

Welcome to the January edition of your PCSE bulletin

PCSE would like to thank our customers for the patience you have shown over the last year as changes to services and new processes embedded.

As a recap, through this contract with PCSE, NHS England's vision is to create more modern, efficient, easy to use support services, replacing the previous range of diverse local arrangements.

To help achieve this vision, PCSE is working through a change programme which involves:

- Moving the delivery of primary care support services from over 40 offices across England to a smaller number of sites;
- Operating a national Customer Support Centre to provide a single point of contact for customers;
- Providing an online portal, which will gradually provide easy access to many PCSE services;
- Using one national courier firm – CitySprint – to provide a more secure system for delivering supplies and moving GP medical records;
- Standardising the way services are delivered to ensure a consistent experience for all service users.

As we start the new year, we're pleased to report that progress and improvements are being seen across services. However, we do recognise that there is still much more to do. We are confident that the changes we are introducing, and the additional resources we are putting in place, will help us deliver further improvements across all services in 2017.

We'll continue to keep your practice updated on progress through these regular bulletins.

In this month's bulletin you will find an update on:

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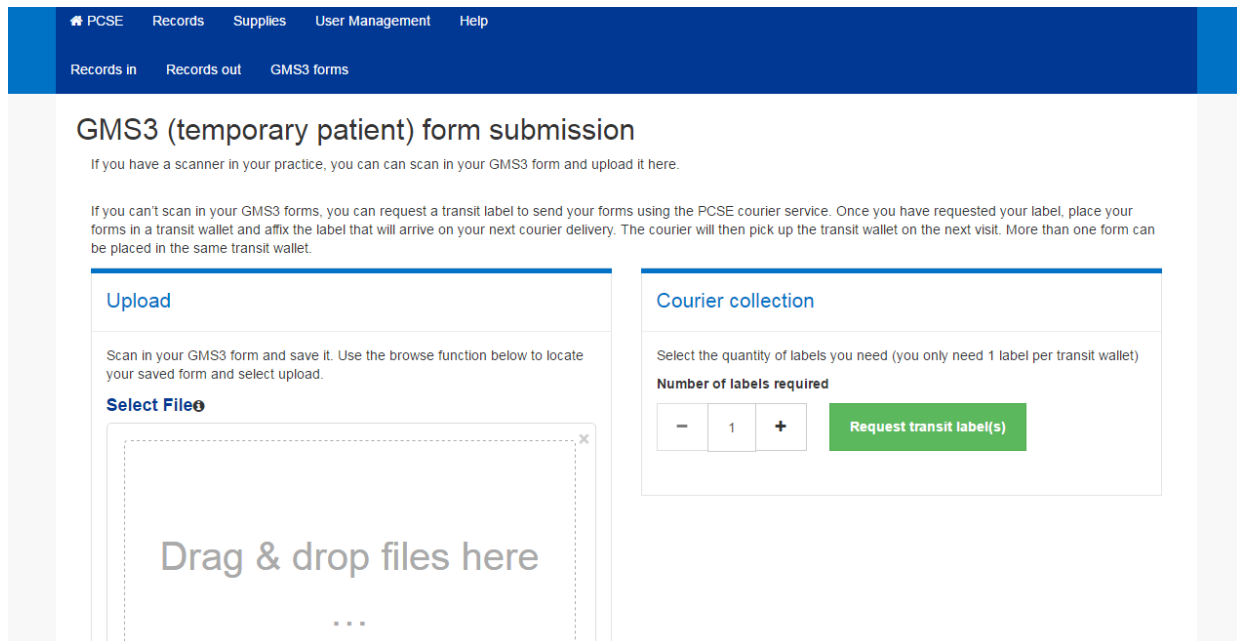
The current records movement service

New process for returning GMS3 forms (temporary resident forms)

You can continue to scan and upload GMS3 forms to the records section of the portal.

Alternatively, you can now request a label for GMS3 forms through the records section of the portal and send the forms in shipping bags.

Please see a screenshot from the portal on this below.



GMS3 (temporary patient) form submission

If you have a scanner in your practice, you can scan in your GMS3 form and upload it here.

If you can't scan in your GMS3 forms, you can request a transit label to send your forms using the PCSE courier service. Once you have requested your label, place your forms in a transit wallet and affix the label that will arrive on your next courier delivery. The courier will then pick up the transit wallet on the next visit. More than one form can be placed in the same transit wallet.

Upload

Scan in your GMS3 form and save it. Use the browse function below to locate your saved form and select upload.

Select File

Drag & drop files here

...

Courier collection

Select the quantity of labels you need (you only need 1 label per transit wallet)

Number of labels required

- 1 +

Request transit label(s)

Tracking medical records

Requests for patients' records are shown in your practice's clinical system. The current records movement process NHS England has asked PCSE to introduce doesn't use the NHAIS system (Exeter) to track records. This means **you won't receive a notification flag from your local system to alert you that the records are on the way**. We recognise that different practices will follow their own protocols and there may be a requirement for you to update your clinical systems to show that the record has been received.

Rollout of the new medical records movement service

The records movement pilot continues in West Yorkshire, where individually bagged and labelled records are being collected from practices and delivered directly to the new GP practice or into long-term storage. On average, the current record movement time in West Yorkshire is **seven working days**. We expect the pilot to run to Spring 2017.

Important information regarding re-direction of older patient correspondents

Prior to the transfer of NHS England's Primary Care Support Services to Capita, NHS SBS was responsible for re-directing patient correspondence which had been forwarded to them from GP surgeries and other clinical providers in three parts of England: North East London, East Midlands and the South West. NHS SBS was also responsible for forwarding temporary resident forms (GMS3s) to the patient's registered GP. Last year, NHS England became aware of correspondence which had not been processed by NHS SBS. NHS England has made arrangements for these to be sent back to the patient's registered GP practice via TNT for filing in their medical record.

Packages returned to your practices will include a letter from NHS England, explaining the nature of the correspondence, and what to do if you have any questions. PCSE is not involved in this activity, and all queries should be directed to NHS England: england.pcsadmin@nhs.net, or call the team on 0800 028 9723.

New patient registrations

Towards the end of last year, we welcomed a number of new people to our registrations team, and provided refresher training for our existing team members. Significant progress has been made with this service, and new patient registrations are currently being processed within expected timescales across the majority of the country.

Important changes to the performers list application process for GP registrars
Performers list applications from 2017. Trainees commencing their registrar placements between February and July 2017 (inclusive) **will not need to complete and submit an application form.**

Health Education England (HEE) should have now provided NHS England's local Medical Directors with details of their latest intake of GP registrars. NHS England will then advise PCSE which GP registrars will need to be added to the list from February 2017. PCSE will add these trainees to the performers list and we will notify each trainee once this has happened.

Separately, NHS England has been seeking an amendment to legislation that will change the way GP registrars are included on the performers list which may require further changes to the current process in the future.

Performers list applications from 2016. GP registrars with a commencement date between August 2016 and January 2017 should have received an email or letter from PCSE confirming NHS England's decision to include them on the National Performers List. GP registrars can continue to practice as soon as they receive this confirmation email, and don't need to wait for their formal inclusion letter or until their details are added on the performers list website.

If a GP registrar has yet to receive their confirmation email, please can you ask them to contact their deanery in the first instance, to confirm that they have provided the correct contact information to NHS England.

Other performers list requests

It is an ongoing priority to ensure that all new applicants are included on the performers list as quickly as possible (NPL1 applications). We'd like to offer our apologies to any practice or practitioner who may have experienced a delayed response with regards to other types of performers list queries and requests. We've recently recruited additional staff into the performers list team, which will help improve the processing speed and handling of all types of performers list queries and change requests.

GP registrar reimbursements

Once PCSE has the list of all trainees who need to be added to the performers list in February 2017 (as above) and we receive a completed K4 form for the trainee from Health Education England (HEE), we can then set the trainees and trainers up for payment of salaries and training grants for the duration of their placement. Expenses and indemnity costs from Medical Defence Unions (MDU) should be sent directly to PCSE at:

PCSE.enquiries@nhs.net.

The above only applies to areas where there is no lead employer. In areas where there is a lead employer, they will take responsibility for reimbursing salaries, expenses and MDUs. For areas with lead employers, claims for additional trainer's grants should be sent to the NHS England Regional Local Team who will then instruct PCSE to make the payment via a payment schedule.

GP payments and pensions

Annual Certificate of Pensionable Profit deadline - important information for your GP Partners

We would be very grateful for your support in ensuring that GP Partners in your practice are aware that the 2015/16 Annual Certificate of Pensionable Profit has now been released by NHS Pensions.

To enable certificates to be processed in this financial year, the deadline for submitting completed certificate forms to PCSE is 28 February 2017.

The certificate form can be downloaded from the [NHS BSA Pensions website](#). Completed forms can be submitted to PCSE electronically or in paper format. Guidance on how to submit your completed Certificate to PCSE can be found on the [PCSE website](#).

Type 2 Self-Assessment of Tiered Contributions 2015/16

The Type 2 Medical Practitioner Self-Assessment of Tiered Contributions form for 2015/16 is available from the [NHS Pensions website](#). Salaried and type 2 GPs need to complete and submit this form by **28th February 2017**. Forms can be sent electronically to pcse.enquiries@nhs.net, please put 'Type 2' in the email subject line, or by post to: Primary Care Support England, PO Box 350, Darlington, DL1 9QN.

Contacting PCSE

Getting in touch

As a reminder, for the majority of customers, the PCSE Customer Support Centre is now your single point of contact for all services. If your local office is Clacton or Preston, you should continue contacting these offices directly through your usual channels (*Please see an update on Preston below*).

The contact details for the Customer Support Centre are:

Generic email: PCSE.enquiries@nhs.net

(Please put the service you are contacting us about in the email subject line to help us direct your query as efficiently as possible)

Complaints email: pcse.complaints@nhs.net

Phone: 0333 014 2884

PO Box: Primary Care Support England, PO Box 350, Darlington, DL1 9QN

Web: www.pcse.england.nhs.uk

Improvements to our Customer Support Centre

A number of improvements were introduced in the Customer Support Centre towards the end of last year including additional training and enhanced call guides and processes. These will help ensure our advisors can work through your query as quickly as possible.

All callers are allocated a case number. Case numbers will also be introduced on all email queries, so we can track and keep you updated on the progress of your email queries more quickly. **Please can we ask that all email queries are sent from a nhs.net or a business email address.**

We're pleased to confirm that these changes are having a positive impact on call answering times and resolving your queries as quickly as possible.

Urgent queries

We continue to prioritise any urgent queries. These include:

- Any issue relating to performers list applications (NPL1 and NPL3) for existing practitioners and any removals or suspensions.
- Any issue that relates to information and record access requests to identify safe-guarding issues, clinically urgent requests, coroner requests and issues related to homicide reviews.
- Payment issues which could affect the financial stability of a business, or create financial hardship for an individual performer.
- Urgent supply needs.

If your query is in relation to one of the above, please ensure that this is clear in your email subject header or in the conversation you have with our support centre staff, so that it can be prioritised.

To enable us to log and respond to email queries as efficiently as possible and avoid duplication, please can we ask that you do not copy in other PCSE email addresses (generic email boxes and individual staff members) when emailing us at: pcse.enquiries@nhs.net.

Moving telephone contact from the Preston office

On 30 January 2017, calls currently taken by our Preston office will transfer to our Customer Support Centre. There are no changes to the email or postal contact details for the Preston office at this point in time.

From 30 January 2017 service users of the Preston office should contact our Customer Support Centre on 0333 014 2884.

All current contact details can be found on our website: www.pcse.england.nhs.uk