

Welcome to the March edition of your PCSE bulletin

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

In this bulletin, you'll find updates on:

- [Medical records movement](#)
 - [Update on the new urgent request process](#)
 - [What to do if you receive a record you are not expecting](#)
 - [Requests from coroners](#)
- [Performers list](#)
- [Payments and pensions](#)
- [Screening administration support – important update for practice screening leads](#)
- [Changes to practice mergers and closures notifications](#)
- [Contacting PCSE](#)

Medical records movement

On average, the current record movement time continues to be three to six weeks. This is from the time CitySprint collects a record (i.e. the point it is released by the current practice or from a storage site) to the time it is delivered to the receiving practice.

PCSE relies on close working with GP practices and NHS England storage sites, as the movement process is dependent on practices and storage sites releasing medical records to us for transfer.

NHS England is looking at practical actions to accelerate the release of records from the archives. We also appreciate your ongoing support in making requested records available in a timely manner.

Preparations continue for the introduction of the new records movement service nationally. The new service, which is currently being thoroughly tested in West Yorkshire, will have the benefit of being more secure and will allow the tracking of record collections and deliveries nationally for the first time. We'll keep you updated on plans for rolling out the service nationally through these bulletins.

Urgent medical record requests

As announced in the February bulletin, PCSE has produced a new urgent records request form, to provide clarity on the information we need to process your urgent request as quickly as possible.

Please only use this form if your request is clinically urgent, or if the request is in relation to adoption; gender re-assignment; witness protection; or a safeguarding investigation. This form is now being used widely with practices.

From 3 April 2017, all urgent requests should be made using this form.

The urgent request form can be downloaded from the [PCSE website](#). Completed forms should be emailed securely to: PCSE.enquiries@nhs.net from an nhs.net email address. Please put 'Urgent record request' in the email subject line.

We can then arrange for the patient's previous GP to fax or email the clinically urgent information to your practice. For information governance reasons, we can only accept and send emails containing patient information from nhs.net email accounts. This process should provide you with the information required for immediate health needs.

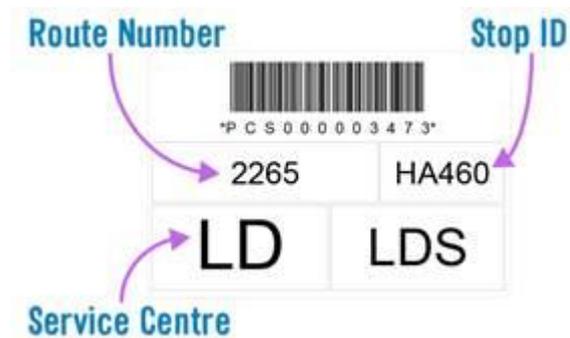
We will also ask the practice to release the paper medical record in their next CitySprint collection, which will then arrive via the usual process in due course.

If you have any queries on this new process, please email us at pcse.enquiries@nhs.net and put 'Urgent record request' in the email subject line.

What should I do if we receive records we're not expecting?

Unopened shipping bags.

You may notice that you've received a record not for your practice if the tracking label attached to the shipping bag has a different Stop ID than usual. Every practice has a unique stop ID which can be found top right of the tracking label.



If you notice you've received a record which doesn't have your usual stop ID on, please do not open the shipping bag hand it back to CitySprint with your next record collection.

Opened shipping bags

If you have opened the shipping bag and find a record you are not expecting, please retain the shipping bag, contact the Customer Support Centre on 0333 014 2884 and select the 'Medical Records' option. We'll then provide guidance on what to do next.

Why are practices receiving urgent information requests?

If your practice has not already sent the patient's medical record envelope, and there is an urgent request to access information in a record, PCSE will contact you by email and ask for the electronic file to be forwarded to the new practice as soon as possible. We appreciate your support with this to help ensure that patient care is not interrupted.

Requests from coroners

We've received queries from practices on how Coroners should request medical records, patient details, and GP details.

Coroners, or practices requesting records on behalf of coroners, should contact us via a dedicated email address: PCSE.coronersrequests@nhs.net. This has been communicated to coroners through the Coroner's Society.

Performers list

PCSE has been working closely with NHS England to ensure that the end-to-end process for administering entry and changes to the National Performers List operates more efficiently, and a number of steps have been taken to improve the processing of performers list applications.

Applications from GP registrars

All applications from GP registrars from the August 2016 cohort have been processed, where the full information required has been received. GP registrars can continue to practice as soon as they receive their inclusion letter and do not need to wait until their details are added on the performers list website.

There are some outstanding NPL1 applications from qualified GPs. We are working closely with NHS England Regional Local Teams to process these as a priority. All induction and refresher (I&R) scheme applications continue to be provided by the Cheshire and Merseyside team in NHS England. Any I&R applicants wishing to discuss the progress of their application should contact the team at: ENGLAND.landRScheme@nhs.net

Work has commenced on process applications from the February 2017 cohort in line with requirements.

Other performers list requests

Working with NHS England, we continue to process any outstanding performer list change requests including changes to status, home address or practice. Priority is being given to processing NPL3 and NPL2 requests that have an impact on payments.

If you are, or have been, contacted to provide additional information in support of your request, we would be grateful if you can provide this in order to ensure the application can be processed as quickly as possible. We will confirm once the change has been processed.

Payments and pensions

Our payments team's current focus is on pension adjustments for GPs following changes to the performers list, and on completing year end processes.

Pension adjustments and practice payment reconciliations

As performers list changes are processed, the payments team are completing any required pension adjustments and associated practice payment reconciliations relating to the change.

As this work will continue past the financial year end, NHS England has agreed with the Pensions Agency that individual members' pension contributions **will not** be impacted by any delay in the processing of pension contributions. Contributions will be corrected in the first quarter of the new financial year, and the benefit will relate to the appropriate year to which the contribution applies.

PCSE will email practices individually to confirm that their performers list change has been processed, and provide details on any pensions adjustment and associated practice payment reconciliation that will be made relating to the change.

The March PCSE payments and pensions bulletin, which includes information on annual certificates and type-2 self-assessment form processing, can be downloaded from the [website](#).

Screening administration support – Important update for screening leads

PCSE supports the National Cervical Screening Programme by:

- Providing Prior Notification Lists (PNLs) of patients eligible for screening to GP practices
- Collating details from GP practices of women to be deferred or ceased from the screening programme, to avoid inappropriate invitations going out
- Sending out call and recall letters to patients eligible for cervical screening tests
- Notifying patients of test results once we receive these from laboratories

Further information on the screening administration support we provide to GP practices, and our contact details, can be found on the [PCSE website](#).

PCSE cannot provide information or advice to patients and members of the public. Women should speak to the screening sample taker or their GP if they have any questions about:

- the screening process
- the date the next test is due
- their results
- if they wish to be removed from the screening programme.

Public Health England (PHE) has recently seen an increase in the number of calls to their screening helpdesk from patients and the public regarding the above. Unfortunately, PHE does not have access to this information and asks that such queries are directed to the practice screening lead, sample taker or GP. PHE thanks you for your support with this.

Changes to practice mergers and closures notifications

In April 2017, Primary Care Support England (PCSE) and NHS England will introduce a new process for managing GP practice mergers and closures.

Based on feedback from CCGs and practices, we are producing a new practice mergers and closure notifications form, to provide clarity on all the information we need to process requests as efficiently as possible.

We are anticipating that this form will be available to use early April. GP practices and CCGs will be able to download the form from the 'GP section' of the [PCSE website](#), once it is available. Any practice mergers and closures submitted before the new form is available in April will continue to be managed through the current process.

Contacting PCSE

As a reminder, the contact details for the Customer Support Centre are:

Email: PCSE.enquiries@nhs.net
(Please put the service you are contacting us about in the email subject line to help us direct your query as efficiently as possible)
Phone: 0333 014 2884
PO Box: Primary Care Support England, PO Box 350, Darlington, DL1 9QN
Web: www.pcse.england.nhs.uk

To enable us to log and respond to email queries as efficiently as possible and avoid duplication, please can we ask that you do not copy in other PCSE email addresses (generic email boxes and individual staff members) when emailing us at: pcse.enquiries@nhs.net.

Emailing Personal Confidential Data

There have been some incidents where PCSE has received unencrypted emails from practices containing PCD - personal confidential data (previously known as PID – personally identifiable data.)

Please can we ask for your support in reminding primary care contractors working in your practice that PCD should not be transferred electronically unless it is encrypted or sent via a secure email address.

To ensure information is secured in transit, PCD can be sent from and to a verified secure email address e.g. from nhs.net to nhs.net, gcsx.gov.uk, pnn.police.uk, etc. If practice staff are not using NHS mail then they will need to encrypt emails containing PCD. Please note, nhs.uk is not a secure email domain. If you have any queries on this, please contact your information governance lead.

Best wishes

Primary Care Support England