



Transforming how we support you – GP Payments and Pensions Administration

Future service developments

The vision for primary care support services is to transform what were previously locally managed operations, into a modern and efficient national customer-focused service.

PCSE is responsible for the following GP payment and pension processes:

GP payments: PCSE make the following GP payments

- Global Sum (GSUM) and Minimum Practice Income Guarantee (MPIG) payments
- PMS/APMS contract payments
- Childhood immunisation payments
- Seniority payments
- Quality and Outcomes Framework (QOF) payments for aspiration/achievement
- Enhanced services payments
- Monthly contract variation payments
- Registrar salary and expenses payments (in non-lead employer areas)
- Training grant payments in all non- lead employer areas, and some lead employer areas
- Personally administered items (prescribing) and dispensing drug payments (for dispensing GP practices)

GP pensions: PCSE are responsible for administering and processing

- Joiners to pension scheme
- Leavers of pension scheme
- Opt-outs of pension scheme
- Pension contribution adjustments
- Notification of retirement forms
- Ill health retirement applications
- Death in service applications
- Pension sharing following divorce orders
- Locum A and B forms and payments received
- GP solo forms

PCSE also

- Administer LMC levy deductions and transfer to LMCs in non-delegated CCG areas
- Provide LMC payment details to CCGs in delegated areas
- Manage the process for updating NHS England local offices with new practice bank details

PCSE also

- Complete monthly pension payovers and annual assurance statements for regional teams and CCGs
- Provide monthly pension payover information to NHS England local offices/CCGs
- Calculate forthcoming and previous year's estimates
- Manage the reconciliation of unallocated pension payments

Through the services transformation programme, PCSE is looking to simplify the process for submitting payment claims and pension information.

Currently, GP practices use a mixture of paper forms, email and computer systems to submit payment and pension requests. PCSE is introducing an online system for submitting this information, which will provide users with a simpler, more efficient, and fully tracked payments and pensions administration service.

What improvements are being made?

The new service will remove the need for submitting paper forms and emails, as processes will be carried out via PCSE Online (which has also been referred to as the 'Portal').

PCSE Online will enable practices to submit multiple claims and information. Any gaps in the information provided will be highlighted, to ensure PCSE receives all the required information to process requests and limit any delays.

Practices will be able to view the status of payments and claims online, and will also be able to view monthly statements, which will include:

- a breakdown of all payments made
- expected payment dates
- pension deductions taken from practices

When is it happening?

The plan is to introduce these improvements in the second half of 2018.

What do you need to do?

PCSE will be sending out further information about the new GP payment and pensions service in 2018, including the IT specification required to access PCSE Online, and how to register to use the new service.

Please visit the PCSE website to read our latest news and bulletins for updates at:

www.pcse.england.nhs.uk

Where can you find out more information?

If you have any enquiries about PCSE's plans for transforming services, please contact your local NET team representative. Their contact details can be found on our website at:

www.pcse.england.nhs.uk

What difference will the new service make?

The new PCSE Online service will...

Replace existing paper and email forms and allow easy submission of multiple claims and pension information online

Guide users through the process, providing online validation and highlighting any missing information

Provide improved visibility and transparency of information for practices with monthly statements, which will show calculations for contract and other regular payments

Automatically feed claims through for authorisation by the responsible commissioner online

Provide online functionality for practices to opt-in or opt-out members from the pension scheme

Automatically calculate levy deductions

Prompt GP practices to complete online estimated earnings certificates, automatically calculate the pension tier for GPs, then deducting contributions from payments to the practice

Offer a secure way for practices to provide PCSE with financial information

Replace old IT systems (Open Exeter and NHAIS) with modern and reliable technology

The benefit is...

- Reduced workload for practice staff when submitting information for payments and pensions
- Reduced print and postage costs
- Reduced risk of error from manual re-entry

- Automated processes and online validation will improve the accuracy of payments and reduce the likelihood of delays
- Immediate feedback on information entered and any further information required

- Helps practices identify what each payment relates to and how it has been calculated
- Practices will be able to reconcile expected payments with actual monies received
- Access to pension information, payment reconciliation and expected payment dates to support better management of cash flow

- Smoother, quicker and more efficient service
- Online visibility of the current status of claims

- Simple process of informing PCSE of joiners to and leavers of the NHS pension scheme

- Automatic process improves speed and accuracy of processes and reduces the possibility of errors being made

- Smoother, more efficient processes for accurately calculating and deducting pension contributions

- PCSE Online is a secure site and users can be assured their practice's information is secure

- This modern system will enable effective controls to ensure the accuracy of payments and provide the ability to audit payment processing more efficiently

