

Important update on performers list applications

March 2017

Dear colleague,

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

NPL1 applications

NHS England granted an extension for foundation dentists who applied to join the performers list and commenced training in September 2016, giving a grace period until 14 February 2017, by which time they needed be added to the performers list.

All but one application have been processed and accepted for inclusion on the performers list. The status of the one remaining applicant is understood by all parties.

Performers have been advised in writing that they can work. Any applicant who hasn't received their inclusion letter should email us at: PCSE.enquiries@nhs.net putting 'NPL1 [name]' in the email subject line.

There are some outstanding NPL1 applications from qualified dentists. We are working closely with NHS England Regional Local Teams to get these processed as a priority.

It is a continued priority of NHS England and PCSE to ensure that all applications are processed as quickly as possible. The process for reviewing and admitting new performers to the performers list involves many parties and is dependent on the supply of the correct supporting information. Routine NPL 1 applications take up to **12 weeks** to process from start to finish. If there are any issues, such as incomplete or missing documents with the application checks, the process will take longer.

With this in mind, PCSE, NHS England and the BDA are reviewing how we can make the process as smooth as possible for future applicants, by providing detailed information at the start of the process on information required and the timelines involved.

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.

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.

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.

Best wishes

Primary Care Support England