

## **GP Update December 2016**

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### **CitySprint collections and deliveries over the Christmas and New Year period**

Supplies deliveries and medical records collections / deliveries will continue to run on your normal CitySprint delivery day throughout the Christmas period. The exception is for practices whose collection / delivery day is a **Tuesday**.

**Please note, there will not be a collection / delivery on Tuesday 27 December.** For practices with a Tuesday delivery day, your last CitySprint visit in 2016 will be Tuesday 20 December. Your next visit will then be Tuesday 3 January 2017. Please take this into account when ordering your supplies in December.

If your practice is closed over the Christmas period on your allocated collection and delivery day, please email us at: [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net) and put 'Supplies deliveries' in the email subject line. We can then look into alternative delivery arrangements.

### **Medical records movement service**

As a result of service improvements, the changes to CitySprint routes and the distribution of MREs for first time registrations, some practices may see a temporary increase in records delivered, with potentially a greater volume over the next couple of weeks before returning to expected levels.

On average, the current record movement time is **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 facility) to the time it is delivered to the receiving practice. These timescales are comparable with records movement timescales prior to March 2016.

There are currently two main reasons why some records requested are taking longer to arrive than the three to six week average:

- Records in storage: The majority of archived medical records (for those patients not previously registered with a GP) are currently kept in NHS England's third party storage facilities. PCSE and NHS England are currently working together to improve access and the time to locate and pick the records out for onward distribution. As part of our plans for the future, all records stored by NHS England will be moved to a central, secure PCSE facility, which will allow for easier and quicker access.
- Medical Record Envelopes (MREs for first time registrations): practices have been waiting for MREs for first time patients (i.e. babies and new entrants to the NHS) registered between March and November 2016. These will be delivered to practices between November 2016 and January 2017 in a single drop off. Further information on when and how these will be delivered has been emailed to practices.

Since the week commencing 14 November 2016, practices have started receiving new MREs for patients registered since 2 November 2016 on a regular basis, as part of their weekly CitySprint records collection and delivery. **MREs for new patients will arrive each**

**week batched in a single, sealed, non-windowed envelope, bag or box (depending on the numbers being delivered.)**

### **Returning GMS3 forms (temporary resident forms)**

Currently, GMS3 forms can be scanned and uploaded to the records section of the portal by selecting 'GMS3 Form Submission' on the screen header. The upload facility is on the left hand side of the page. Please ensure all sides of the form are scanned, save the image as a pdf and upload each patient as a separate file.

Alternatively you can post GMS3 forms back to us at:  
PCSE Temporary Resident Forms (GMS3)  
PO Box 349  
DARLINGTON  
DL1 9QL

For governance reasons, NHS England requires that these are sent securely via Royal Mail special or recorded delivery.

We are working on a solution that will enable practices to request a label for GMS3 forms through the PCSE portal and send the forms on in shipping bags. Please do not put GMS3 forms in the shipping bags though, as this will confuse the delivery system and introduce delays. Instead, please scan or post to the PO box address above.

Currently, scanned GMS3 forms will be emailed to the main contact (i.e. the email address used to register a practice on the PCSE Portal) or the nominated Practice Records Administrator we hold at the receiving practice. If you'd like these forms to be emailed to a different email address, please let us know by emailing: [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net) and put 'GSM3' in the email subject line. **Please note, we can only forward GMS3 forms to .nhs.net email addresses.**

### **GP payments and pensions**

#### **GP registrar reimbursements**

GP registrar reimbursements have been made where we have all required information. There are some delays in payments where we are missing information to process. For any on-going anomalies please email [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net) and put 'GP Payments' in the email subject line. Registrar payment issues will be prioritised for review. We have agreed with NHS England a simpler, standardised approach for registrar payments ahead of the February in-take which will be coordinated through NHS England's Regional Local Teams.

#### **Claims for premises rent, rates, and utility reimbursements**

All claims for premises rent, rates, utility reimbursements and GP Retainers should now be sent directly to your Regional Local Team or CCG (if delegated) who will authorise the claim, and then instruct PCSE to make the payment via a payment schedule.

#### **Claims for childhood immunisation**

NHS England has confirmed that in line with existing SFE guidance, PCSE should not be processing manual childhood immunisation. Practices must submit details of all vaccinations via Open Exeter (NHAIS) on a quarterly basis. PCSE are then required to use NHAIS to calculate the payment. It is important that vaccination lists are submitted before the cut-off date (i.e. the last day of the second month of the quarter in which the payment is due) or

PCSE will be unable to calculate the payment. For further information and details on how to submit vaccination lists via Open Exeter, please see the childhood immunisations guide on our [website](#).

NHS England has advised that any practice who misses the submission date should contact their Regional Local Team (RLT.) Payment would then be made at the RLTs discretion.

### **Sending post (including pension contributions) to PCSE**

The majority of service users nationally should now be sending any post for PCSE, including pension contributions to: Primary Care Support England, PO Box 350, Darlington, DL1 9QN.

The only exception to this is for GPs who have historically used our Preston and Clacton offices. Practices and GPs who previously sent post for PCSE to these offices should continue to do so. Contact details can be found [here](#). We are looking to centralise cheque processing nationally and will issue further guidance in the new year prior to this change.

### **Guidance for locums making pension contributions by BACS**

We'd appreciate your support in letting locums working in your practices know that guidance has been published on our [website](#) to confirm how to reference BACS payments they make for pension contributions. This will ensure that the payments can be easily traced for allocation to the relevant commissioning organisation.

### **National Performers List update**

NHS England is seeking an amendment to legislation that will change the way GP registrars are included on the performers list in the future. In the meantime, GP registrars joining the performers list from August 2016 onwards will not need to complete an application form (NPL1), attend face-to-face ID verification interviews, or be subject to background checks by PCSE. These checks will already have been completed by Health Education England as part of the recruitment process.

If any trainees in these cohorts have already submitted NPL1 application forms these will be kept on file for future reference, however they do not need to take any further action.

### **GP registrars (trainees) who applied to join the list prior to August 2016**

Trainees who applied to join the performers list with a commencement date before August 2016, should now have received confirmation of the outcome of their application. Any registrars who have not yet received a response should contact PCSE by emailing [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net), with the subject line 'NPL1 GP registrar starting [commencement date]', attaching a copy of their application form where possible.

### **GP registrars (trainees) applying to join the list between August 2016 and January 2017.**

GP registrars who applied to join the performers list in August 2016, should have received, or will shortly receive, an email or letter from PCSE confirming NHS England's decision to include them on the national performers list. Updating the performers list website and other required notifications will be confirmed formally in a letter to the applicant, once all relevant systems have been updated.

GP registrars with a commencement date between August 2016 and January 2017 can continue to practice once they receive confirmation that NHS England have included them

on the National Performers List (by the email as outlined above), and do not need to wait for their formal inclusion letter or until their details are added on the performers list website.

### **GP registrars applying to join the list between February and July 2017**

In January 2017 Health Education England (HEE) will supply NHS England with a list of all GP registrars, and the checks they have completed as part of the recruitment process. NHS England Medical Directors will confirm the inclusion of these GP registrars onto the National Performers List and provide the details to PCSE along with their contact details. PCSE will then add all GP registrars to the list and send them an email to confirm their inclusion on the list.

GP registrars have a 3 month grace period following their commencement date, during which time they are permitted to practice whilst their performers list application is processed. Including large numbers of registrars onto the performers list can take several weeks. In order to allow PCSE to process this work as quickly as possible we would ask that registrars refrain from contacting PCSE for a progress update until at least 2 months after their commencement date.

### **Induction and refresher (I&R) schemes**

For doctors who have applied to join or re-join the NHS as GPs under the Health Education England (HEE) Induction and Refresher (I&R) schemes, their applications are currently being processed by NHS England's Cheshire and Merseyside Team. Any I&R applicants wishing to discuss the progress of their application should contact the team at:

[ENGLAND.landRScheme@nhs.net](mailto:ENGLAND.landRScheme@nhs.net)

### **Further information**

Information on applying to join the National Performers List or notifying us of a change to entries on the NPL can be found on the [PCSE website](#).

### **Getting in touch**

As a reminder, for the majority of customers, the PCSE Customer Support Centre is now your single point of contact for all services. If your local PCSE office is Clacton or Preston, you should continue to contact these offices directly. Contact details for the Customer Support Centre and our Preston and Clacton offices can be found on our [website](#).

We've recently increased staff numbers in the Customer Support Centre and invested in further training for all our call handlers, to ensure we consistently capture the right information to respond to queries effectively. All calls are now allocated a case number, which means we can track and keep you updated on the progress of your query more quickly.

We continue to prioritise any urgent queries. This includes:

- Any issue relating to performers list applications (NPL1 and NPL3) for existing practitioners and any removals or suspensions.
- Any issue that relates to information and record access requests to identify safe-guarding issues, clinically urgent requests, coroner requests and issues related to homicide reviews.
- Payment issues which could affect the financial stability of a business, or create financial hardship for an individual performer.
- Urgent supply needs.

If your query is in relation to one of the above, please ensure that this is clear in your email subject header or in the conversation you have with our support centre staff, so that it can be prioritised and handled promptly.

To enable us to log and respond to email queries as efficiently as possible, please can we ask that you do not copy in other PCSE email addresses when emailing us at: [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net).

### **Customer Support Centre opening hours over the Christmas and New Year period**

The normal opening hours for the Customer Support Centre are:

08.00 – 17.00 Monday – Friday.

Over the Christmas period the contact centre will be open as usual with the exception of **Monday 26** and **Tuesday 27 December 2016** and **Monday 2 January 2017**, when we are closed for the bank holidays.

Best wishes  
Primary Care Support England