

## Important update on your GP payments and pensions administration – February 2018

This bulletin has been emailed to the main contact we hold at your practice only. Please share with colleagues in your practice, including your practitioners.

### GP payments and pensions

- [End of year pension administration](#)
- [Updated processes for GP trainee reimbursements - in non-lead employer areas only](#)
- [Increase in GP trainee training grant](#)
- [Submitting GP payment and pension queries and forms to PCSE](#)

### End of year pension administration

There are less than **four weeks** until the deadlines for submitting annual pension forms. You can download a pensions administrations timeline [here](#)

#### How to submit your forms

- The [PCSE enquiries form](#) is the most efficient way to submit all pensions forms.
  - Please select 'GP Pensions' as the type of enquiry.
  - You will be asked to complete some details and then under 'pension query', select the name of the form you are submitting
  - You will be provided with the option of submitting a query or uploading a form
  - The form size must be no more than 3.2mb per attachment. Please ask your local IT support for guidance on reducing the size if your document is too large
  - Up to five forms can be submitted – please ensure the form type matches the enquiry subject
  - Use your NHS email account when completing the online form where possible
- Please ensure all forms have a signature. NHS pension regulations stipulate that PCSE is unable to process any forms that do not have a signature present on the document.
- Accountants can submit the forms on behalf of practitioners, providing they have been signed by the practitioner.
- If there are any errors or missing information on your end of year submission, we will email to let you know. If you are required to make any amends to the initial form you will need to resubmit the documentation using our online service. As a result we will close down the initial case and you will receive a new case reference number when you re-submit the documents.

Forms can also be posted by recorded delivery to Primary Care Support England, PO Box 350, Darlington, DL1 9QN.

## Deadlines

The deadline for **practitioners** to submit their Annual Certificates or Self-Assessment forms is **28<sup>th</sup> February 2018**

- Frequently asked questions on [Type 2 Self-Assessment can be viewed here](#)
- Frequently asked questions on the [Annual Certificate can be viewed here](#)

***Please note, any practitioner who has historically not submitted one or more annual pensions document will not be able to see a more recent earnings statement reflected via their total rewards pension statement.***

PCSE will use the information provided on the certificate/self-assessment to reconcile payments collected from the practice and arrange to correct any under or over payments to the practice. If submissions are not made by 28 February, practitioners will see a delay in accessing up to date information on their Total Reward Statement when NHS Pensions updates them.

The deadline for **GP practices** to submit their Estimate of GP (and non-GP) Providers NHS Pensionable Profits/ Pay form to PCSE is **1 March 2018**.

- [Frequently asked questions can be viewed here](#)

If the provider's estimate is not submitted by 1 March, PCSE is unable to make any necessary adjustments to the pension deductions required from the practice and will continue to take pension contributions based on 2017 figures.

## Pension shortfall payments

- If you need to pay an end of year shortfall pension payment and want to pay via online banking, please enter the reference in the following format:  
Practice code – year ending – GP's full name  
For example: P82004YEND2017- DR John Smith  
Then, please use the enquiries form to submit your self-assessment or annual certificate and enter the same reference number when prompted.
- If you need to pay an end of year shortfall pension payment and want to pay by cheque, please send this by recorded delivery to Primary Care Support England, PO Box 350, Darlington, DL1 9QN. **Please make a note on your certificate that you have sent a cheque payment.**

## Updated processes for GP trainee reimbursements - in non-lead employer areas only

PCSE are responsible for processing GP trainee reimbursements in Yorkshire and The Humber, Thames Valley, Portsmouth, Southampton and Bournemouth.

The new forms and processes introduced by NHS England in December 2017 for reimbursing trainees in these areas are available on the PCSE website. Please click [here](#) to access all FAQs regarding GP trainee reimbursements in non-lead employer areas.

**Practices and trainees in all other areas should refer to their lead employer for all queries on trainee reimbursements.**

### **Increase in GP trainee training grant**

NHS England has informed PCSE that the GP trainee Training Grant was increased from £645.00 to £659.00 from April 2017. NHS England has amended Exeter (NHAIS) to reflect the increase and practices will receive any back-pay due from April 2017 in February's main payment.

### **Submitting GP payment and pension queries and forms to PCSE**

As a reminder, PCSE has now introduced a simple online form for all GP payments and pensions administration and queries and requests.

To access the online form:

- Please visit the 'Contact us' page of the PCSE website at [www.pcse.england.nhs.uk/contact-us](http://www.pcse.england.nhs.uk/contact-us)
- On the enquiries form, select 'GP payments' or 'GP pensions' from the drop down box in 'Type of enquiry'

Using the online form helps ensure the quickest possible response time as it captures the key information PCSE will need to process requests and queries.

### **In other news from PCSE:**

[Patient registrations](#)

[Medical Records](#)

[Performers Lists](#)

[Planned Downtime of Exeter Systems](#)

[Updated contact details for Clacton ACE office](#)

[Contacting PCSE](#)

### **Registrations**

#### **New patient registrations guide available to download**

In response to feedback from practices, a new hints and tips guide has been created to help ensure patients are registered at practices as smoothly as possible. You can download a copy [here](#).

#### **Update to the immediate removals process**

Historically, there have been local variations in the immediate removals process. NHS England has directed that from 5 Feb 2018, all immediate removals will be processed by PCSE within 24 hours of receipt of the form from the GP practice. Secondary / local commissioner approval will not be necessary. The updated policy includes a provision for the SAS provider to determine whether the removal request is appropriate.

To request removal of a patient from your practice list, please complete the form which can be downloaded [here](#) and email it to: [pcse.patientremovals@nhs.net](mailto:pcse.patientremovals@nhs.net)

## Medical Records

### New medical record service rollout completed

The new medical records was rolled out to practices in the final phase (the South West) from week commencing 22 January. All GP practices in England are now using the new track and trace service, which offers a quicker and safer way of transferring medical records between practices or in to storage.

The new service remains highly dependent on practices releasing records following a deduction. PCSE is working with practices with outstanding records to ensure these records are identified, released and delivered to the new practices.

## National Performers Lists

NHS England and PCSE have made improvements which have reduced the time it takes to process National Performers Lists change notifications.

### Prescribing number, G referral code and local codes for GPs

When a practitioner joins a new practice they will need to complete an NPL 2/3 (change to circumstance or status). PCSE will send the performer a change notification confirmation letter which includes their prescribing number, G referral code, and their local code.

It is important that GP codes used at previous practices are not used at the new practice. This would result in new patient registrations being assigned to the previous practice and the patient's medical records would also then be sent to there.

**If you require these codes for performers in your practice, please ask them for a copy of their change notification confirmation letter.**

## Planned Downtime of Exeter Systems

NHS Digital are continuing with a programme of work to carry out essential NHAIS server maintenance across specific areas of England.

During the scheduled downtime, the Exeter system will be unavailable for three days starting from 7pm on the start date until 12pm on the end date. **During this period you will not be able to access the system for any screening administration tasks, including downloading the HMR101/5 form.** The downtime also has a small impact on timescales for PCSE processing new patient registrations and de-registrations for practices. The timetable below lists the areas affect by the scheduled downtime in February:

Area	Start date	End date
Humberside	07/02/18	09/02/18
Enfield & Haringey	12/02/18	14/02/18
Sheffield	14/02/18	16/02/18

Please visit the [PCSE website](#) for the schedule of planned downtime March – May.

## Contacting PCSE

To make it simpler for practices to know who to contact in PCSE for what, an enquiry form is available on the PCSE website: <https://pcse.england.nhs.uk/contact-us/>.

## Updated contact details for practices who use the Clacton ACE office

In February 2018, contact details (telephone and email) for the ACE office in Clacton will change. ACE is a subcontractor to PCSE, who delivers a number of primary care support services to practices in certain areas.

From Monday 5 February 2018, practices who currently contact the Clacton office should call the PCSE's Customer Support Centre on **0333 014 2884** or email us using the [enquiry form](#).

Best Wishes

Primary Care Support England