT YOUR CHOICES IN RESPECT OF OUR USE OF YOUR PERSONAL DATA

You have the right to access, rectify, block, complete and delete your personal information, and to restrict its use. You also have the right to request further information about the processing of your personal information.

In certain circumstances, you also have the right to object to the processing of your personal information by us.

You can exercise the above rights by contacting us using the details provided above at any time. All requests will be dealt with at the earliest opportunity and any delay will be kept to a minimum.

There are exceptions to these rights; for example, access may be refused if it would reveal personal information about another person or if we are prevented from disclosing such information by law.

You also have the right to make a complaint to the Information Commissioner’s Office or to seek a remedy through the courts if you believe that your rights have been breached.

When we ask you to supply us with information we will make it clear whether the information we are asking for must be supplied so that we can provide the services to you, or whether the supply of any information we ask for is optional.

MORE INFORMATION ABOUT OUR RETENTION OF YOUR PERSONAL DATA

We will keep hold of your personal information for as long as you would like us to provide you with our services or longer if required to keep in connection with legal proceedings.
MORE INFORMATION ABOUT WITH WHOM WE SHARE YOUR PERSONAL DATA

Like many businesses, we share information with other companies to perform certain business-related functions, such as accountancy firms, customer support services providers and other service providers. The companies we contract with and share your information with are set out in the section headed “Disclosure of your Personal Data”. When we do, we may share with them information that they require to perform their specific functions. Suppliers to us that have access to your personal information are required to keep the data confidential, maintain appropriate security and are not permitted to use the data for any purpose other than to carry out the services they are performing for us.