

Welcome to the August PCSE bulletin

This bulletin has been emailed to the main contact we hold at your practice only. Please share with colleagues in your practice.

In this bulletin, you will find updates on:

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- [Registrations](#)
- [Logging in to the PCSE website – hints and tips](#)
- [Open Exeter - re-setting passwords](#)
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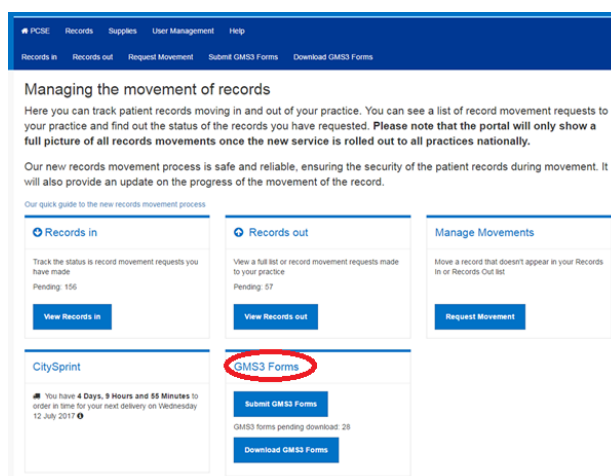
Medical Records

New process for receiving GMS3 forms (temporary resident forms)

As announced in the July bulletin, the process for receiving GMS3s for patients registered at your practice is changing. Currently, completed GMS3 forms are emailed to the main contact we hold at your practice. Following feedback, and to further improve security, completed forms will shortly be available to download from the PCSE portal.

From 1 September all GMS3s for patients registered at your practice will be uploaded to the 'Records' section of the PCSE portal, ready for you to download

- **How to view forms:** Forms will be uploaded to the 'GMS3 Forms' area in the 'Records' section of the portal. Click on 'Download GMS3 Forms' to view the list of forms for your practice.



- **How to download forms:** To download a GMS3 form, click on the 'Download' option next to each form and then print and store, or file electronically in the patient's medical record. All GMS3 forms received for download by your practice will remain visible on the list until they are archived by your practice.
- **How to archive forms:** To archive a GMS3 form, please select the 'Archive' option next to the form. This option will only become visible after the form has been downloaded for the first time. Please note that once a GMS3 form is archived by your practice, it will be removed from your GMS3 download list, and will no longer be accessible via the portal.

The main contact we hold for your practice will receive an email notification each time a new form is available for download. If you would prefer not to receive these notifications, you can opt out by selecting the 'Opt Out' button which can be found on the header of the GMS3 download page.

PCSE
Records
Supplies
User Management
Help

Records in
Records out
Request Movement
Submit GMS3 Forms
Download GMS3 Forms

Download GMS3 Forms

Your Practice is opted IN to GMS3 Download Notifications Emails - you will receive these when there are any new GMS3 Forms waiting to be downloaded
GMS3 forms awaiting download: 28

Opt Out

View
Downloaded
Filter by
NHS Number
Search
Date From
Date To
Search
Clear

NHS Number	Surname	Forenames	Date Received	Date Downloaded		
			17/05/2017	17/05/2017	Download	Archive
			17/05/2017	24/05/2017	Download	Archive
			17/05/2017	17/05/2017	Download	Archive
			17/05/2017	17/05/2017	Download	Archive
			16/05/2017	17/05/2017	Download	Archive
			15/05/2017	17/05/2017	Download	Archive
			15/05/2017	17/05/2017	Download	Archive
			12/05/2017	19/05/2017	Download	Archive
			12/05/2017	15/05/2017	Download	Archive

New GMS1 form

From 2 October 2017, NHS England is introducing a new GMS1 form which includes the supplementary questions for patients not ordinarily resident in the UK. NHS England will deliver an initial stock of the new form to your practice in September and additional stock of the new form will be available to order in the usual way on the PCSE portal from October. Please dispose of any previous versions of the form once the new stock has arrived.

New medical records movement service – phase two go-live date announced

The new medical records movement service was rolled-out to practices in phase one (North of England and East Midlands) on 18th July 2017. These practices now receive tracking labels for records deducted from their practice. Records are individually bag and labelled, and then delivered directly to the requesting practices, or into long-term storage.

The new service is working well for practices in phase one and PCSE and NHS England are pleased to confirm that the next phase of the roll-out will go live week commencing 2 October 2017.

Practices in phase two, covering the West Midlands area, will receive an email next week which will inform them that their practice will start to use the new service from October. PCSE will send this to the main contact held for each practice. A pack of information will also be delivered to each practice in phase two three weeks prior to the introduction of the service.

Benefits of the new service include:

- A more secure service ensuring patient confidentiality
- Online tracking of record movements
- Faster movement of records between practices*

**The new service remains highly dependent on the timely release of records from storage facilities and from GP practices.*

What do to if you receive a tracking label before the new service is introduced to your practice - update for all practices

There are circumstances where a tracking label could be generated and delivered to a practice where the full medical record is not held, for example if a patient registers at two practices in very quick succession. If you receive a tracking label prior to the new service being rolled-out to your practice, please retain the label and contact the Customer Support Centre on 0333 014 2884. Select the 'Medical Records' option and we'll then provide guidance on what to do next.

GP Payments and Pensions

New guide to GP registrar payment and expenses forms – for practices in non-lead employer areas only

In order for the correct payment of GP Registrars salaries and expenses to be made, a number of forms need to be fully completed. To assist with the completion, PCSE and NHS England have produced a quick guide, which covers:

- Which form is required for the circumstance
- Who needs to be involved in completing each form
- How and where to return forms

The guide can be downloaded from the PCSE website, please click [here](#).

Please note that the payment forms are being updated to take into consideration the new junior doctors contract. We will be in touch when the forms have been changed. For now use the forms on the guide.

New 'how to' guide for viewing GP registrar payments on Open Exeter statements

In response to feedback from practices, a new guide on how to view GP registrar payments on Open Exeter statements is now available to download from the PCSE website. To view it, please click [here](#)

GP practice premises payments

Reimbursement of premises costs must be submitted to your NHS England local team or delegated CCG and not directly to PCSE. Once approved, the payment will be included in the payment schedule submitted to PCSE by NHS England/CCG and included in your next scheduled contractual payment.

Childhood immunisations – process for late returns

Any late requests must be submitted to your NHS England local team or delegated CCG with an explanation for late return along with evidence of achievement of the target date. Once approved, the payment will be included in the payment schedule submitted to PCSE and included in the next scheduled contractual payment.

GP registrar payments (FP45's) and salary calculations

Please note, training practices are no longer required to submit monthly claims (FP45's) for GP registrar salary reimbursement. This payment will be made based on instruction from HEE and the completed K4 form or Pay1 form. Practices are only required to submit monthly claims for mileage and can submit a claim for the indemnity reimbursement to be paid as a lump sum minus the hospital element (which PCSE does not pay). These should be submitted using the claim forms available [here](#) under the 'GP Registrar Reimbursements' section. Forms should be emailed to pcse.gp-payments@nhs.net

Support for GP practices in non-lead employer areas

In areas with no lead employer arrangements in place, salary calculations are the responsibility of the employer. To help with this, NHS Employers has introduced a central support service to help ensure the effective implementation of the 2016 contract for GP trainees. Further information can be found [here](#).

Contacting the PCSE payments and pensions

For all payment enquiries, please email us at: pcse.gp-payments@nhs.net.

For all pension enquiries, please email us at: pcse.gp-pensions@nhs.net.

PCSE are processing a high volume of emails. To enable us to respond to email enquiries as quickly and efficiently as possible please only send your enquiry once to the appropriate email address.

Thank you for your patience and support.

Performers Lists**GP registrars**

All applications to join the National Performers List from the August cohort of GP registrars are on track to be complete by the end of the August.

Performers lists change notification requests (NPL2 and 3s)

If you are, or have been, contacted to provide additional information in support of a performers' list change request, please provide this as quickly as possible to enable the request to be processed.

Guidance on the NPL2 and 3 process, and details on the information required in support of a change request, is available on the [PCSE website](#).

PCSE is responsible for checking that any partners who have left a practice have had their patients redistributed to other GPs at the practice – this is part of NPL2 and NPL3 processing. If you are contacted regarding this, please provide the details of how the patients need to be reallocated. Practices can set up pooled lists which would avoid the need for the patient split to be communicated each time a partner leaves. To set up a pooled list, please email PCSE at pcse.performerlists@nhs.net.

Registrations

Patient removals – importance of the FP69 flag

As part of the services we provide, PCSE regularly writes directly to patients (for example through our screening administration, new patient registration, and practice merger and closure programmes).

In line with current procedures if a letter is returned to PCSE as the patient has moved house, we are required to raise an FP69 flag on the NHAIS system. This will update the GP practice's clinical system. The practice should then check the address directly with the patient, confirm or update the address on their clinical system, and send a confirmation to PCSE (via GP Links) stating 'address confirmed'.

If PCSE doesn't receive confirmation from the practice via GP Links that the patient is either still at the address or at a new address within 6 months of the FP69 flag being raised, the patient will then be removed from the GP's patient list.

Logging in to the PCSE website – hints and tips

In response to feedback, we have produced some hints and tips to overcome some of the issues practices may encounter when logging-in to the online PCSE services.

Re-setting passwords

- If you have forgotten your password, please click on the '**forgotten your login details**' link under the password box on the [login page](#). You will be asked to enter your email address and a password reset link will be emailed to you. Please note that the email containing the password reset link can take up to 24 hours to arrive, and will then expire after 48 hours.
- If you enter an incorrect password five times, your account will be disabled. You will then require assistance from the Customer Support Centre to re-activate the account and re-set your password. They can be contacted at: 0333 014 2884
- If you haven't logged into your account for two months, your account will expire. You will then require assistance from the Customer Support Centre to re-activate the account. To avoid this happening, please login in regularly.

Open Exeter

Re-setting passwords

Primary contacts for Open Exeter (usually the practice manager in a GP practice) can reset passwords and add other users in their practice directly. Practices already using this facility have found this to be the quickest and easiest way to manage Open Exeter access control. For further information, please click [here](#).

Users can also set up memorable questions and answers to reset passwords, and set up access using NHS Smartcards which removes the need for a password altogether. You can do this via the applications menu by selecting 'Change Password Utility'.

The PCSE National Engagement Team (NET)

The PCSE NET is made up of 45 members, each aligned to a particular area of the country, and responsible for:

- Building up local relationships with practices, stakeholder groups, and regional teams
- Providing up to date information on PCSE services and any planned changes, to help ensure practices know how to use and access services
- Feeding back suggestions for improvement, and ensuring any local issues are understood
- Carrying out face to face identity and document checks that are part of the Performers List process

As PCSE works through the transformation programme, the NET will be on hand, supporting practices in their preparations for service changes. A list of the NET members, along with their contact details and the regions they support can be found on the [PCSE website](#) – please get in touch if you would like to talk about what’s happening in your area.

Contacting PCSE

To make it simpler for practices to know who to contact in PCSE for what, a new enquiry form is now available on the PCSE website: <https://pcse.england.nhs.uk/contact-us/>

The form contains all the required fields PCSE will need to process your query, and selecting the ‘type of enquiry’ ensures your query gets to the right team as quickly as possible.

Best Wishes, Primary Care Support England