Primary Care Support England

Guidelines for packing medical records ready for movement

- Match the tracking label to the appropriate medical record. Check that the NHS number and the first and last name on the left-hand tracking label matches with the NHS number and first and last name on the medical record.

- The left-hand label contains updated patient information. This label should be affixed to the front of the medical record envelope if the patient's details have changed, or disposed of securely if not. Please do not affix the left-hand label to the shipping bag. If this happens, CitySprint will not be able to accept the record. Unless you have confirmation that the GP to GP transfer has been successful, you should print out a full copy of the patient's electronic record and include in the patient's medical record envelope.

- Each individual patient record must go into an individual shipping bag. If the record is made up of multiple medical record envelopes, place all the envelopes for the patient in the same shipping bag If the record doesn't fit into one shipping bag, please order additional tracking labels from PCSE Online and spread the record between multiple bags.

- Every shipping bag has a box printed on it that says 'NHS Staff Affix Tracking Label Here'. That's where the right-hand tracking label goes.

- Leave the sealed shipping bag for CitySprint to collect on your next scheduled delivery run.

If you have any queries, please visit the 'GP Records' section of the PCSE website: www.pcse.england.nhs.uk where we have further guidance on the records movement process.

Understanding your tracking label

NHS Number: 999 900 1394
Tracking Reference: 100039587

Surname:
Simulation
Forename:
National
Previous Surname:

DOB: 03 May 1970
**AFFIX TO THE MEDICAL RECORD ENVELOPE
IF PATIENT'S DETAILS HAVE CHANGED**

1 0 0 0 3 9 5 8 7

3031-86	XB430
CV	SPT

Left-hand label

Use the patient's NHS number and personal details on this label to match the tracking label with the correct medical record.

The left-hand label contains updated patient information and should be affixed to the front of the medical record envelope if the patient's details have changed, or disposed of securely if not.

Right-hand label

The right-hand label contains the barcode which will be scanned by CitySprint on collection and delivery. The label will have all the appropriate delivery details to get the record to the right destination.

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