



Practice payments can be made in a number of ways, often resulting in confusion for the practice. Also, future funding for practices is under increasing pressure with continuing falling investment. Here is a selection of specific actions and tips to help practices claim, track and reconcile received payments more effectively.

Remember that all GP contracts are subject to review and potential reduction, eg, Minimum Practice Income Guarantee (MPIG) and Personal Medical Services (PMS) reviews.

! ACTION: Undertake a financial health check now!

STEP 1

Complete the framework template which covers all current and potential funding streams for income, expenditure and workforce. This can be found on our [GP State of Emergency website](#).

STEP 2

Compare your information against the framework guide.

STEP 3

If your review identifies concerns or issues then you should:

- Ensure practice evidence and audit trails are clear.
- Understand the payment timescales.
- Are there any payments outstanding?
- Ensure you make claims correctly, **within the time frames**, using the correct processes. Don't forget to identify the practice details in any correspondence.
- Understand the claims process and how to challenge.

! ACTION: Always challenge if you think a financial mistake has been made whether they are NHSE or CCG based. Contact the LMC (GPsupport@lmc.org.uk) for advice before discussing with any other party.



Payments process

Across London all payments to practices are made by Capita/Primary Care Support England (PCSE), prior to which the payments were processed by a number of organisations depending on your area, eg, Family Health Services (FHS), Shared Business Services (SBS), Primary Care Support Services (PCSS) and NHS England London Finance.

The responsibility for outstanding payments for GP services lies with:

- NHSE London level 3 delegated CCGs (GMS, PMS and APMS payments)
- CCGs (Local Incentive Schemes or Locally Commissioned Services)
- Local Authorities (public health schemes)

! ACTION: Make sure you go to the right organisation to follow up on payments.

Until payment issues are resolved you should:

- **Keep accurate records** at practice level of services delivered, of any correspondence and payments made to the practice.
- **Keep all the evidence** and reports for audit purposes of all service activity delivered by the practice that support financial claims.
- **Notify NHS England, local authority (Public Health) or the CCG** (whoever is responsible) of any financial concerns, issues and discrepancies.
- **Contact Londonwide LMCs** who will advise and take forward these concerns on the practices behalf; contact pay@lmc.org.uk.
- **Always check your monthly payment schedule** for any payment discrepancies including underpayments as well as overpayments. If you identify an overpayment seek clarification from the relevant commissioner as this could generate a clawback at a later stage which could cause the practice cashflow problems.

! ACTION: Always challenge if you think a financial mistake has been made. Do not rely on verbal information or advice – get it in writing!