NHS England

Primary Care Support England

PCSE: GP Update October 2016

Welcome to the latest update from PCSE. As of 4 October 2016, I have taken on the role of Managing Director of PCSE and I look forward to working with my colleagues and NHS England to improve the support we provide to you.

I recognise that recent months have been challenging as services transfer from local offices to the new sites, and as we work through the early stages of our change programme. Thank you for the patience you have shown over this period. There have been many learnings and we are making changes. There is much more to do and we want to assure you that we are absolutely committed to providing an efficient and effective support service to you and your practice.

I have worked closely with many GP practices and local primary care organisations in the past, and I understand the frustrations and the impact when things don't work as needed. As a priority I will be spending time in practices understanding issues and ensuring you get the services you expect. An enormous amount of activity is underway to make sure the required improvements are made. We will continue to keep you regularly informed of progress through these updates and through your local NET representatives.

Best wishes

Simon England
Managing Director, Primary Care Support Services

In this bulletin you will find an update on:

- Planned changes to some CitySprint routes
- Distribution of MREs for first time registrations - outside of the West Yorkshire pilot
- Changes to the tracking labels - for practices in the West Yorkshire pilot
- Updated supplies returns process
- Performers list
- GP registrar reimbursements
- Getting in touch

Planned changes to some CitySprint routes

As outlined in the last GP Update, there will be changes to some of the CitySprint collection / delivery routes from 31 October 2016**.**

If there is a change to your collection / delivery day, or if you will move from a morning to an afternoon slot or vice versa, we will let you know by email this week.

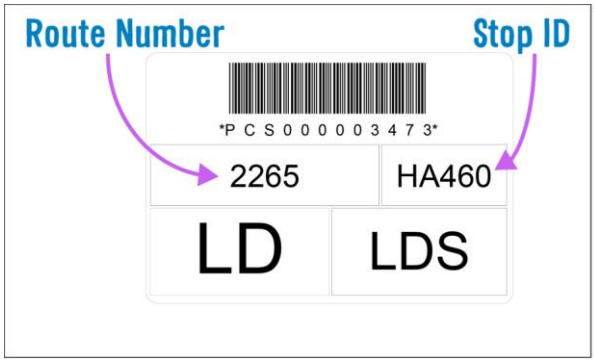
Emails will be sent to the Main Contact we hold for each practice. Please look out for these emails so you are able to brief your staff and avoid unexpected deliveries / collections, and to ensure that you have sufficient time to make adjustments at your practice.

These route changes will help address the issues that some practices have experienced due to them being closed when the CitySprint collection/deliveries take place. We will also considerably reduce the number of practices visited on some routes to ensure that all practices receive a regular weekly records collections / delivery and supplies delivery service.

The advantage to practices will be a more reliable and consistent service, allowing for greater flexibility to respond to urgent requests.

The route changes will affect the day on which around 30% of practices are visited from week commencing 31 October.

All practices will notice a change to the route number and stop ID printed on the tracking labels attached to the shipping bags and supplies boxes delivered to your practice. The example below highlights the information that will change. You do not need to do anything.



Arrangements for branch practices

Where branch practices have requested a regular records collection, there'll be a change to their collection day. Delivery of records will still be made to the main site only. If you'd like to change the site all your records are delivered to, please email pcse.enquiries@nhs.net and put '*Data manager branch change'* in the Email Subject Line.

Medical Record Envelopes (MREs) for first time (outside of the West Yorkshire pilot)

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 shortly. PCSE will also send a confirmation letter of registration directly to the patient's home address.

Practices will receive MREs for patients registered since March 2016 in a separate drop off to their normal records collection and delivery. You'll then start receiving new MREs on a regular basis, as part of your usual CitySprint records collection and delivery. Further information will be provided in the November GP Update and on our website.

Improvements to the tracking labels (update for practices in the West Yorkshire pilot)

Practices in the pilot area have fed back that they wanted a solution for updating patient information on the front of the Medical Record Envelopes (MREs.) As of this week, we're changing the tracking labels to enable them to peel off any updated patient information and attach it to the MRE. The current label text "DO NOT ATTACH TO BAG" will be replaced with "May be attached to Lloyd George Envelope"

West Yorkshire pilot practices also fed back that they would rather the tracking labels be provided in alphabetical order of patient last name rather than by deduction date. As of this week, you'll start seeing tracking labels being delivered alphabetically for easier handling.

Updated supplies returns process

If for any reason you need to return items, this can be managed by clicking on the **Returns** link in the PCSE portal.

Previously, there was only the option to return either unopened needles and syringes or prescription pads. This week, we've introduced an additional category 'other' in the 'returns type' drop down section in the portal, so other types of items can be returned.

Once you submit the request for a return, CitySprint will arrange for the collection on one of your regular delivery days. You don't have to do anything else once the items have been collected.

Performers list

Our continued priority is to ensure that all applicants are included on the performers list in a timely way. We've put extra resource and training into the team processing applications, and we've introduced email updates to applicants at specific stages in their application so that they are kept informed of the status of their application.

GP registrar reimbursements

We're aware there have been some delays in reimbursement of salaries and / or training grants in certain areas. This is as a result of gaps in the data we've received and due to the high volume of individual queries.

PCSE continues to make urgent payments to practices awaiting salary reimbursements where required (including back-pay calculations) and we expect to complete these in time for scheduled registrar payment runs in October. NET team representatives will be in contact with individual practices where there are gaps in information we hold in order to complete this activity. If you have any questions regarding outstanding registrar salary reimbursements, please contact your local NET representative.

Getting in touch

Contacting PCSE

This week, services will transfer from Welwyn Garden City and the former NHS SBS Leicester and Greenwich offices. This means that by the end of the week (20 October) the PCSE Customer Support Centre will be the single point of contact for all services for the majority of our service users. If you previously used our Preston or Clacton offices, please continue to do so. All our contact details can be found here.

We're making improvements to the way we manage calls into the Customer Support Centre. All callers will be allocated a case number, so we can track progress and keep you updated on the progress of your query more quickly. We're also in the process of introducing a triaging system, where calls categorised as *urgent* will be prioritised for investigation and resolution.

PCSE website

Over the past week, we've refreshed the content and layout of the PCSE website. It's now packed with information on how to access your service as well as answers to some of the most frequently asked questions coming from service users. We'd welcome feedback on the refreshed site and suggestions on additional information you'd like to see on there. If you

have any comments or suggestions for future website improvements, please share these with your local NET representative.

Contact details for locum payments and pensions

The majority of GP locums nationally should now be sending any post for PCSE, including claim forms, receipts or cheques to our Customer Support Centre. Address: Primary Care Support England, PO Box 350, Darlington, DL1 9QN. The only exception to this is for Locums who have historically used our Preston and Clacton offices. Locums who previously sent post for PCSE to these offices should continue to do so. Contact details can be found here. If individuals are currently experiencing delays in cheques being cashed, please contact the Customer Support Centre at: pcse.enquiries@nhs.net and put 'Locum cheque query' in the email subject line.

Meet us at the NEC this week

We're attending the National Association of Primary Care (NAPC) Best Practice Conference which takes place 19 & 20 October at the Birmingham NEC. We'll be on stand D8 and would welcome the opportunity to meet you and discuss any questions you may have.

With best wishes,
Primary Care Support England