Transforming how we support you – Admission and Changes to the National Performers Lists

Future service developments

The vision for primary care support services is to transform what were previously locally managed operations into a modern and efficient national customer-focused service.

PCSE is responsible for administering entry and status changes to the National Performers Lists on behalf of NHS England. The decision to admit applicants to the National Performers List is the responsibility of NHS England.

Currently, to apply to join a performers list, performers download and scan an NPL 1 form and send it to PCSE. In the case of making a change request, an NPL 2 or 3 form needs to be completed and submitted.

PCSE will be introducing a simple online process for submitting and tracking performer list applications. All applications and change notifications will be made via PCSE Online.

What improvements are being made?

The new process will remove the need to download, complete and send paper forms and documents. Performers will simply log-on to PCSE Online to make an application or to notify us of a change in their circumstance or status.

PCSE Online will guide users through the application and change processes, checking information provided in real time, and highlighting any missing information which would previously have led to an application being returned to a performer for being incomplete, creating delays in the process.

The new system will also allow performers to track the status of applications and changes online.

When is it happening?

The plan is to introduce the new process in 2018.

What do you need to do?

PCSE will be sending out information to all performers and practices over the coming months, including the IT specification required to access PCSE Online, and how to register for access.

Please visit the PCSE website to read our latest news and bulletins at: www.pcse.england.nhs.uk

Where can you find out more information?

If you have any enquiries about these changes, please contact your local NET team representative. Their contact details can be found on our website at: www.pcse.england.nhs.uk.

What difference will the new developments make?

The new PCSE Online service will...	The benefit is...
Provide a user-friendly way of applying to join the National Performers Lists and for making changes to circumstance or status	■ Users will be guided smoothly through the process of applying to join a performers list or through the process of making a change ■ Missing or invalidated information will be highlighted to the user and will stop submission until all necessary information is provided ■ Likeliness of applications being rejected and therefore delayed is greatly reduced
Offer a convenient and timely way of informing PCSE of changes to status or circumstances	■ Applications or changes can be submitted on PCSE Online 24 hours a day ■ Users can save their applications and return to complete and submit them at another time ■ Greater flexibility to update personal details at any time
Give transparency to the performer on all things related to their application and requests for change to their details or status	■ Performers will be able to view and validate the accuracy of the personal details PCSE and NHS England hold for them
Provide users with the ability to upload supporting documents/evidence to PCSE Online	■ A quick and easy way of providing PCSE with the documents necessary to support applications and change requests, shortening the time taken to process
Offer a secure way of providing PCSE with personal information	■ PCSE Online is a secure site. Users can be assured that their personal details are safe

Provide users with the ability to track the status of their application on PCSE Online	■ A record of when the application was submitted
	■ Ability to see the stage the application is at 24 hours a day, for example:
	  • Draft
	  • With PCSE for processing
	  • With NHS England for decision
	■ Applications which are rejected for any reason will be returned to users for re-submission more quickly.