

## Primary Care Support Services Transformation Programme

Update from: Karen Wheeler, National Director Transformation and Corporate Operations  
**UPDATE 14**

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*This is an update for people and groups who are interested in proposed changes to primary care support services affecting General Practice, Ophthalmic, Dental and Pharmaceutical Contractors and Public Health England. General information on the programme and previous updates are available [here](#). If you would like to join this distribution list please email [england.pcsinfo@nhs.net](mailto:england.pcsinfo@nhs.net)*

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### Procurement Update

- The full business case, which has now been approved by HM Treasury, recommended Capita Business Services Ltd as the preferred bidder.
  - We are working to finalise contracts and transfer PCS Services to Capita from 1 September 2015.
  - On 1 September there will be no changes to the way services are delivered and you will use the same contacts and processes you currently use to access and utilise services.
  - The transfer of services from NHS England to Capita on 1<sup>st</sup> September does not include those services currently provided by SBS and Serco. These services will continue to be provided by SBS and Serco until the end of their contracts on March 31 2016.
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### Proposed Plans for the Service

- Yesterday we provided our staff and the unions with details of Capita's initial plans to transform the services following the transfer on 1 September.
- These proposals are subject to further due diligence and a full consultation process with the staff but we are communicating them with all stakeholders as initial proposals.

Below you will find an overview of these proposals:

### Background to Capita's Proposals

- NHS England has asked for a modern, efficient service solution that will deliver enhanced service levels for users and better value for money for the taxpayer. We are looking to introduce a comprehensive set of national service levels so all primary care practitioners receive a consistent service.
- We also required Capita to deliver a 40 per cent cost saving from day one of taking over the service and over the period of the contract.

### Capita's Proposals

- Capita has demonstrated that it shares our vision to provide primary care practitioners with a transformed, modern service which is consistent across England and which minimises the administrative burden on primary care practitioners.

- Capita will build on the work of the Efficiency Programme, which has already consolidated PCS Services into fewer locations. Capita's proposed solution will accelerate the pace of change that has already taken place by:
  - Introducing a new, national operating framework that is underpinned by consistent and effective standards, IT systems, processes and tools that provide a safe framework in which staff can support service users; and
  - Embedding a national customer relationship management approach that will respond to local needs but which will promote consistent standards for all service users.

### **Summary of proposed service features**

- **Payments and Pensions:** Automated calculations, easier access through a new online portal, reduced need for multiple claims systems, increased use of online forms but paper forms remain available as required.
- **Ophthalmic Payments:** Re-design the existing GOS form so that information can be captured by scanning. Reduce the need for paper GOS forms over time through the introduction of an electronic GOS solution.
- **Medical Records:** Stored records will be relocated to a central secure location.
- **Screening Administrative Support:** investment in a standardised national system, with centralised auditable printing and postage services.
- **Printing:** All printing requirements met by moving these services to an established purpose-built facility to leverage existing investment in technology and economies of scale.
- **Performer Lists:** Introduction of an online portal enabling tracking of applications. Local support team to administer face-to-face documentation checks with mobile scanners and online verification.
- **Market Entry:** A single work-flow based solution with standardised operating procedures. Applications automatically checked for completeness before they are submitted.

### **Proposed Delivery Model**

- Capita plan to invest in a national customer support centre for all queries, with a plan to extend the opening times to match the working hours of GPs, Opticians and Pharmacies. Named contacts within the service desk will be provided for practitioners and staff.
- It is proposed that Capita will deliver services in the UK from three multi-disciplinary locations at Clacton, Leeds and Preston, supported by two additional Capita specialist service locations in Darlington and Mansfield.
- There are plans to establish a team of mobile staff to ensure a local presence for users. The team will provide documentation and identity checking services for Performer List applicants, carry out any local checks required for Market Entry applications and provide you with local support.

### **Proposed approach to Transformation**

- When the service transfers to Capita 1 September, it will be business as usual. You will not need to do anything differently to access your PCS services.
- Post transfer, Capita will begin the on-going design and transformation of PCS services. Priority will be given to ensuring service continuity as changes are introduced and implemented. Capita will put in place comprehensive service migration plans to support this process.

- One of the key features of the Capita bid is the involvement of users in the proposed design of its service solution. Capita is committed to a 'customer centred' approach and will continue to involve users in the design and development of new services.

Further information on the proposed plans for the service and progress will be provided regularly through these stakeholder bulletins, and discussed in detail with the Stakeholder Forum – see below.

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## Stakeholder Forum

- With the conclusion of the procurement process the Stakeholder Group will continue as the Stakeholder Forum under new governance arrangements to manage the contract. As such, a new Terms of Reference has been agreed with the following purpose:
  - To ensure that NHS England, as the commissioner for primary care support services, understands the views of key stakeholders and enables them to influence the delivery and direction of the services to ensure high quality, effective services are provided to the satisfaction of users.
- A key role of the Forum is to oversee the operation of a number of specialist user groups to provide a mechanism to support user engagement in the detailed design and implementation of service changes.
- Representatives who sit on this group will continue to articulate the views and experiences of service users and provide an environment to consider future service developments.
- The full Terms of Reference for the Forum and Membership can be found [here](#), and it is accountable to the Service Management Board which will manage the contract on behalf of NHS England.

At its inaugural meeting on 9<sup>th</sup> July the forum elected Dr Ian Hume (GP in Norfolk, BMA GPC member) as Chair, and Katrina Venerus (Managing Director of the Local Optical Committee Support Unit) as Vice Chair. I am delighted that Ian and Katrina will continue in these roles and they will provide important continuity for the development of these services as we move forward.

- The Forum agreed to meet again, virtually, in advance of the expected transfer of services on 1<sup>st</sup> September, with the next formal meeting on 10<sup>th</sup> September.
- During the summer, Capita will meet with Forum member organisations to discuss the User Groups that will be set up to support early transformation activity.
- If you would like to know more about the Stakeholder Forum, or how you can request specific items to be discussed then please email [england.pcsinfo@nhs.net](mailto:england.pcsinfo@nhs.net)

*We are happy to receive comments and feedback by email. Please email: [england.pcsinfo@nhs.net](mailto:england.pcsinfo@nhs.net)*