

**PCSE: GP Update November 2016**

Dear colleagues,

In my first few weeks as Managing Director of PCSE I've met with many stakeholder organisations and practices to understand your views and concerns, which has been very insightful. I plan to spend time with more practices over the coming months.

Many of you have asked about the specific details of when and how we are responding to customer feedback. We've set out in this update a summary of the key steps and activities that we're undertaking.

We'll continue publishing these updates regularly to cover key changes being introduced, and to share how we are resolving service issues if they arise.

Best wishes

Simon England  
Managing Director  
Primary Care Support Services England

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**Changes to some CitySprint routes**

On 1 November we introduced new CitySprint routes and changes to some routes. Some practices have seen a change to their records and supplies delivery day or time, and we've increased the number of routes by 60%. The changes will improve the reliability and flexibility of this service.

**Distribution of Medical Record Envelopes (MREs) for first time registrations**

The distribution of MREs for patients registering with a GP practice for the first time (i.e. babies and new entrants to the NHS) will recommence in November.

Practices awaiting MREs for first time patients registered between **March and October 2016** will receive these between **21 November and January 2017**. These MREs will be delivered by CitySprint in a single drop off. If possible, the delivery will take place on your normal CitySprint delivery day. If CitySprint cannot accommodate the additional volume on your normal delivery day, the MREs will be delivered separately on a Monday or Friday. Further information will be shared with practices shortly.

The MREs will arrive in sealed jiffy bags or boxes, depending on the number being delivered to your practice. Included with this delivery will be information on what to do if you receive

an MRE in error, or if you've made paper notes on a patient who has moved to a new practice, which need forwarding on.

### **Ongoing delivery of MREs for first time registrations**

From the week commencing 14 November, your practice will start receiving new MREs for first time patients on a regular basis, as part of your usual CitySprint records collection and delivery.

### **Patient registration letters**

Patient registration letters will be sent directly to the patient's home address. New patients who registered with a practice for the first time between March and October 2016 will receive their patient letter by January 2017. Moving forwards, these letters will be sent out as and when new patients join the NHS.

Replacement registration letters will only be provided through a Subject Access Request. Patients and the public should visit the PCSE [website](#) to locate the office to which they should submit their request.

If you have any queries, please email us at [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net) and put 'New patient MREs' in the subject line.

### **Patient registrations**

Significant progress has been made with this service and quarter end completed on time. Patient registrations are currently being processed in approximately five days across the majority of the country. There are, however, a few small pockets of high volumes being received from some areas as a result of the tail end of the student registration period.

### **Urgent Medical Record transfer requests**

If you have an urgent clinical need to access information in a medical record, PCSE can facilitate contact between you and a patient's previous GP, to ensure the details needed get to the relevant clinician in good time. If you'd like us to facilitate the exchange of information between practices, please email [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net) and put 'Urgent record request' in the email subject line.

In order for us to action the request, please can you state the following for each urgent medical record request to enable us to process these quickly:

- The NHS number of the record(s) required
- The reason the request is clinically urgent
- If urgent for a different reason, please confirm e.g. This record requires urgent processing due to its relation to: adoption/ gender re-assignment/ witness protection implications/ request from a coroner/ safeguarding investigation
- Please provide, if possible, a safe haven fax number and nhs.net email address so that we can provide the clinically urgent information to you quickly.

We've contacted practices who have outstanding urgent medical record requests, to confirm progress made on retrieving the record, and the next steps.

### Medical records storage and archiving

The majority of archived paper medical records are still located in legacy storage sites arranged by NHS England. PCSE relies on these third party storage sites to return files in a timely manner, and NHS England is looking at how to improve PCSE's access to them.

**As a result of service improvements, the changes to CitySprint routes, and the distribution of MREs for first time registrations, some practices may see a temporary increase in records delivered, with potentially a greater volume over the next couple of weeks before returning to expected levels.**

### What do I do if I receive a record that is not for my practice?

If you receive a record that is not for your practice, please retain the shipping bag and contact the Customer Support Centre on [PCSE.enquiries@nhs](mailto:PCSE.enquiries@nhs) or at: 0333 014 2884

### Redirecting confidential patient information

From May 2015, PCSE stopped redirecting confidential patient information on behalf of GP practices, as this process did not comply with NHS England information governance or current legislation. Your practice should mark envelopes 'return to sender' and send the information back to the provider who sent it initially.

### Supplies

Customers have fed back that the new online supplies service is working well.

The majority of supplies orders placed on the portal are being delivered by their expected delivery date. The exceptions are orders where we're awaiting stock from NHS England or other suppliers when products are out of stock or have been suspended or removed. Notices are posted on the portal noticeboard when products are not available. The new CitySprint routes will improve the reliability and flexibility of the supplies delivery service.

### Performers list

PCSE is responsible for administering entry and status changes to Performer Lists on behalf of NHS England. The decision to admit or decline an applicant to the National Performers List is the responsibility of NHS England.

### GP registrars (trainees)

Our continued priority is to ensure that current GP trainees are admitted to the performers list in a timely way.

Trainees who applied to join the performers list in February or August 2016, should have received, or will shortly receive, an email from PCSE confirming their inclusion on the list. Addition onto the Performers List website and other required notifications will be confirmed formally in a letter to the applicant, once all relevant systems have been updated.

Trainees with a commencement date before August 2016, who have not yet received an email or letter to confirm their inclusion, should contact us at: [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net). In order to help us identify your case, please provide your full name, GMC number, deanery and commencement date.

### Induction and refresher (I&R) schemes

Applications from performers who have applied to join or re-join the NHS under the Health Education England (HEE) I&R schemes are currently being processed by a team within NHS England. This team have recently written to every I&R applicant to update them on the status of their application and to provide them with a point of contact. Any I&R applicants wishing to discuss the progress of their application should contact the team at: ENGLAND.landRScheme@nhs.net

### Further information

Information on applying to join the list or notifying us of a change can be found on the [PCSE website](#).

### **GP payments and pensions**

Our customers have fed back that they're seeing improvements with this service. As part of our ongoing improvements, we will standardise the way payments and pensions are processed nationally, provide additional training to existing staff and increase the number of people working in the payments and pensions team.

The new processes will be rolled-out nationally once they have been tested with practitioners and further information will be shared with practices in the new year.

### **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-on-Sea or Preston, you should continue contacting these offices directly through your usual channels.

The contact details for the Customer Support Centre are:

**Generic email:** [PCSE.enquiries@nhs.net](mailto: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](mailto: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](http://www.pcse.england.nhs.uk)

All calls into the Customer Support Centre are now allocated a case number, which means we can track and keep you updated on the progress of your query more quickly.

### Urgent queries

We continue to prioritise any urgent queries. If you have a matter that requires urgent attention, please ensure that this is clear, and explain the urgency and the reasons in your email or in the conversation you have with our support centre staff, so that it can be prioritised and handled promptly. This includes:

- 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 safeguarding 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.

The [PCSE website](#) has recently been updated with information about how to access your service as well as answers to some of the most frequently asked questions coming from service users.

Best wishes  
Primary Care Support England