

# Primary Care Support England (PCSE) Stakeholder Bulletin

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

April 2016

## Supplies

The new online supplies portal is up and running. The portal provides GP Practices, Dentists, Opticians and Pharmacies with an easy way for ordering and tracking supplies, including NHS stationery, pre-printed forms (such as Prescription pads and GOS forms), needles and syringes.

We're aware that initially some users weren't able to access the portal, and for some users, the status updates shown on the portal for early orders were incorrect. These have now been resolved and we would like to apologise to our customers for any confusion caused.

We'd encourage any practices who've not registered for the online service to do so. The [FAQ section](#) on our website provides information on how practices can register if they haven't done so yet. If any practice needs support with registering or accessing the portal, they should email [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net) and put 'Portal registration support needed' in the subject the line.

For urgent supplies requests, users should click on the 'Submit an Urgent Order' link on the portal. There is currently **no charge** for urgent supplies orders.

Please be assured that there's enough stock to cover all orders.

## Medical records movement

In March 2016, we began to introduce the new medical records movement process for GP practices. We're moving from a medical records service that varied hugely across the country to a standardised process for every practice.

There was an initial transition period where collection times were temporarily paused to allow us to transfer the many individual courier services to our new national single supplier. We've now introduced a secure, weekly collection service for medical records for all GP practices across England. CitySprint will have visited practices by the week ending 15 April to collect awaiting records. Please be assured that all CitySprint drivers are DBS checked and should always have their CitySprint ID card visible when delivering and collecting from practices.

A key feature of the new, national service will ensure that medical records will be fully tracked until they reach their destination. We're currently piloting this approach in West Yorkshire. The first batches of individually bagged and labelled records have been collected from practices in West Yorkshire, and will be delivered directly to their end destination week commencing 18 April.

Once the pilot has successfully completed we'll then fully roll out the new records movement process to all practices nationally.

For urgent medical information requests only, practices should email: [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net) with 'Urgent medical information request' as the subject.

Regular updates on how this new service is being implemented will be posted on our [website](#).

## The PCSE Customer Support Centre

The new Customer Support Centre opened 14 December 2015.

With the recent launch of two national services, the Customer Support Centre has been dealing with a larger volume of queries. We're sorry that our customers haven't received the level of service they should expect while the new services are embedding.

We're increasing staff numbers in our call centre and introducing a menu option to help direct calls, so our teams can respond most effectively. If you'd like to know more about the improvements we're putting in place to address users' feedback, please contact your Regional Liaison Manager (further information in below).

Throughout 2016, customer calls (and all other forms of contact, including email and post) will move in stages from local PCSE offices to the Customer Support Centre. We'll let service users know when the changes are about to happen for them, and provide the new contact details and information they'll need.

We've produced a [timetable showing when contact will move](#) from each of our local offices (including legacy NHS SBS and Serco arrangements) to the Customer Support Centre.

## Introducing the National Engagement Team (NET)

A team of regional and local managers has been put in place, to provide hands-on support as we introduce new arrangements for accessing primary care support services.

**Regional managers** will link in with local and regional statutory bodies as an ongoing point of contact. They'll provide briefings on upcoming changes, take feedback on the performance of services locally, and make sure that any local problems are understood and resolved.

**Local managers** will help ensure practices are aware of planned changes, and know the practical steps they'll need to take to be ready. They'll also deliver the parts of our service that need to happen face to face, such as identity and document checks that are part of the Performer's List process

Please visit [our website](#) to find out more about the work of the NET team.

## Information on new entrants to the Performer List in your area

We're introducing a standardised process for collecting information on new entrants to the Performer's List. LMCs, LOCs and LDCs can now receive details of new performers to their local area (where performers have agreed to share their contact details.) For further information, please email [PCSEngland@capita.co.uk](mailto:PCSEngland@capita.co.uk)

## Primary care support services – who does what?

Over the years, primary care support (PCS) services have been delivered by a range of suppliers and provided under local arrangements. Through the contract with Capita, NHS England is looking to introduce a number of national, standardised services. Not all PCS services are part of this contract with Capita, and some services will continue to be delivered by other organisations.

To help practices understand who provides what, NHS England has produced a summary of [All PCS services](#) and clarified whether these are delivered by PCSE or another organisation.

## Future changes to your primary care support services

For a quick summary of the main changes that will take place and when, please take a look at the [Proposed timescales for introducing services](#) on our website.

We hope you found this update useful and please share with your colleagues.

Best wishes

**Primary Care Support England**