



Londonwide LMCs

The professional voice of London general practice

Feedback sought on Capita/PCSE performance 18 July - 1 August

Following concerns expressed about the current Capita/Primary Care Support England (PCSE) records and supplies services, Capita has said it will continue improving systems until they are at an acceptable level.

Capita have appointed a new Transformation Director who is performing a full review of their plan, as well as another director who is reviewing operational logistics and planning. They also claim to have increased staffing at their customer support centre by 300% and increased staffing and shift patterns for staff working in the medical records processing centre.

The BMA are asking for feedback on the period from 18 July to 1 August at the start of August. Please send your feedback from 1 August 2016 directly to Dan Hodgson in the BMA Policy Directorate (dhodgson@bma.org.uk) and copy in your Londonwide LMCs's sector team contact.