

## One week to the introduction of your new medical records movement service

Dear colleague,

Your CitySprint records collection and delivery service continues as normal this week.

From next week (week commencing **17 July**) CitySprint will start delivering tracking labels for records that have been requested from your practice. You will need to match the tracking label with the relevant medical record and affix the label to the front of the shipping bag.

From the week commencing **24 July 2017**, CitySprint will start collecting labelled shipping bags from your practice.

**From 14 August 2017**, CitySprint will only be able to collect labelled records, so please release any remaining records you hold for deducted patients before then.

### Preparing for the new service

- Have you received the detailed instruction guides and a timetable in an envelope delivered by CitySprint? If you didn't receive this please ask your CitySprint courier for it. [You can also download the materials here.](#)
- Have you checked you have access to the PCSE portal? If you have any queries about accessing the PCSE portal please email us at [PCSE.portalenquiries@nhs.net](mailto:PCSE.portalenquiries@nhs.net).
- Please continue to release any records requested from your practice.

Next week you should receive an envelope from your CitySprint courier on your usual collection and delivery day. It will contain a reminder of the process for packing medical records ready to send out, as well as a useful checklist to help guide you through each step of the process.

If you do not receive this envelope, please ask your CitySprint courier for it.

Further information and video guides to help you follow the new process can be found on the [PCSE website](#).

Best wishes

Primary Care Support England