**Update for GP Practices - 10 June 2016**

**Dear Colleague,**

**Medical records movement**

For the week starting **13 June 2016**, CitySprint will continue to collect and deliver medical records from and to practices. Records should be placed individually into the new shipping bags, but we are not using tracking labels at this stage.

As we work to implement the full new service, the interim process does take longer, and the volume of records practices receive may not yet be at their expected levels. We’re making continuous enhancements to the interim process to improve the service, and there’ll be a gradual increase in records received over the coming weeks. When the new service is fully implemented the process will be more efficient.

Updates on the roll-out of the new national records movement service are posted on: [pcse.england.nhs.uk/howtomoverecords](http://pcsengland.co.uk/collect/click.aspx?u=6IbMHz1Pohb7fLjF2cGm8kD+zEfPQLv7ChAToyyn67uRQO4Oypy+SytUcb8qFsH5&rh=ff002753b947be92f8e6d9516d47adad2a792e4f) and the [help](http://pcsengland.co.uk/collect/click.aspx?u=6IbMHz1Pohb7fLjF2cGm8kD+zEfPQLv76eOZi9LtgI5MnE00CWvYpA==&rh=ff002753b947be92f8e6d9516d47adad2a792e4f) section of our website provides answers to the frequently asked questions from our service users.

**Supplies**

With over 80% of practices now using the portal to order their supplies, there are currently around 1300 orders being placed every day.

Whilst many orders are being delivered on or before their due date, the initial significantly larger volume of orders placed and the quantities being ordered led to supply chain challenges for certain items.

We’ve recently refined unit quantities on the portal to ensure more appropriate amounts are provided, and we’re working closely with NHS England and their supply chain partners to rectify any stock issues in order to fulfil any outstanding or part delivered orders.

**Order status**  
You can check the estimate delivery date for your order on the ‘Track Order’ page.  There are definitions of all the order status terms on the [FAQ section](http://pcsengland.co.uk/collect/click.aspx?u=/G1GTPto3VUkq+EEnLBHevSfzmDqSKLBwLdfDGXH8a3nlRjRweLj3g==&rh=ff0026d466816cd287d4044fe442ad615a7e7934) of our website, so you can be clear on what the status report is telling you. The normal delivery cycle is within 10 working days of ordering, and items will be delivered on your allocated day.  
   
**Part delivery of orders**

If you’ve received part delivery of an order, the remainder of the order will be delivered once additional stock is available. If you have a query about an existing open order, please contact our Customer Support Centre on: 0333 014 2884, or email [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net)

**Urgent supplies orders**  
For urgent supplies requests, please click on the ‘Submit an Urgent Order’ link on the portal. There is currently **no charge** for urgent supplies orders.

**The online catalogue**

The PCSE Portal houses the new national catalogue of approved items. In response to customer feedback, we’ve updated the online catalogue to improve the description of items. PCSE only supply items included in this catalogue, and practices should continue to source any other items through existing arrangements.

**Further information**

The detailed [help](http://pcsengland.co.uk/collect/click.aspx?u=6IbMHz1Pohb7fLjF2cGm8kD+zEfPQLv76eOZi9LtgI5MnE00CWvYpA==&rh=ff0027768de5d1990bcde26ddc4db2d3677a99b2) section of our website provides answers to the frequently asked questions from our service users.

**GP payments and pensions - help design your services**

In order to provide services that are easy to use and interact with, PCSE like to involve our customers in service design and ongoing service development.

We’re currently working to introduce a more modern GP payments and pensions service in 2017, which will include the ability to manage payments online. We’ve started engaging with practice representatives to test our thinking and early screen prototypes of the online tool. This will continue over the next few months, and we’re now looking to gather further feedback from practices and LMCs to feed into the development of the service.  If you would like to participate, please email [pcsepanel@capita.co.uk](mailto:pcsepanel@capita.co.uk)

**Relocating services delivered by local PCSE offices in June and July**

Most of our customers receive services from a range of local PCSE offices. By early 2017, the Customer Support Centre will be the point of contact for all queries on all PCSE services.

From 21 June, we’ll be relocating the services delivered from our London (Kirk House and Stephenson House), Reading and former NHS SBS Devizes and Cornwall offices. In July, we’ll relocate the services delivered by our Surbiton and former NHS SBS Derby, Ferndown and Gloucester offices. We’ll write out to customers of these offices to provide the new contact details to use to access their services.

**Who should I contact for what?**

The new [Contact us](http://pcse.england.nhs.uk/contact/) section on the PCSE website provides a list of all local PCSE offices, the services they provide / provided, and the current contact details you should use to access your services.

These email updates are sent to the Main contact we hold for each practice, so please share this update with your colleagues.  
  
Best wishes  
Primary Care Support England