

## Update for GP Practices – 29 July 2016

### Medical records movement update

#### Records collection and delivery

We're expecting to start providing the full new records movement service nationally this autumn, where records with tracking labels will be collected from practices and delivered directly to their end destination. This new service is being tested thoroughly and will be introduced carefully, to ensure it delivers the expected benefits without any service disruption.

You'll receive frequent and detailed updates on how and when the new service will be rolled out for your practice, and updates will also be posted on our [website](#).

Until then, records for practices outside of West Yorkshire continue to be processed at a central PCSE office. This mirrors the previous practice of returning records back to your local PCSE offices for sorting and distribution. We're continuously reviewing and making improvements to this interim service, taking on board the feedback from our service users.

Working with NHS England, we've ensured that appropriate security and information governance arrangements are in place for moving and processing records. However, any issues that arise would be thoroughly investigated in line with NHS England policy, and mitigating actions would be put in place to limit chance of a recurrence.

Records collection is currently working well for the majority of practices nationally. Records should continue to be placed individually into the new shipping bags, but we are not using tracking labels at this stage. At this point in time, records are being processed within eight days of receipt into the centre.

There are localised issues around the volume of records being delivered back out to practices. We're looking in detail into areas of the country that are reporting issues with the levels of records being delivered to them, and we're working with CitySprint on any changes that need to be made to improve this.

If you've not had a collection of records from CitySprint, or if you're experiencing an irregular service, please let us know by emailing [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net) and put '*Records collections query*' in the subject line, to help us resolve any outstanding issues.

### Supplies update

#### Ordering personal prescription pads

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](mailto: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.

#### Changes to products in the online catalogue

The portal hosts the national catalogue of approved items. We'll notify you via the portal noticeboard when products are added, suspended or removed from the catalogue. If there are items not included in the catalogue which you feel are essential for your practice, please email [ENGLAND.SMTinfo@nhs.net](mailto:ENGLAND.SMTinfo@nhs.net)

MED3 forms (Statement of Fitness for Work) have recently been removed from the catalogue. The Department of Workforce and Pensions advises that the MED3 Statement can be created, edited and printed by clinicians from your clinical system.

### **Resetting your Portal password**

As a reminder, if you've forgotten your Portal password, or if you enter your password incorrectly up to four times, then please click on the **'forgotten my details'** link under the password box. You'll be asked to enter your email address and a password reset link will be emailed to you straight away. Entering your password incorrectly five times will lock your account. You'd then need to contact the Customer Support Centre to unlock your account, which isn't an instantaneous process.

### **Contacting PCSE**

Primary care support services are currently delivered from a range of local PCSE offices. By the end of 2016, the Customer Support Centre will be your main point of contact for all queries on all PCSE services.

A timetable showing when contact will move from each of our local offices to the Customer Support Centre is available on our [website](#), along with information on current contact details you should use.

### **Do you have trainee due to start a placement at your practice?**

PCSE is responsible for managing entry to Performers Lists on behalf of NHS England. As we approach the busiest time of year for applications, [a quick reference guide to the process](#) has been produced for trainees applying to join a list, including the timelines they need to be aware of. Trainees must complete and submit their application form to PCSE prior to starting any placement in primary care.

If you have a trainee scheduled to start a placement at your practice, please can you check that they've seen the [guide to the process](#) and have submitted their application form.

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

The next GP update will be shared end of August

With best wishes  
Primary Care Support England