



Information Update 10 March 2017

Update from PCSE

On 24th January 2017, Janette Practice, Manager at Avenue House and Hasland Partnership, wrote on behalf of the Chesterfield Practice Managers to Simon England, Managing Director of PCSE, seeking reassurances and explanations as follows:

- We would like to request that someone communicates with Chesterfield Practices managers to explain what exactly is being done to remedy the current problems
- Can someone speak to each practice and assess the outstanding issues for each site so managers can be reassured that their individual problems are logged and being investigated
- Can practices who are currently suffering a financial loss as a result of missing GP Register payments be compensated as soon as possible
- We would like formal recognition and an apology from someone with relation to the significant stresses, pressures and frustrations that these issues have caused for GP services which is already overstretched.
- Will practices receive any form of compensation for the numerous hours of wasted time and resource in general practice as a result of an inadequate support service?

On 13 February 2017, Simon England responded:

Dear Janette,

Primary Care Support Services

Thank you for your letter on behalf of the Chesterfield Practice Managers Forum. I look forward to meeting you and your colleagues, in person, on 14th February to discuss the issues raised in your letter and the actions being taken.

Firstly, I want to acknowledge the frustration that you have experienced at not receiving the level of service that you should have expected or that we expect to provide.

I can discuss in more detail when we meet, but in summary I propose the following approach for each area:

Medical Records – we are currently analysing this issue so the right actions can be taken. We expect the results from this analysis to be available shortly and any actions required will be communicated. We have recently introduced new routes and are looking at ways to further enhance this service. We rely on close working with practices and NHS England storage sites as the process is dependent on GPs releasing their medical records for us to transfer, and on these third parties.

For further information, or to arrange an interview, please contact:
Dr Susie Bayley, Head of Communications, Derby and Derbyshire LMC



GP Registrar payments – we are aware of issues related to registrar payments. As well as a focused effort to address these, working alongside NHS England, we have agreed a standard process for the submission of information and forms to minimise similar issues reoccurring in the future.

If there are details you can provide me regarding incorrect GP Registrar payments, then I will ensure these are addressed by the Payments team.

I note the points you have raised regarding GP Registrar pay schedules and notifications. We inherited a system for GP Registrar payments and notifications that varies very substantially across the country with no common policy in place. We are working with NHS England and other stakeholders to agree and introduce common consistent processes where possible.

The assignment of salary has been discussed between NHS England and Health Education England at national meetings and HEE have been advised that this requires HR input, which is not a PCSE responsibility. NHS England have been looking at alternative ways this could be undertaken, including the potential to set up advice lines through existing lead employers.

Performers List – Good Progress is being made to address this, and we expect to have processed outstanding NPL2/3 forms and be processing as usual, by the end of March this year. We have invested heavily in additional staff, new workflow technology and introducing new standardised procedures in this area.

We understand the knock-on impact onto prescribing and GP payments, pensions and financial statements. Processing these forms, and then reconciling and correcting any payments and pensions, and retrospective issues, remains a very urgent priority. We expect to have completed this task by the end of March.

Finally, as we have said publicly, our intent is to provide a modern, efficient and responsive service that meets our customers' needs. Where it has fallen short of yours – and our – expectations, we offer full apologies.

Regards

Simon England
Managing Director, Primary Care Support England

Simon England also attended the Chesterfield Practice Managers Forum on 14 February 2017, click here to read the [Minutes](#).

David Gibbs
Head of Business Support
Derby and Derbyshire Local Medical Committee

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