

Primary Care Support England (PCSE) Stakeholder Bulletin

PCSE Stakeholder Bulletin provides regular updates for service users and groups interested in the planned changes to the delivery of primary care support services.

July 2016

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Supplies

The PCSE Portal has been up and running for two months. With over 80% of practices now using the portal to order their supplies, there are currently around 1300 orders being placed every day.

Whilst many orders are being delivered on or before their due date, the initial significantly larger volume of orders placed and the quantities being ordered led to supply chain challenges for certain items.

We've recently refined unit quantities on the portal to ensure more appropriate amounts are provided, and we're working closely with NHS England and their supply chain partners to rectify any stock issues in order to fulfil any outstanding or part delivered orders. If any practice has a query with an open order, they should contact our Customer Support Centre on: 0333 014 2884, or email PCSE.enquiries@nhs.net

In response to customer feedback, we've updated the online catalogue to improve the description of items. PCSE only supply items included in this catalogue and practices should continue to source any other items they require through existing arrangements.

If any practice needs support with registering or accessing the portal, they should email PCSE.enquiries@nhs.net and put 'Portal registration support needed' in the subject line. The detailed [help](#) section of our website provides answers to the frequently asked questions from our service users.

Records Update

We're continuing to pilot the new Medical Records Movement service in West Yorkshire, where individually bagged and labelled records are being collected from practices and delivered directly to the new practice, or into long-term storage. Shipping bags are sealed and not opened until they reach their final destination, improving security and assuring patient confidentiality. We're gathering very useful feedback from the pilot, which we'll feed into future service developments.

Once the pilot has completed, we'll roll out this full service nationally. In the interim, practices outside of the West Yorkshire pilot have a weekly records collection and delivery service from City Sprint. Records need to be placed individually into the new shipping bags, please note, we are not using tracking labels at this stage. As we work to implement the full new service nationally, we recognise that the interim process does take longer, and the volume of records practices receive may not yet be at their expected levels. We're making continuous enhancements to the interim process to improve the service, and there'll be a gradual increase in records received over the coming weeks. When the new service is fully implemented the process will be more consistent and efficient.

Updates on the roll-out of the new national service are posted on: pcse.england.nhs.uk/howtomoverecords and the [help](#) section of our website provides answers to frequently asked questions.

Contacting PCSE

The Customer Support Centre

Historically, most of our customers received primary care support services from a range of offices. By early 2017, the Customer Support Centre will be the single point of contact for all PCSE services.

During May we increased the number of staff working in our Customer Support Centre, set up specialist service teams, and introduced a menu to help direct calls. These changes are helping us continuously improve our call answering times, and ensure customers can get through to the right people to answer their queries first time. We're pleased to report that the majority of calls from customers are now answered within one minute.

Relocating services delivered by local PCSE offices in June and July

From 21 June, we'll be relocating the services delivered from our London (Kirk House and Stephenson House), Reading and former NHS SBS Devizes and Cornwall offices. In July, we'll relocate the services delivered by our Surbiton and former NHS SBS Derby, Ferndown and Gloucester offices. We'll write out to service users of these offices to provide the new contact details to use to access services.

Who should practices contact for what?

The new [Contact us](#) section on the PCSE website provides a list of all local PCSE offices, the services they provide / provided, and the current contact details practices should use to access their services.

Customer Involvement in Service Design

In order to provide services that are easy to use and interact with, PCSE like to involve our customers in service design and ongoing service development. Upcoming activities include:

Ophthalmic payments: We are working on a new service which will include a redesigned GOS form to enable scanning, and an online portal that will allow claims to be more easily submitted, reviewed and paid. Early designs of the online tool will be reviewed by our Ophthalmic User Group this June (consisting of around 30 stakeholder representatives.) For further information, please email pcsepanel@capita.co.uk

GP payments: We're working to introduce a more modern GP payments and pensions service in 2017, which will include the ability to manage payments online. We've started engaging with practice representatives to test our thinking and early screen prototypes of the online tool. This will continue over the next few months, and we're now looking to gather further feedback from practices and LMCs to feed into the development of the service. If you would like to participate, please email pcsepanel@capita.co.uk

If you're interested in providing feedback to help us develop and improve current and future services, please sign up to our user panel by emailing pcsepanel@capita.co.uk with your name, job role and address.

Please share this update with your colleagues.