



## Information Update: Contacting PCSE / 29 June 2017

There have been some changes to the security process when contact the PCSE contact centre on 0333 0142884.

Below is how the contact centre staff will now verify the identity of the caller:

### Identification & Verification checks

When calling the PCSE Customer Support Centre to discuss specifics, the caller will be asked for their name and will need to appear on the contact list within CRM before the advisor there can raise a case or enter in to a discussion.

They also need to complete full ID&V check during the call. The information that the call handler will request will be:

- The practice organisation (ODS) code
- The name of the Practice Manager or Main Contact
- The full address, including postcode of the practice
- The practice telephone number

If the caller is able to provide the ODS code then they will only be required to answer one of the other questions. If they are unable to provide the ODS code, they must correctly answer all three of the other questions.

If the caller can confirm the above but does not appear on the contact list, the CSC agent will advise that they just need to place an outbound call to the Practice Manager/Main Contact, so that they can confirm they work there and can authorise for them to be added as a contact.

Please note:

- It is **strongly advised** that the practice manager is set as the 'Main Contact' for PCSE. This is due to future plans to transform services. In addition to receiving the weekly PCSE bulletins, the 'Main Contact' will have access to functionality and information stored on the PCSE portal for their practice (Screening, Payments and Pensions, Medical Records, Supplies and Performers List info) but additional users can be set up with restricted access.
- It is also strongly recommended that you register for the PCSE portal with an nhs.net email address to ensure that you receive your practice's GMS3 (Temporary Residence) forms.

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



01332 210 008



office@derbyshirelmc.nhs.uk





- We are currently working with NHS England to compile an approved list of contacts for those people within NHSE and PHSE who have reason to contact PCSE, but are not affiliated with a practice so would not be part of an organisation or appear on a contact list.
- If a practice wishes to be added to CRM they can contact NHS Digital who will give them an ODS number which can be sent to [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net) email subject line: Data Manager for verification and be added to CRM.

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

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