



### Information Update: PCSE Contact

The LMC have been made aware that PCSE are now asking practices to contact specific e-mail addresses depending on the nature of their query.

In case this information has not reached practices, Robert Ramsden has produced the following reference guide:

#### Email address for each service line:

For GP Payments [pcse.gp-payments@nhs.net](mailto:pcse.gp-payments@nhs.net)  
For GP Pensions [pcse.gp-pensions@nhs.net](mailto:pcse.gp-pensions@nhs.net)  
For Ophthalmic queries [pcse.optical@nhs.net](mailto:pcse.optical@nhs.net)  
For Performers Lists queries [pcse.performerlists@nhs.net](mailto:pcse.performerlists@nhs.net)  
For Market Entry queries [pcse.marketentry@nhs.net](mailto:pcse.marketentry@nhs.net)  
For Supplies and Portal queries [pcse.portalenquiries@nhs.net](mailto:pcse.portalenquiries@nhs.net)  
For Screening queries [pcse.screening-leeds@nhs.net](mailto:pcse.screening-leeds@nhs.net)  
For IT support [pcseITsupport@nhs.net](mailto:pcseITsupport@nhs.net)

For all other queries use [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net)

**Phone:** 0333 014 2884

**Web:** [pcse.england.nhs.uk](http://pcse.england.nhs.uk)

**Post:** PO Box: Primary Care Support England, PO Box 350, Darlington, DL1 9QN

**Urgent Requests for Medical Records** - These requests are to be submitted via form on the PCSE portal. Information can currently be found here: <http://pcse.england.nhs.uk/news/>

Please be aware that this is only to be used for **clinically urgent** requests.

**Outstanding GP Registrar salary payment** - Contact the VTS or HEE who will liaise with the trainee to confirm whether or not they have completed their K4 form and provided a recent payslip. The VTS and HEE have a dedicated inbox to submit GPR admin and also to escalate missing salary issues.

**Outstanding GP Registrar expenses** - Refer the trainee to the VTS or HEE. There is an indemnity reimbursement form to be complete for MDU payments which **must be** supported by a breakdown of the MDU/MPS fees and not just the monthly payment arrangement, and a mileage claim form (for travel expenses) which can be found on the PCSE website here: <http://pcse.england.nhs.uk/gp-payments/> Scroll to the bottom and select the FAQ **"IS THERE AN UPDATED MILEAGE CLAIM FORM AVAILABLE FOR GP REGISTRARS?"**

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



Completed forms are to be sent to [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net)

**Specific email addresses for time-limited processes:**

**Practice mergers and closures notifications**

Completed practice mergers and closure notifications forms should be emailed to [PCSE.practicechanges@nhs.net](mailto:PCSE.practicechanges@nhs.net)

**Open Exeter**

Open Exeter queries or support requests should be emailed to [PCSE.openexeter@nhs.net](mailto:PCSE.openexeter@nhs.net)

**Removal of violent or aggressive patients from practice lists**

To request the immediate removal of a violent or aggressive patient from the practice list, practices should email [PCSE.immediateremovals@nhs.net](mailto:PCSE.immediateremovals@nhs.net)

**SARs from patients and the public**

For access to medical records for a patient not currently registered with a practice or deceased, patients and the public should email [PCSE.accessrequests@nhs.net](mailto:PCSE.accessrequests@nhs.net)

**Requests from coroners**

Coroners, or practices requesting records on behalf of coroners, should contact PCSE at [PCSE.coronersrequests@nhs.net](mailto:PCSE.coronersrequests@nhs.net)

**Safeguarding requests from police**

Police organisations who need to submit Data Protect Applications to PCSE should email [PCSE.safeguarding@nhs.net](mailto:PCSE.safeguarding@nhs.net)

**Complaints**

If customers feel the need to raise a complaint, they should email PCSE at [PCSE.Complaints@nhs.net](mailto:PCSE.Complaints@nhs.net)

**Specific screening email addresses:**

**CRUK requests and colposcopy discharge lists/letters**

All laboratories and clinics have been advised which PCSE office is managing their work. The email addresses to use to access screening administration services, including CRUK requests and colposcopy discharge lists/letters are:

Leeds office [PCSE.screening-leeds@nhs.net](mailto:PCSE.screening-leeds@nhs.net)

Clacton office [acecic.ecsenquiries@nhs.net](mailto:acecic.ecsenquiries@nhs.net)

Preston office [PCSE.screening-preston@nhs.net](mailto:PCSE.screening-preston@nhs.net)

If labs and clinics are unsure which office is managing their work, they should contact their local Regional Liaison Manager whose contact details can be found on the [PCSE website](#)

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



### **Laboratory files**

For labs who send their files by email rather than electronically via organisation links, laboratory files should be emailed to

Leeds: [PCSE.screeninglabs@nhs.net](mailto:PCSE.screeninglabs@nhs.net)

Clacton office: [essexcontractorservices.screening@nhs.net](mailto:essexcontractorservices.screening@nhs.net)

Preston office: [PCSE.screening-preston@nhs.net](mailto:PCSE.screening-preston@nhs.net)

If Labs are unsure which office is managing their work, they should contact their local Regional Liaison Manager whose contact details can be found on the [PCSE website](#)

**David Gibbs**

**Head of Business Support**

**Derby and Derbyshire Local Medical Committee**

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



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[office@derbyshirelmc.nhs.uk](mailto:office@derbyshirelmc.nhs.uk)

