

Primary Care Support England

GP update

Dear Colleague,

Primary Care Support England (PCSE) is working closely with NHS England to improve the current primary care support services used by you and your practice. We recognise and sincerely apologise for the frustration and anxiety caused by some of the changes required.

Feedback from users, including a recent survey, has shown users experiencing a varied, and in some cases, substandard service. We would like to apologise for not delivering the consistent level of service quality that you should expect or that we would expect to provide to you.

We are working closely with NHS England to resolve current service issues as quickly as possible

We will continue to provide you with these regular updates which will contain information on the latest service improvements. Our [National Engagement Team](#) will also carry on providing you with information and updates.

In this bulletin you will find an update on the planned changes and progress across:

- **Performer lists**
- **GP registrar reimbursements**
- **Medical records**
- **Patient registrations**
- **Contacting PCSE by email**
- **Transferring services**
- **Customer satisfaction survey**

Performer lists

Details on the application process for trainees applying to join a list and for GPs who need to change their status from trainee to qualified are available on the [PCSE website](#).

There are currently local variations in how applications are processed. We are looking to introduce a simple, national process for all applicants to follow.

Our immediate priority is to ensure that all trainees are included on the register in a timely way. NHS England Medical Directors and their teams, together with Health Education England, are working with us to improve the situation as quickly as possible.

We will provide further communications to Local Representative Committees this week on progress made with processing all applications. Trainees will be contacted if they are required to take any action, such as providing outstanding information. All applicants will be informed of the outcome of their application in due course.

GP registrar reimbursements

We are working with all parties involved to clarify the payment process as we are aware that there have been some delays in reimbursement of salaries and / or training grants in certain areas.

PCSE is making urgent payments to practices awaiting salary reimbursements. Additional checks are being made to ensure all GP registrars who started in general practice in August 2016 have been set up on the payment system. If you have any questions regarding outstanding registrar salary reimbursements please contact your [local NET representative](#).

PCSE is working to standardise our part of the process across the country in time for the February 2017 new GP registrar intake.

Medical records movement

Existing patient records

All practices should be getting a weekly collection service, with the number of records delivered increasing towards usual levels. If you have any queries about your collection and delivery service, please email the Customer Support Centre at: pcse.enquiries@nhs.net and put 'Medical records query' in the subject line.

University practices – medical records movement additional support

As the new academic year begins, we will provide additional support to University practices as they face an increase in patient registrations and requests for medical records from new students.

- University practices will continue to receive their weekly CitySprint records collection and delivery on their normal delivery day
- If the number of records to be delivered is higher than usual and CitySprint cannot accommodate the additional volume on your normal delivery day, you will receive an additional records delivery on Friday of that week
- Any practice who requires a second records delivery to meet these peak demands will be contacted directly by their local NET representative to inform them in advance of their second delivery. If a practice is unable to accept this second delivery they should inform their [NET representative](#) who can arrange the delivery for an alternative day to suit the practice.
- If you are a University practice and have any questions about records deliveries during this period, please contact your local [NET representative](#). If you are a university branch practice and medical records are currently delivered to your main site, please can you let your NET representative know as soon as possible.

Planned changes to some CitySprint routes

This Autumn, there will be changes to some of the CitySprint collection / delivery routes.

These route changes will help address the issues that some practices have experienced due to being closed when the CitySprint collection/deliveries take place. We will also reduce the number of practices on some routes to ensure all practices receive a regular weekly collections service. The route changes will not affect the day on which the majority of practices are visited. We will provide a more detailed briefing on the planned route changes in the next update and will let you know in advance if there will be change to your collection and delivery day.

Patient registrations

At this time of year, we expect to be processing a higher number of registrations due to the peak in student registrations. Registrations dated up to and including the 1st October 2016 are on plan to be processed by the 4th October. The quarter end processing will then run between the 5th and 7th October 2016, in line with the standard quarter end process.

Contacting us by email – issue with NHS email read receipts.

We are aware of an issue some users are experiencing when emailing our main enquiry email pcse.enquiries@nhs.net. Where users request a read receipt for emails the auto reply they receive indicates that the email has been deleted without being read, causing understandable confusion and concern for some users. Please be assured that these emails have not been deleted and will have been directed to the correct team in PCSE to read and action.

Unfortunately, we are currently not able to fix this issue. We are waiting on some new functionality being introduced to NHS mail 2 within the next couple of months, which we expect to resolve this issue.

Transferring services delivered by local PCSE offices in October

In 2017, the Customer Support Centre will be your main point of contact for all queries on all PCSE services.

As part of these plans, we're relocating the services delivered by the remaining local offices this October. On 20 October, services will transfer from our *Welwyn Garden City and former NHS SBS Leicester and Stratford, London offices*. We will communicate with all affected practices to provide new contact details in advance of service transfer. You can find details on the current contact details to use on our [website](#).

Customer satisfaction survey

An independent PCSE user satisfaction survey amongst service users is carried out every six months. The purpose of this survey is to provide a satisfaction rating for PCSE and to identify opportunities for improvement.

The June / July 2016 survey results shows users experiencing a mixed and varied service during a period of large-scale service transition and change.

A summary report is available to [download](#). We recognise and apologise for the impacts on users as a result of the recent service changes and we are committed to making improvements as quickly as possible.

This update has been sent to the main contact we hold for this practice. Please share this with your colleagues.

With best wishes,
Primary Care Support England