

Welcome to the February edition of your PCSE bulletin

In this bulletin, you'll find updates on:

- Performers list
- Compass queries
- Managing call and email queries

Performers list

PCSE has been working with NHS England and the BDA to ensure that the 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 all performers list applications and changes.

NPL1 applications

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

All applications, where PCSE received all the required information, have been processed and all performers will be advised in writing that they can work.

There were a small number of dentists who commenced training in September 2016 for whom the full and correct information wasn't received by the deadline. NHS England has contacted these dentists directly.

Other performer list requests

We've recently recruited additional staff into the performers list team, which will help improve the processing speed and handling of all types of performers list queries and change requests, such as change of address, or NHS England Regional Local Team.

Working with NHS England, we expect that the majority of outstanding performer list change requests will be processed in March and April 2017, subject to receiving any additional information that may be required.

Compass queries

If you have any queries regarding Compass, please contact the Dental Services in the first instance:

- Telephone: 0300 330 1348
- Email: Nhsbsa.dentalservices@nhsbsa.nhs.uk

If required, the Dental Service can forward your query on to the relevant NHS England office.

Managing your phone and email queries

When you call the Customer Support Centre to log a query, you'll be given a case number. This allows us to track and keep you updated on the progress of your queries more quickly.

Over the next few months, case numbers will also be introduced on all email queries. If you are emailing about an existing case, please can you include your case number in the subject line of the email, to allow us to automatically link your email to your original query. Please can we ask that all email queries from dental practices are sent from an nhs.net or a business email address.

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

Generic 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

Best wishes

Primary Care Support England