

Primary Care Support Services

Provision of Service

This report provides an overview of the services provided by Primary Care Support Services, and illustrates those services provided to primary care practitioners by other organisations or parts of NHS England.

From 1 September 2015 PCS Services have been provided by Capita, and have been branded PCS England.

November 2015



Current provision of service

- Over the years the services provided by PCS Services has changed. There is a need to help end users understand who provides the services they are most interested in.
- The following pages summarise the services provided today (Nov 2015) and clarifies whether they are provided by PCS England, or by other bodies.
- A full service specification was produced as part of the procurement process. This is a very detailed document and the following pages are not designed to replace them but to provide an initial overview of who does what.
- The chart opposite shows how the services have been grouped together on the following slides.
- One of the most frequently asked questions concerns the provision of information, and which requests should be fulfilled by PCS England. These could be for the supply of one-off data or requests for ongoing data. At the end of this document is a summary of where information requests should be directed.

Service	Provided by	GPs	Opticians	Dentists	Pharmacists
Payments	PCS England	✓	✓	n/a	✓
	Others	✓	✓	✓	✓
Superannuation / pensions	PCS England	✓	n/a	n/a	n/a
	Others	n/a	n/a	n/a	n/a
Patient Registrations	PCS England	✓	n/a	n/a	n/a
	Others	✓	n/a	n/a	n/a
Medical Records	PCS England	✓	n/a	n/a	n/a
	Others	✓	n/a	n/a	n/a
Supplies	PCS England	✓	✓	✓	✓
	Others	n/a	n/a	n/a	n/a
Screening Services	PCS England	✓	n/a	n/a	n/a
	Others	✓	n/a	n/a	n/a
Probity Services	PCS England	n/a	✓	n/a	n/a
	Others	n/a	✓	n/a	n/a
Performer Lists	PCS England	✓	✓	✓	n/a
	Others	✓	✓	✓	n/a
Market Entry	PCS England	n/a	n/a	n/a	✓
	Others	n/a	n/a	n/a	✓
Other	PCS England	n/a	n/a	n/a	n/a
	Others	n/a	n/a	n/a	✓

n/a – service not provided/relevant

The following slides clarify which services are provided by PCS England and other parties

General Practice

Ophthalmic Practitioners

Dental Practitioners

Pharmaceutical Practitioners

Payments

Provided by PCS England	<ul style="list-style-type: none"> Monthly contract payments & re-imburements such as rent/rates and retainers from NHS England Childhood immunisation payments Legacy seniority payments Monthly Drugs payments Locum payments as approved by NHS England Re-imburement of Registrar/trainee salaries & training grants (unless your area has adopted the 'Lead Employer Approach') Enhanced Service via CQRS QOF payments Deduction of LMC levies 	<ul style="list-style-type: none"> Monthly payment of GOS1 and GOS 3-6 forms Deduction of Local Optical Committee Levies Refunds to patients where appropriate CET grants 	<p>n/a</p>	<ul style="list-style-type: none"> Addition of specific payments to the NHS BSA payment system such as rota payments, MUR payments
Provided by Others	<ul style="list-style-type: none"> Collaborative fees e.g. adoption medicals, mental health act reports – <i>CCG responsibility often commissioned from a CSU; Local Authority</i> Administration of rent reviews – <i>Regional Team/ NHS Property Services</i> CCG Funded Enhanced Services Payments - <i>CCG</i> Dealing with invoices for clinical waste – <i>Regional Team</i> Home Oxygen invoice reconciliation - <i>CCGs</i> 	<ul style="list-style-type: none"> Payments for locally commissioned enhanced services such as glaucoma - <i>CCG</i> 	<ul style="list-style-type: none"> All monthly payments of Unit of Dental Activity – NHS BSA 	<ul style="list-style-type: none"> Monthly payment for dispensing medicines to NHS patients – <i>NHS BSA</i> Locally commissioned (CCG, Public Health) payments – <i>CCG, Local Authority</i>

Superannuation / Pensions

Provided by PCS England	<ul style="list-style-type: none"> Recording of regular pension contributions Receiving Locum and SOLO contributions Receiving end of year pension statements Making any pension adjustments, including collection of underpayments and refunds of overpayments. 	<p>n/a</p>	<p>n/a</p>	<p>n/a</p>
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n/a – service not provided/relevant

General Practice

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Patient Registrations

Provided by PCS England	<ul style="list-style-type: none"> Registration of new patients via the GP link onto Exeter and the Spine Immediate removal of patients from GP lists and re-assignment of patients when appropriate (due to a violent incident) Removals of patients where the GP-Dr relationship has broken down and appropriate notice has been issued. Data Quality checks Resolving data quality issues such as duplicate patients and mismatched/confused patients Reconciliation of practice lists 	n/a	n/a	n/a
Provided by Others	<ul style="list-style-type: none"> Registration of Blood and Organ Donors – <i>via Open Exeter or patients to self register on-line, by phone or text</i> 			

Medical Records

Provided by PCS England	<ul style="list-style-type: none"> Provision of hard copy patient medical records for registered patients Archive of hard copy records of patients not currently on GP lists or deceased patients for the required retention periods. Administration relating to requests for access to patients medical records by patients and their representatives 	n/a	n/a	n/a
Provided by Others	Re-direction of clinical notes received at your practice in error – <i>return to sender</i>			

Supplies

<ul style="list-style-type: none"> Supply & deliver prescriptions, forms for personalised, non-personalised and controlled drugs Supply & Deliver NHS forms such as Fit Notes, maternity certificates.... Supply and deliver needles and syringes Delivery of hard copy drug tariff to dispensing practices 	<ul style="list-style-type: none"> Supply & Deliver NHS forms such as GOS Forms Supply & deliver any secure stationery 	<ul style="list-style-type: none"> Provision of NHS prescriptions and non-secure stationery. 	<ul style="list-style-type: none"> Provision of secure and non-secure NHS stationery. Delivery of hard copy drug tariff
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n/a – service not provided/relevant

Primary Care Support Services – current provision

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Screening Services

Provided by PCS England	<ul style="list-style-type: none"> Call and Recall services for cytology screening for women. Provision of data to Breast Screening Units for invitation to breast screening. 	n/a	n/a	n/a
Provided by Others	<ul style="list-style-type: none"> Child Health Information Services, reporting and call of patients –<i>Local Community or Acute Trusts</i> Diabetic Retinopathy call & recall service – <i>Regional Team commissioned</i> GP practices will continue to receive the patient notification list (PNL) for review and return prior to the screening invitation being issued by PCSE. <i>GP Practices</i> 	n/a	n/a	n/a

Probity Services

Provided by PCS England	n/a	<ul style="list-style-type: none"> Monitoring of payments and provision of reports to NHS England Regional Team. 	n/a	n/a
Provided by Others	n/a	<ul style="list-style-type: none"> Planning and attendance at ophthalmic premises to conduct post payment verification visits– <i>Regional Team</i> 	n/a	n/a

n/a – service not provided/relevant

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Performer Lists

Provided by PCS England	<ul style="list-style-type: none"> Administration of Performer List application, including face to face checking identity, checking of qualification certificates, checking DBS certificate. Forwarding of application packs to NHS England Regional Team Maintenance of the national performers list such as recording withdrawals, conditions and annual checks for locums. 	<ul style="list-style-type: none"> Administration of Performer List application, including face to face checking identity, checking of qualification certificates, checking DBS certificate. Forwarding of application packs to NHS England Regional Team Maintenance of the national performers list such as recording withdrawals, conditions. 	<ul style="list-style-type: none"> Administration of Performer List application, including face to face checking identity, checking of qualification certificates, checking DBS certificate Forwarding of application packs to NHS England Regional Team Maintenance of the national performers list such as recording withdrawals, conditions certificate. Setting up of Dental practitioner on NHS BSA 'POL' system 	<p>n/a</p>
Provided by Others	<ul style="list-style-type: none"> Making DBS application – <i>various providers of DBS checks</i> Manual Updating of NHS Choices of information not fed directly from Exeter – <i>GP Practice</i> 	<ul style="list-style-type: none"> Making DBS application –various providers of DBS checks <p>https://dbs-ub-directory.homeoffice.gov.uk/</p>	<ul style="list-style-type: none"> Making DBS application – various providers of DBS checks English Language Checks – <i>Regional Team</i> Manual Updating of NHS Choices of information not fed directly from Exeter <i>Dental Practice</i> Attaching Dental Performer to dental practice on POL system – <i>Regional Team</i> 	<p>n/a</p>

n/a – service not provided/relevant

Primary Care Support Services – current provision

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Market Entry

Provided by PCS England	n/a	n/a	n/a	<ul style="list-style-type: none"> Administration relating to market entry applications from Pharmacists and Dispensing GP Practices. Collection of fee for market entry application. Receiving Fitness to Practice declarations and making any necessary pre-entry checks Notifying applicant of the decision of the PSRC Providing information to the NHS Litigation Authority as required,
Provided by Others	n/a	n/a	n/a	<ul style="list-style-type: none"> Convening Pharmaceutical Services Regulations Committee (PSRC) to review market entry applications and Fitness to Practice declarations – <i>Regional Team</i> Dealing with appeals against decisions of the PSRC – <i>NHS Litigation Authority</i> Drafting and circulation of Bank Holiday rotas for Out of Hours opening – <i>Regional Team</i>
Other				
	n/a	n/a	n/a	<ul style="list-style-type: none"> Distribution of CAS alerts – <i>Regional Team</i> Monitoring of Medicines Use Review – <i>Regional Team</i>

n/a – service not provided/relevant

- One of the most frequently asked questions concerns the provision of information, and which requests should be fulfilled by PCS England. These could be for the supply of one-off data or requests for ongoing data.
- The Capita contract defines ad hoc data requests as
“reports setting out data or other Service-related information requested by service commissioners and which is held on Supplier systems - e.g. routine information on core population or service provision or reporting requested by an auditor to support a Public Health England visit”.
- The table opposite provides examples of the most frequent information requests.
- Datasharing agreements that have been set up by PCS teams whilst part of NHS England or dating back to the PCTs **are now null and void**. If you are aware of such an agreement please send a copy of the agreement and contact details for all parties to: *Capita address to be confirmed*

Information Requests In Scope	Out of Scope Information Requests
Information requests that are in scope are from; <ul style="list-style-type: none"> • Service commissioners (including CCG co-commissioners) or; • Public Health England (such as requests for information prior to a QA audit). 	<ul style="list-style-type: none"> • General requests for information from Local Authorities, CSUs or other parties
<ul style="list-style-type: none"> • Subject access requests – access to records of living or deceased persons 	<ul style="list-style-type: none"> • A request from a Public Health team to provide PID data on all children resident in a specific geographical area to enable them to send out targeted healthy eating information – data is not held by PCSE to support campaigns.
<ul style="list-style-type: none"> • A request for data from an NHSE Contract Manager to assist her to do dispensing patient validation checks. The checks themselves are out of scope for PCSE, but in order to do the work, this person needs a dataset that is only available from PCSE. 	<ul style="list-style-type: none"> • A request from a local authority for a download of all children aged 0-4 including address details for all those resident in a specific geographical area
<ul style="list-style-type: none"> • A request from an NHSE local office for quarter end capitation / weighted populations by practice / CCG. 	<ul style="list-style-type: none"> • A request from a safeguarding team at a local authority for the NHS numbers for a given list of children.
<ul style="list-style-type: none"> • Requests from the police or the Borders Agency for patient identifiable data, checking the request is valid against existing statute and protocols 	

Other sources of information that data requestors may be referred to:

- **Open Exeter (NHAIS System)**
- **PCIS (Primary Care Information System)**
- **Regional Data Centres (HSCIC)**

See the following page for more detail on these potential sources of information

Open Exeter (NHAIS System)

- The NHAIS System contains a wealth of information that has legitimate uses across a diverse range of bodies and practitioners within the NHS. It provides controlled online access to Exeter to authorised organisations: NHS trusts, GP practices, laboratories, pharmacists etc. Security is of the highest importance, and data protection regulations are observed at all times. Please follow this link to see the applications available depending on the applicant: <http://systems.hscic.gov.uk/ssd/prodserv/demo/>
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- And use the correct form from this link to request access: <http://systems.hscic.gov.uk/ssd/prodserv/vaprodoopenexe/>
- For general Open Exeter contact the helpdesk on **0845 371 3671**. Other enquiries should be submitted via email to: exeter.helpdesk@hscic.gov.uk

PCIS (Primary Care Information System)

- PCIS was developed in direct response to primary healthcare business requirements and provides a wealth of data about general practices and their activity, which exists on the common Registration and GP Payments System. PCIS unlocks and maximises this data, allowing reporting, flexible analysis and detailed profiling. PCIS has the ability to integrate and optimise various data-sets; combining core data with data from other sources such as Prescription Pricing Authority (PPA) contracts, practice annual reports and so on.
- For PCIS contact enquiries@hscic.gov.uk

HSCIC - <http://www.hscic.gov.uk/services>

- HSCIC maintain a catalogue of routine reporting services, but they also accept requests for bespoke datasets.

Regional Data Centres (HSCIC)

Data Services for Commissioners (DSfC) programme?

- HSCIC's responsibilities include the collection, analysis and presentation of national health and social care data. HSCIC has the powers to act as a safe haven and collect, hold and process personal confidential data (PCD) for purposes beyond direct patient care.
- DSfC has established a number of regional processing centres, known as Data Services for Commissioners Regional Offices (DSCROs). These regional offices support the information needs of commissioners with the provision of appropriate data controls.
- DSCROs perform their services with staff from commissioning support units (CSUs) and they follow strict rules on accessing, analysing and processing data.
- The service allows clinical commissioning groups (CCGs), local authority public health teams and specialised commissioners to plan and commission those healthcare services in their local area and nationally using the services provided through the DSCROs.
- The programme includes DSCROs in Central Southern; Central Midlands; Greater East Midlands; North and East London; North of England; North West; South; South London; South West; and Yorkshire
- To contact a DSCRO, email enquiries@hscic.gov.uk, or telephone 0300 303 5678.