

Welcome to the February 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 colleagues in your practice.

In this bulletin, you'll find updates on:

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Medical records movement

New urgent records request form

If you have an urgent clinical need to access information in a medical record, PCSE can facilitate contact between you and a patient's previous GP, to ensure the details are received by the relevant clinician in good time.

Based on feedback from practices, we've produced a new urgent records request form, to provide clarity on the information we need to process your urgent request as quickly as possible. You can download the urgent request form from the [PCSE website](#). Completed forms should be emailed to: PCSE.enquiries@nhs.net putting '**Urgent record request**' in the email subject line.

Returning GMS3s (temporary resident forms)

As a reminder, GMS3 forms can be scanned and uploaded to the records section of the portal. Alternatively, you can now request a label for GMS3 forms through the portal and send the forms in shipping bags. Please note, just one label is needed per shipping bag and you can put multiple GMS3 forms into one bag. See the [PCSE website](#) for further information.

West Yorkshire Pilot and national rollout of the new service

The records movement pilot continues in West Yorkshire, where individually bagged and labelled records are being collected from practices and delivered directly to the new GP practice or into long-term storage. On average, the current record movement time in West Yorkshire is seven working days, from the point it is released by the current practice or from a storage site, to the time it is delivered to the receiving practice.

Last year, we took the decision to extend the pilot, in order to ensure that the information and feedback gathered could be carefully reviewed and considered. This additional time has helped ensure that the new service is proven, safe and effective, and has enabled us to make a number of improvements to the process.

Following on from completion of the pilot, and once we have the necessary assurances, the new service will be rolled out in phases across the country. Phasing the roll out will enable us to carefully control the changes and support practices through the new process. Detailed updates will be provided over the next few months on how and when the new service will be rolled out to each part of the country.

Open Exeter: access control and resetting passwords

Primary contacts for Open Exeter (usually the practice manager) can reset passwords and add other users in their practice directly. Practices already using the facility have found this to be the quickest and easiest way to manage access control within their organisation, and have two Primary Contact accounts in place to support this.

To check if your practice has access to this, please follow these three steps:

1. Log in to Open Exeter
2. Click on the drop down menu under 'Application'
3. If you already have access to set up new users and to reset passwords of existing users then 'Organisation Maintenance' will be one of the applications listed. Please refer to the [How-To-Guide for Organisation Maintenance](#) for more information.

If you find your practice doesn't have this option within the drop down menu, please email us at: pcse.openexeter@nhs.net. We can authorise a primary contact within your practice to access the system. Your primary contact will then be able to reset passwords and add other Open Exeter users for your practice.

If you set up a new user for your practice, it will generate an email to PCSE and we will then authorise the user and issue them with a password.

Open Exeter queries or support requests should be emailed to: pcse.openexeter@nhs.net.

Performers list

PCSE has been working with NHS England 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.

GP registrars

Performers list applications from 2017. Trainees commencing their registrar placements between February and July 2017 (inclusive) will not need to complete and submit an application form. Please see the [PCSE website](#) for further information.

Performers list applications from 2016. All applications, where the full information has been received from GP registrars, have been processed.

We are in the process of sending out an email or letter to applicants confirming NHS England's decision to include them on the National Performers List. If a GP registrar has yet to receive their confirmation email, please can you ask them to contact their deanery in the first instance, to confirm that they have provided the correct contact information to NHS England.

Other performers 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.

Impact on pensions adjustments and practice payment reconciliations

As the performer list changes are processed, the PCSE payments team is completing any pension adjustments and associated practice payment reconciliations relating to the change. We expect that the majority of adjustments, where we have all the required information, will be processed in the March pay run, and some will complete in the April pay run. We'll update practices accordingly.

Payments and pensions administration

Making pension contributions by BACs payment.

We would be very grateful for your support in ensuring that all practitioners working in your practice are aware of the guidance for making pension contributions via BACs payments. Details can be found on the [PCSE website](#).

Annual Certificate of Pensionable Income, Type-2 Self-Assessments, and Pensions estimates

As a reminder, submission deadlines are approaching and guidelines are available on the [PCSE website](#).

GP registrar reimbursements

Areas with no lead employer

A new process is in place for gathering the information needed to set up GP registrar reimbursements. Health Education England (HEE) will provide PCSE with the list of all trainees that must be added to the National Performers List, along with a fully completed K4 which HEE will collect from each trainee.

For the February 2017 GP registrar intake, PCSE has arranged for all payments to be processed where we have received the required information from the relevant deanery. HEE is working to gather any outstanding information as a priority. If you have any queries, please contact your deanery in the first instance.

Expenses and indemnity costs from Medical Defence Unions (MDU) should be sent directly to PCSE at: PCSE.enquiries@nhs.net

The mileage calculator issued through deaneries is being updated to reflect 2017 mileage rules, rates and dates. The updated mileage claim form, which should be used for all claims, can be downloaded from the [PCSE website](#). Please note, if you have already submitted claims in 2017 using the 2016 claim form, the amount paid will differ from the claim submitted, as the rates have changed.

Areas with lead employer

The above only applies to areas where there is no lead employer. In areas where there is a lead employer, they will take responsibility for reimbursing salaries, expenses and MDUs. For areas with lead employers, claims for additional trainer's grants should be sent to the NHS England Regional Local Team who will then instruct PCSE to make the payment via a payment schedule.

Childhood Immunisations payments

In line with NHSE Guidance, PCSE should not process manual childhood immunisation payments. It is important that vaccination lists are submitted before the cut-off date. 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. A guide for practices on childhood immunisation payments is available on the [PCSE website](#).

Supplies

Returning supplies

To organise a collection of unwanted supplies items ordered through PCSE, please go to the *Returns* page on the portal and request a collection. The items will then be collected on your next scheduled CitySprint delivery day.

If you are returning prescription stationery, please enter each range of prescription numbers you are sending back. This is important as it will be used for reconciliation and to track the movement of the prescription forms. You can also return unopened boxes of needles and syringes. Part used boxes of these products should be disposed of using your current arrangements for the disposal of 'sharps'. Please wrap up and seal the products you are returning.

Please do not put supplies items to be returned in the medical records shipping bags, as this will confuse the delivery system and introduce delays.

Removal of violent or aggressive patients from practice lists

If you need to request the immediate removal of a violent or aggressive patient from your practice list, please email us at dedicated email address for this service:

pcse.immediateremovals@nhs.net

Requests will be processed within 24 hours of receipt. Please note that this email address should only be used for patients that require immediate removal from your practice list following violent or aggressive behaviour, and where the police have been involved. For all other patient removals, please email PCSE.enquiries@nhs.net.

NHS England is currently defining a national process for how the patient removal service should be delivered. We'll keep you updated on any changes to the process through these bulletins.

Managing your call 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 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