

PCSE Records and Supplies Update – 13 May 2016

Dear Colleague

Medical records - what's happening for my practice next week?

For the week starting 16 May 2016, CitySprint will continue to collect and deliver medical records to practices. You'll now have a weekly collection and delivery service. Records should be placed individually into the new shipping bags but we are not using tracking labels at this stage. You'll receive tracking labels when the new service is fully rolled out nationally.

Records will continue to be processed at a central PCSE office, where they are labelled and forwarded securely to their end destination. As we work to implement the new service, this interim process does take longer, so thank you for bearing with us. However, when the new service is fully implemented the process will be more efficient.

Supplies

The portal is now taking over 1300 supplies orders a day, and orders are being delivered via CitySprint.

Whilst the new national service is embedding, we've experienced some initial challenges around significantly larger volumes of orders being placed, and the quantities of supplies being ordered. We're sorry for any inconvenience this is causing to our customers.

We're working closely with NHS England and the supply chain to rectify any stock issues. In response to customer feedback, we'll shortly update the online catalogue to improve the description of items, as well as refine unit quantities to ensure more appropriate amounts are provided.

Further information

The [help](#) section of our website provides answers to the frequently asked questions from our service users. You can also find a [step by step guide](#) on how to order supplies on our website.

Support with accessing the portal

If you need support with registering or accessing the portal, please email PCSE.enquiries@nhs.net and put '*Portal registration support needed*' in the subject line.

Urgent supplies orders

If you have a query regarding an existing urgent order, please email PCSE.enquiries@nhs.net and put '*Urgent supplies query*' in the subject line. Urgent supplies orders can be placed by clicking on the 'Submit an Urgent Order' link on the portal. The normal delivery cycle for non-urgent orders is within 10 working days of ordering.

Setting up additional users

As the 'Main contact' for your practice, you can set up other portal users in your practice and branches through the 'User Management' section of the portal.

The supplies catalogue

The portal hosts the new national catalogue of approved items. We will 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

CitySprint

It is a requirement for all CitySprint couriers to be DBS checked and carry ID, which they should have on display. CitySprint should deliver supplies to a representative of the named practice, and that person will be asked if they are able to sign for the supplies as proof of delivery. If this is not possible, CitySprint will retain the items and look to re-deliver on the next scheduled delivery date.

Working with NHS England, we've ensured that appropriate information governance arrangements are in place for moving medical records. All CitySprint vehicles should carry sufficient boxes to put medical records in for collection / delivery.

These service 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