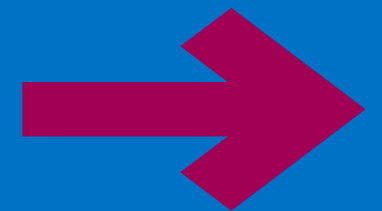


# Primary Care Support England

**Update for Londonwide LMCs Securing Practice  
Finances Workshops**

30<sup>th</sup> January 2018

v1.4



# Our purpose and vision for the service

## Purpose

Providing services that underpin the NHS in delivering high quality primary care services for patients

## Our vision

Transforming locally managed operations into a modern and efficient national customer-focused service

# What we're doing

## National Engagement Team (NET)

We are a team that

- Supports practices in their preparations for planned service improvements
- Signposts practices on how best to use our services
- Provides up to date information on our services and any planned changes
- Delivers the f2f element of the Performers List process
- Works with practices to obtain their input and feedback regarding our services
- Represents the Customer within PCSE, to ensure their voice is heard when assessing changes and facilitate their direct involvement where necessary via forums and working groups.



# What we're doing

## National Engagement Team (NET)

We are a team of 44 people across 9 regions in England. Your local managers in the London region are:

• Paul Coppini	Regional Liaison Manager	London & EoE	paul.coppini@nhs.net
• Rosa Nunoo	Local Manager	PL f2f London-wide	rosamond.nunoo@nhs.net
• Matt Parsons	Local Manager	North East London	matthew.parsons@nhs.net
• Paul Webber	Local Manager	SE & SW London	paulwebber@nhs.net
• Sonia Mitchell	Local Manager	West London	sonia.mitchell@nhs.net
• Cheyenne Turner	Local Manager	NW London	cheyenne.turner@nhs.net
• Ana Da Silva	Local Manager	North London	ana.dasilva@nhs.net

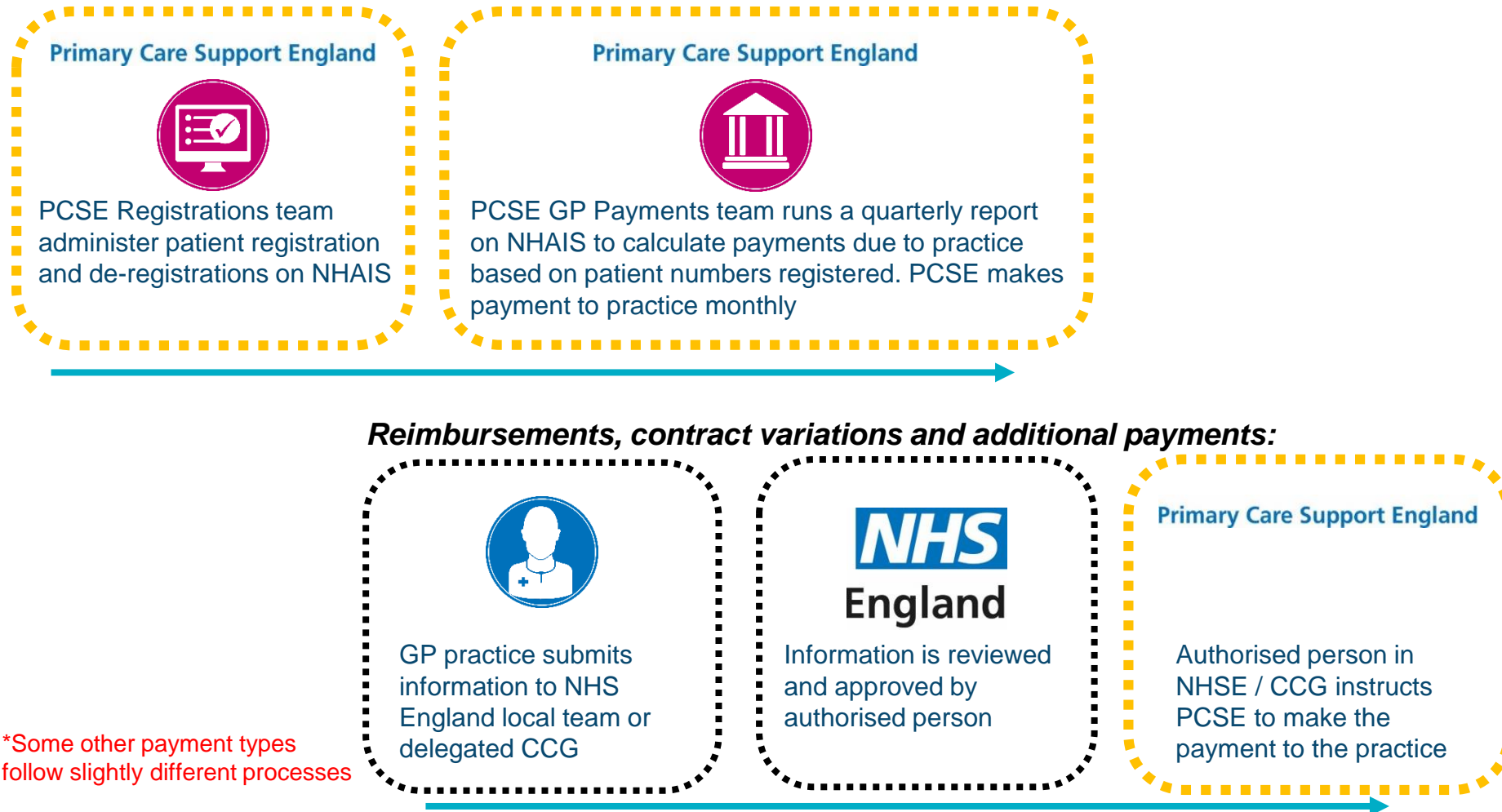
# GP Pay & Pensions

- Where PCSE fits in
- What we're doing with GP Pay & Pensions
- How to access support & guidance
- Service transformation plans for 2018



# GP Payments

## Global Sum (GSUM) and Minimum Practice Income Guarantee (MPIG) payments:



# GP Pensions



From November, practices and practitioners download the latest pensions forms from NHS Pensions website, complete and submit to PCSE by February / March

## Primary Care Support England

- PCSE reconciles payments collected from the practice against the pensions forms received.

- From April, PCSE begins deducting monthly pensions contributions from practices based on latest information received.

- PCSE shares latest information with NHS Pensions

## NHS Pensions

NHS Pensions generates a Total Reward Statement for practitioners using the latest information provided. Available for practitioners to view from August on the NHS Pensions' website



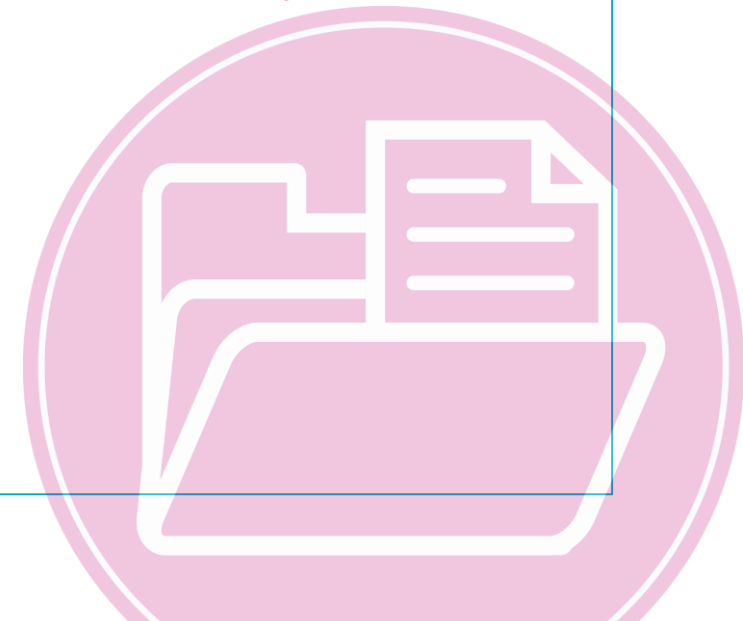
# What we're doing: GP Pay & Pensions

## National picture

- Moved all payments processing into one site
- Set up a dedicated team to ensure all GP Payments and Pensions queries are responded to as efficiently as possible
- Pensions subject matter experts brought onto the team to support complex cases
- As Performers List changes are processed, the GP Payments & Pensions team completes any required pension adjustments and associated practice payment reconciliations relating to the change
- New online form introduced on 20<sup>th</sup> December 2017. This replaced the email contact for GP Pay & Pensions. Load limit is 3.2mb per attachment – up to 5 attachments

## Support & Guidance for London

- NET is available to guide practices on how to navigate the GP Pay & Pensions service
- Practices have received a leaflet to introduce the online contact form and a timeline for pension key dates and submission dates for 2018
- To access the online form, please visit: <https://pcse.england.nhs.uk/help/gp-payments-and-pensions/general-enquiries/>





# GP Pay & Pensions

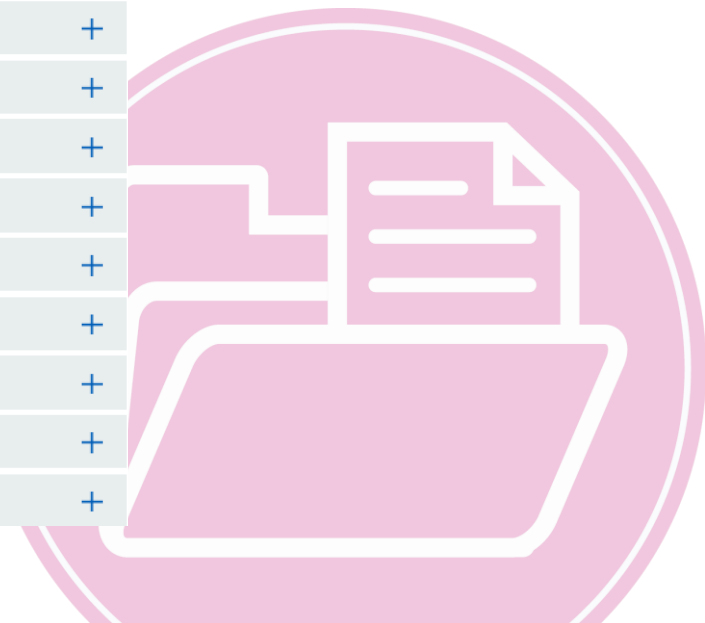
**Support & Guidance: FAQs:** <https://pcse.england.nhs.uk/services/gp-payments-and-pensions>

## GP Payments FAQs

GP trainee reimbursement	+
Childhood immunisations	+
Practice rent, rates and utilities payments	+
Seniority payments	+

## GP Pensions FAQs

Annual Certificate of Pensionable Profits - Type 1	+
Type 2 medical practitioner self assessment of tiered contributions	+
Estimate of GP (and non-GP) Providers NHS Pensionable Profits/Pay	+
GPs starting or leaving a practice - pension contributions	+
Locum A & B pension contributions	+
Opting out and re-joining the NHS Pension Scheme	+
Pensions on divorce/dissolution of a Civil Partnership Cash Equivalent Transfer Value (CETV) request	+
Retirement, death in service, ill health retirement	+
GP Solo	+
Maternity leave adjustments	+



# PCSE Monthly GP Bulletin

PCSE issues a monthly GP bulletin that provides a regular update on changes and developments to the services it provides to General Practice.

It is issued towards the end of each month, so due today!

It is emailed direct to the **Main Contact** we hold at each practice. This is limited to one contact per practice and is generally the Practice Manager

It is also posted on the PCSE website: <https://pcse.england.nhs.uk/news/2017/december/gp-bulletin/>

If you do not receive the GP Bulletin or want to change the main contact who receives the bulletin:

- Call the PCSE Customer Support Centre: 0333 014 2884
- Or contact your NET Local Manager

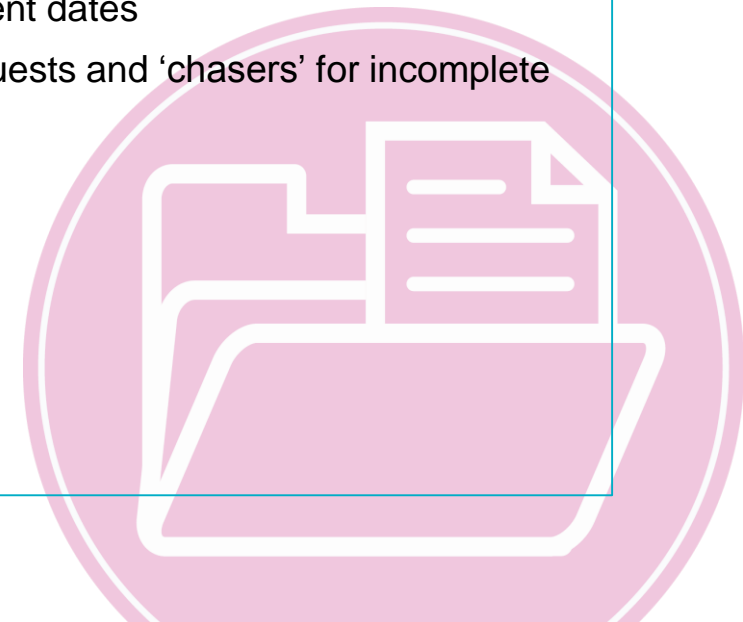
Next GP Bulletin is due end February 2018



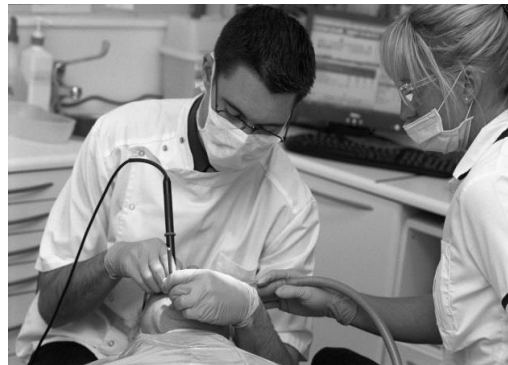
# GP Pay & Pensions

## Service transformation plans for 2018

- Further improvements to the way you contact us online
- Faster query and documentation processing
- Working with NHS England and NHS Pensions to modernise processes and procedures
- Providing a straightforward way to submit multiple claims, access pension information and look up payment statements via PCSE Online.
  - A simpler and more secure way of submitting multiple claims
  - Better visibility of payment and pension information
  - Ability to see the status of claims and expected payment dates
  - Information checked in real time – meaning fewer requests and ‘chasers’ for incomplete information



# Providing services that underpin the NHS in delivering high quality primary care for patients



# Appendix

# What we're doing: Medical Records

## National picture

- 100% of England (North, Midlands, London & EoE) is now covered by the transformed GP Medical Records service. West going live now (29<sup>th</sup> Jan 2018 onwards)
- Benefits of the new service include:
  - A more secure service ensuring patient confidentiality
  - Online tracking of record movements
  - Faster movement of records between practices\*

***\* New service remains highly dependent on the timely release of records from storage facilities and from GP practices.***

## London

- 'New transformed service went live in London 4<sup>th</sup> December 2017 with the first deliveries of patient tracking labels
- Medical records can now only be moved from practices in London with a tracking label affixed to the outside of the bag
- Outstanding Medical Records (OSMR) activity commenced 27<sup>th</sup> October. Any practices with more than 250 records outstanding are being contacted by NET
- Practices with less than 250 medical records outstanding will receive labels on a phased basis from w/c 12<sup>th</sup> March

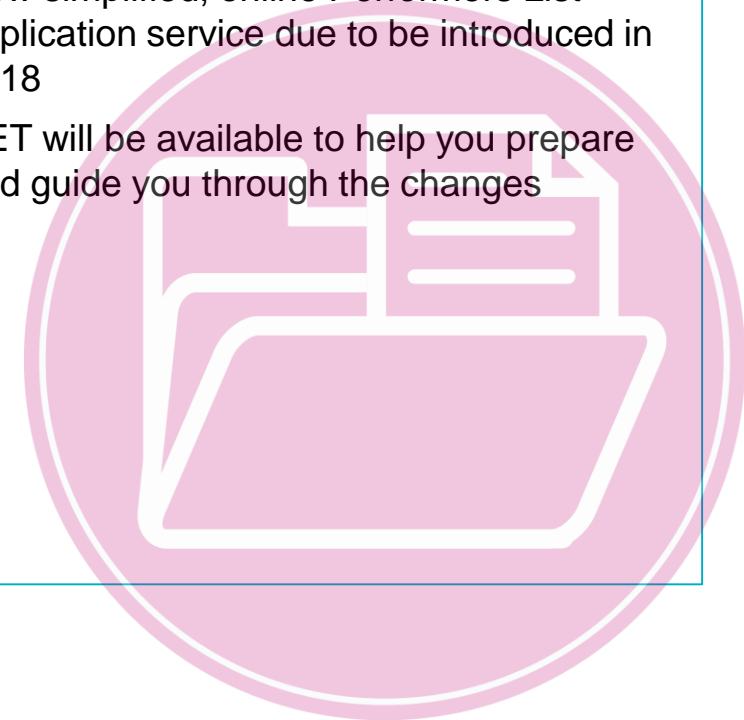
# What we're doing: Performers List

## National picture

- NPL1 application's progressing within expected timescales
- All applications are actively being worked through and any issues are raised with the local office at the earliest opportunity
- All Local Offices are aware of applications on hand with PCSE; and PCSE are also seeking updates on applications awaiting approval with them
- Expecting to implement a two week turn around for NPL2/3 changes over the next few weeks- where all information is provided

## London

- NET is available to support performers navigate the application process
- London Performers List 'face to face' interviews are undertaken by Rosa Nunoo and other London NET colleagues in the Capita office near Chancery Lane
- New simplified, online Performers List application service due to be introduced in 2018
- NET will be available to help you prepare and guide you through the changes



# What we're doing: Registrations

## National picture

- Registration processing work being completed within required timescales
- Close of Quarter process to verify the quarterly patient list size for each practice completed within the required timelines
- Simplified process for removing patients from practice lists introduced
- Work closely with NHS Digital National Back Office (NBO) regarding any complex registration cases
- Guidance in Oct-Nov 2017 PCSE GP Bulletin on minimising use of free text field in GP clinical systems when registering patients
- New guide to the registrations process available on the PCSE website from end of Jan

## London

- Find the new guidance for registering and removing patients, plus FAQs, here: <https://pcse.england.nhs.uk/services/registrations/>
- The latest GP bulletin can be found at: <https://pcse.england.nhs.uk/news/2017/december/gp-bulletin/>
- NHS England has sent out new policy around the Special Allocation Scheme to Regional Local Teams for implementation.





# What we're doing: Cervical Screening

## National picture

- Agreeing new ceasing forms with NHSE and PHE with the aim of having them in place by the end of January 2018
- Hosting a bi-monthly National Operational Review meeting with representatives from across the screening community to share updates, identify how we can work better together and hear feedback. Future dates: 28 Feb and 25 Apr 2018
- Developed an interactive presentation to give end users a preview of the new PCSE online Cervical Screening system that will replace Open Exeter in summer of 2018

## London

- Paul Coppini, NET Regional Liaison Manager for London, represents PCSE at the 5 London quarterly Cervical Screening Programme Boards
- New digital Cervical Screening service to be introduced in summer 2018
- NHAIS (Exeter) planned maintenance is scheduled for the following London areas:

### Confirmed dates

- Enfield & Haringey 12<sup>th</sup> Feb to 14<sup>th</sup> Feb

### To be confirmed 4 weeks prior to downtime

- Merton, Sutton and Wandsworth – Feb
- Croydon – April
- Kingston & Richmond – April
- Bexley & Greenwich - May

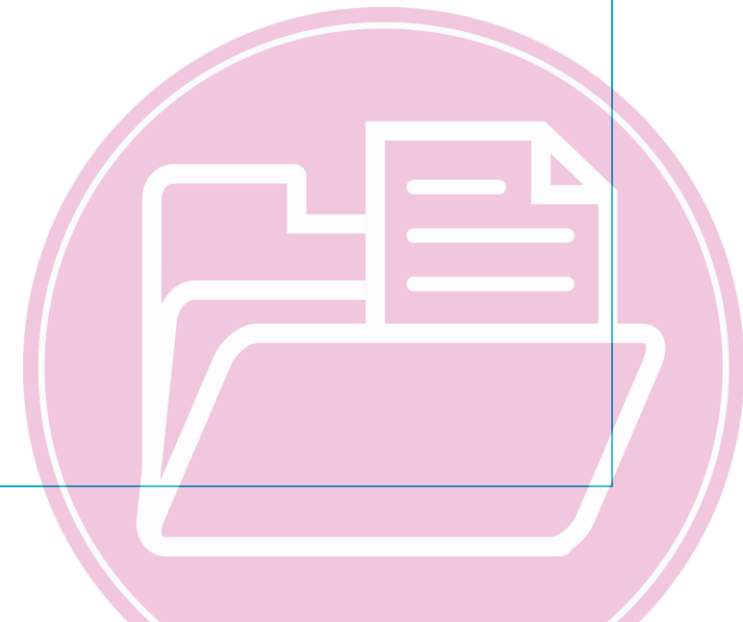
# What we're doing: Supplies

## National picture

- National service rolled out April 2016 with ordering via an online portal (“PCSE Online”) and delivery via a national courier network
- Approximately 20,000 supplies orders placed and delivered on a monthly basis
- Courier service improved by adding additional routes and using larger vans in October 2016

## London

- London is served by a combination of Beckton, Slough and Gatwick CitySprint service centres.
- Find more details about Supplies here: <https://pcse.england.nhs.uk/services/supplies/>



# What we're doing: Customer Support Centre (CSC)

## National picture

- Single point of contact for all telephone queries for all PCSE services
- Calls answered promptly
- Many queries resolved at first contact
- All calls allocated a case number, so we track and keep customers updated on the progress of queries more quickly
- Using enhanced MI to identify trends in queries
- Refining staff training based on customer feedback
- Simplifying email contact: new enquires form available on the PCSE website which contains all the required fields PCSE needs to process queries
- Providing regular service updates through bulletins and PCSE website

## London

### If you need to contact our CSC:

- Phone: 0333 014 2884
- Email: [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net)

### To contact service lines directly:

- Please use the enquiries form on the contact us page of the PCSE website

### Or visit our website:

- [www.pcse.england.nhs.uk](http://www.pcse.england.nhs.uk)

