

GP update

In this bulletin we've provided you with an update on the status and progress across:

- Medical records movement
- Supplies
- First time registrations
- GP registrar reimbursements
- Transferring services

Medical records movement

National service: Good progress has been made across this service. Following the introduction of a number of enhancements, practices should start seeing records delivered returning to more expected levels and we'll share progress on this. Branch practices that have requested a separate service have been added to the weekly collection routes.

Pilot: In the West Yorkshire pilot area we have been trialling our fully transformed service since March. Individually bagged and labelled records are being collected from practices and delivered directly to their end destination, on average within seven working days.

As a result of the feedback and suggestions we've received from practices, we're in the process of making a number of additional enhancements to the service. This will include:

- Providing practices with updated patient information labels for the front of MREs
- Providing the tracking labels each week in alphabetical order of patient last name rather than by deduction date.

Once this solution has been robustly trialled it will be rolled out to all areas.

What do I do if I receive a record in error / if a record is returned to my practice?:

PCSE puts every effort into preventing issues with the services we provide. However, if an issue does arise, we take immediate steps to rectify the issue and collate enough evidence to carry out a thorough review to limit chance of a recurrence. With this in mind, if you receive a record in error, please retain the shipping bag and contact the Customer Support Centre on PCSE.enquiries@nhs.uk at: 0333 014 2884

If the record collected from your practice has been **returned** to you in error, please put it in a shipping bag for CitySprint to collect and write '*Not for this practice*' on the bag. This will help us identify the issue and the record will then be processed by our exceptions team.

Returning GMS3 forms (temporary residence forms): Currently, GMS3 forms can be scanned and uploaded to the records section of the portal by selecting 'GMS3 Form Submission' on the screen header. The upload facility is on the left hand side of the page.

Based on feedback from practices, we've now introduced an additional option to post these forms back to us at:

PCSE Temporary Residence Forms (GMS3)
PO Box 349
DARLINGTON
DL1 9QL

When the fully transformed records movement service is fully rolled out in the autumn, you'll be able to request a label for GMS3 forms through the portal and send the forms in shipping bags.

New academic year: We are working with the National Union of Students to understand how we can best support practices in preparation for the new academic year. We would advise university practices who have new students registering with them to request an electronic record to ensure immediate access to patient information. [Local NET representatives](#) are there to support their practices when further assistance is required.

Supplies

Further to our update last week, there's improvement in stock levels across the Service Centres as orders have stabilised and we have a better understanding of the demand. Stock update messages are now posted regularly on the portal.

Ordering personal prescription pads

As a reminder, you can order personal prescription pads for GPs working in your practice via the PCSE portal. If a GP isn't currently showing in your list to select from, this could be because they've recently moved practice or they're a new GP. If you need to order personal prescription pads for a GP not showing on your list, then please:

- Call us on 0333 014 2884, or email us at PCSE.enquiries@nhs.net and put 'Supplies' in the email subject line.
- We'll need the GP's Prescribing Number to add them to your list.

Delivery of personalised prescription pads is three weeks minimum.

First time registrations

The distribution of new medical record envelopes for patients registering with a GP practice for the first time has now recommenced and CitySprint will be delivering the expected new medical records to practices over the next six weeks. PCSE will also send a confirmation letter of registration directly to the patient's home address.

GP registrar reimbursements- update for training practices

In February and August each year, new GP registrars start 6 to 12 month work placement at practices.

The process for paying GP registrars involves a number of parties: Health Education England (HEE), GP practices, GP registrars and PCSE. The role PCSE provides varies across the country:

- In some areas, practices are responsible for paying GP registrars and PCSE is responsible for administering the reimbursement of salaries and employer costs, and for the payment of GP training grants and registrar expenses.
- In areas where lead employers have been set up, PCSE's responsibilities may just include administering the reimbursement of GP training grants and some registrar expenses.

Health Education England (HEE) allocates registrars to GP training practices. Where there is no lead employer, HEE notify PCSE of the information we need to set up registrars on the NHAIS system, which then enables the reimbursement to practices process to start.

All practices can view GP payment statements on Open Exeter under the GP Payments Statements application.

There has recently been some confusion regarding the different elements of this payment process across all parties which has resulted in some delays in payments of salaries and / or training grants in certain areas. PCSE will provide urgent payments to practices awaiting August salary reimbursements. GP training grant reimbursements will be paid during September and where necessary back dated to August.

PCSE is working to standardise our part of the process across the country and we will communicate this to all parties involved [when]. A new set of registrar claim forms are currently being developed. In the meantime, please continue to use your existing claim forms, which should be sent to your current PCSE office. Contact details for all PCSE offices can be found [here](#). Expense claims received by the PCSE office on or before the last working day of the month will be reimbursed the following month.

Transferring services delivered by local PCSE offices in August and October

In 2017, the Customer Support Centre will be your main point of contact for **all** queries on all PCSE services.

As part of these plans, we're relocating the services delivered by a number of our local offices this August and October. On 18 August, services transferred from our *Bristol, Darlington and Hull offices*. On 20 October, services will transfer from our *Welwyn Garden City and former NHS SBS Leicester and London offices*. We will communicate with all affected practices to provide new contact details in advance of service transfer. You can find details on the current contact details to use on our [website](#)

Emailing the Customer Support Centre.

When emailing the Customer Support Centre at: PCSE.enquiries@nhs.net, we would appreciate it if you could include the service you are contacting us about in the email subject line to help us direct your query to the correct team as efficiently as possible.

This update has been sent to the Main Contact we hold for this practice, so please share with your colleagues

With best wishes,
Primary Care Support England