

# Primary Care Support England (PCSE) Stakeholder Bulletin

*Welcome to the Primary Care Support England Bulletin, which will provide you with regular updates on the changes being introduced to primary care support services.*

August 2016

**In this bulletin we've provided you with an update on the status and progress across:**

- Supplies
- Performer lists – trainees
- GP registrar reimbursements
- Patient registrations
- Movement of medical records
- Market entry
- Ophthalmic payments
- Transferring services

## Supplies

### Registrations

Registrations on the portal increased by 3,000 in July, with over 90% of all practices are now registered to use the portal. We expect this to continue to increase weekly. The time it takes to validate and register new practices to use the portal has greatly reduced. However, in order to validate new registrations, organisations need to be registered on NHAIS first, so please remind your members to check they are registered on NHAIS prior to registering on the portal.

Supplies: There were over 20,500 orders placed in July:

- Over 98% of orders placed have been fully fulfilled or part fulfilled
- For the remaining orders and part-orders we are waiting for additional stock from NHS Supply Chain providers and we are working with the NHS Supply Chain to ensure these orders are fulfilled as soon as possible.

### Stock levels

There's improvement in stock levels across the Service Centres as orders have stabilised and we are better positioned to predict demand. Stock update messages are now posted regularly on the portal.

## Performers 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 is available on the [PCSE website](#).

Trainees must complete and submit their application form to PCSE before they can start any placement in primary care. PCSE is working closely with Deaneries and Stakeholder Forum members to ensure trainees due to start placements this autumn are aware of the process and encourage them to submit their application in good time.

## GP registrar reimbursements

The process for paying GP registrars involves a number of parties. There has recently been some confusion regarding the different elements of this process across all parties which has resulted in delays in some areas. PCSE will provide urgent payments to practices awaiting August salary reimbursements. GP training grant reimbursements will be paid during September and where necessary backdated to August. PCSE is working to standardise our part of the process across the country and we will communicate this to all parties involved.

## Patient registrations

### Patient list registrations

In the majority of areas, it is now taking approximately 10 working days to process new registrations at practices. We're working hard to address areas experiencing longer processing times and expect to have achieved improvements across these by the end of September at the latest.

### First time registrations

The distribution of new medical record envelopes for patients registering with a GP practice for the first time has now recommenced and CitySprint will be delivering the expected new medical records to practices over the next six weeks. PCSE will also send a confirmation letter of registration directly to the patient's home address.

## Movement of medical records

### National service

Good progress has been made across this service. Following the introduction of a number of enhancements, practices should start seeing records delivered returning to expected levels and we will share progress on this. Where branch practices have requested a separate service, they've now been added to the weekly collection routes.

Prior to starting our transformation programme, our research with practice managers found that the average movement of records between practices took between six to 12 weeks with regional variations. The average time it currently takes to move a record between practices is three to six weeks. Our priority is to ensure that every area reaches an average delivery time of three weeks.

### Pilot

In the West Yorkshire pilot area we have been trialling our fully transformed service since March. Individually bagged and labelled records are being collected from practices and delivered directly to their end destination, on average within seven working days.

As a result of the feedback and suggestions we've received from practices, we're in the process of making a number of additional enhancements to the service. This will include:

- Providing practices with updated patient information labels for the front of MREs
- Providing the tracking labels each week in alphabetical order of patient last name rather than by deduction date.

Once this solution has been robustly trialled it will be rolled out to all areas.

### New academic year

We are working with the National Union of Students to understand how we can best support practices in preparation for the new academic year. We would advise university practices who have new students registering with them to request an electronic record to ensure immediate access to patient information. [Local NET representatives](#) are there to support their practices when further assistance is required.

## Market entry update

PCSE is responsible for validating and processing market entry applications on behalf of NHS England. In the last six months, we have received 637 applications with the vast majority being change of ownership applications.

A national standardised approach for managing this service has been introduced. Application forms for all types of market entry and details of the new process are available from the [NHS England website](#). NHS England has agreed to re-instate the circulation of counter comments and the committee reports for all Regional Local Teams.

If pharmacies have any queries about an application, they should contact their current PCSE office. Contact details for all PCSE offices can be found [here](#).

## Ophthalmic payments

In response to feedback from the optical community, we've recently made a number of enhancements to this service, which includes re-designing the payment run processes.

A new national standardised approach for managing this service will be introduced this winter which will include providing tailored submission headers to opticians in all areas so that all forms can be processed in the most effective and timely way. We will provide further information on this shortly and on the PCSE website.

## Transferring services delivered by local PCSE offices in August and 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 a number of our local offices this August and October in to our strategic sites. On 18 August, services transferred from our Bristol, Darlington and Hull offices. On 20 October, services will transfer from our Welwyn Garden City and former NHS SBS Leicester and London offices. We'll communicate with all affected practices to provide new contact details in advance of service transfer.

Details of the current contact details to use can be found on our [website](#).