

Latest updates on your PCSE services

In this bulletin, you'll find updates on:

- [Medical records movement](#)
 - [New urgent record request process](#)
 - [Releasing records](#)
- [Performers list](#)
 - [New guide to the performers list change notification process \(NPL2 and 3s\)](#)
 - [Update on performers list change notification requests \(NPL2 and 3s\)](#)
 - [Applications from GP registrars \(NPL1\)](#)
- [Changes to practice mergers and closures notifications](#)
- [Payments and pensions](#)
- [Contacting PCSE](#)

Medical records movement

Making urgent medical record requests

As a reminder, if you have an urgent clinical need to access information in a medical record, you should complete an urgent medical request form. The form is available on the [PCSE website](#). Using this form ensures the quickest possible response time to your requests.

Completed forms should be emailed from an nhs.net email address to: PCSE.enquiries@nhs.net with 'Urgent record request' in the email subject line. For information governance reasons, we can only accept and send emails containing patient information from nhs.net email accounts.

Requests currently in progress will be completed, and you will not need to resubmit your request using the new form.

As agreed with NHS England, from 1 June 2017 PCSE will only be able to process an urgent medical record request where a completed form has been submitted.

If you have any queries on the process please email us at pcse.enquiries@nhs.net and put 'Urgent record request' in the email subject line.

Releasing medical records

The records movement process is highly dependent on GP practices releasing medical records for PCSE to transfer. PCSE requests ongoing support from GP practices in making records available in a timely manner when a deduction is received, to help ensure that patient care is not interrupted.

As a reminder, each requested record should be forwarded in a separate shipping bag.

We thank you for your continued cooperation with this.

Performers list

New guide to the performers list change notification process (NPL2 and 3s)

Based on feedback from service users, we have created a guide to the various types of change notifications and the supporting information required from performers, practices and other third parties. (Please see separate attachment.)

Please can you help ensure that all practice staff are aware of, and are up to date on these processes.

Update on performers list change notification requests (NPL2 and 3s)

Working with NHS England, we continue to process any outstanding performer list change requests including changes to status, home address or practice.

PCSE is awaiting completed practice notification forms from joining / leaving practices and / or declarations from NHS England local teams before we can process a number of current performers list change requests.

We need your help - if you are, or have been, contacted to provide additional information, please can you provide this as quickly as possible to enable the request to be processed.

Applications from GP registrars (NPL1)

All applications from GP registrars from the February 2017 cohort have been processed where the full information required has been received from Health Education England. GP registrars can continue to practice as soon as they receive their inclusion letter and do not need to wait until their details are added on the performers list website.

All NPL1 applications from qualified GPs are being processed.

In order to complete a number of applications, PCSE is awaiting information to be returned from performers and / or third parties.

We need your help - if you have received a request for further information, please respond as quickly as possible to enable the application to be progressed.

Induction and refresher scheme applications

All induction and refresher (I&R) scheme applications continue to be processed by the Cheshire and Merseyside team in NHS England. Any I&R applicants wishing to discuss the progress of their application should contact the team at:

ENGLAND.landRScheme@nhs.net

Changes to practice mergers and closures notifications

Based on feedback from GP practices and CCGs, a new *practice mergers and closure notifications form* has been produced, to provide clarity on all the information we need to process requests as efficiently as possible.

This new form is now in use and can be downloaded from the [PCSE website](#).

Completed forms should be sent to your NHS England Regional Local Team (RLT) in the first instance for confirmation of any proposed/planned changes.

Once approved by your RLT, the responsible party should email the completed forms to PCSE at: pcse.practicechanges@nhs.net copying your NHS England RLT contact. Further guidance on the new process can be found on the [PCSE website](#).

Any practice mergers and closures information submitted prior to May 2017 will be managed through the previous process.

Payments and pensions

Annual Certificates and Estimates

All Annual Certificates of Pensionable profit received by the 28 February 2017 deadline and those received in March have been processed. Any adjustments required will be made at the next available payment run.

If you have not submitted an Annual Certificate or Estimate, please send as soon as possible to PCSE.Annual@nhs.net and put 'Annual certificate' or 'Estimate' in the email subject line. Please only use this email address to submit Annual Certificates and Estimates.

Pensions rate update

From 1 April 2017 the employer's pension contribution increased from 14.3% to 14.38%. Updated GP SOLO and Locum A and Locum B forms are available from the [NHS Pensions website](#).

Please note, GP Locums in the NHS Locum Pension Scheme will need to use these updated forms for all locum work undertaken from 1 April 2017.

GP practices will need to ensure they pay to the locum the employer's pension contribution at 14.38%.

Total Reward and Annual Benefit Statements (TRS/ABS) annual update plan 2017

PCSE has been advised by the Pensions Service that the TRS/ABS statements are expected to be available to practitioners on their website from the 28 August 2017 onwards. Practitioners should contact the Pensions Division direct re their TRS/ABS statements.

Contacting PCSE

Queries should be directed to:

Phone: 0333 014 2884

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, for *example* 'Registrar expenses')

The following email addresses should be used to access these specific services only:

Practice mergers and closures notifications

Completed practice mergers and closure notifications forms should be emailed to:

pcse.practicechanges@nhs.net

Open Exeter

Open Exeter queries or support requests should be emailed to: pcse.openexeter@nhs.net

Removal of violent or aggressive patients from practice lists

To request the immediate removal of a violent or aggressive patient from the practice list, practices should email: pcse.immediateremovals@nhs.net

SARs from patients and the public

For access to medical records for a patient not currently registered with a practice or deceased, patients and the public should email: PCSE.accessrequests@nhs.net

Requests from coroners

Coroners, or practices requesting records on behalf of coroners, should contact PCSE at: PCSE.coronersrequests@nhs.net

Complaints

If you feel the need to raise a complaint, please contact us at: PCSE.complaints@nhs.net

To enable us to log and respond to email queries as efficiently as possible and avoid duplication, please can we ask that you only send email requests to one PCSE email address and that you do not copy in other PCSE email addresses (generic email boxes and individual staff members)

Sending requests to several email addresses is likely to slow down how quickly we can progress your case.

Best wishes

Primary Care Support England