

From: Jill Matthews, Managing Director
Primary Care Support Services

29 April, 2015

Dear Colleague

CHANGES TO PRIMARY CARE SUPPORT SERVICES

I am writing to update you on the procurement of Primary Care Support (PCS) Services and the closure of some offices which will be happening over the next couple of months.

Closure of offices

As you are aware the NHS has to find significant savings, and whilst we continue to be committed to the delivery of a high quality service we have to keep within the budget set for the PCS Service. To achieve this we will be closing nine offices over the next two months. The closures have been confirmed following a consultation with staff. The nine offices are in Carlisle, Stockport, Manchester (Millennium House), Salford, Shrewsbury, Worcester, Stoke and London (Cantilever House and Marylebone Road).

We also consulted on closing the offices at Lancing, Chester, Coventry and Gosforth but these offices will not be closing. The Gosforth office will run its natural course and will close as a result of the ending of its lease in November. Most staff leaving the service have opted to take voluntary redundancy but unfortunately a small number of staff will be compulsorily redundant.

Customers and stakeholders of the service will receive further details of the changes that affect them locally, including the contact details of the new office that will be providing the service going forward. We will be working to ensure business continuity and do not expect any significant disruption for our customers. All the offices that are due to close are expected to have done so by the end of June.

Procurement

A procurement process has completed the evaluation of final bids received from three suppliers who were shortlisted to take part in negotiations to manage the service going forward. A business case has been prepared, detailing this evaluation and recommending a preferred bidder. This recommendation has been considered by members of the NHS England Board, who have supported the business case which is now with the Department of Health for consideration and approval. We are expecting a decision on this sometime after the general election and hope the service will transfer to the new supplier in the summer. We will write to you again when we have more information.

Some of the services currently provided by PCS Services are outside of the scope of this contract. We are working to make new arrangements for these services. In most cases this will be to other NHS

organisations. For a small number of services it will be to local authorities. We are writing to contractors and customers at a local level to advise them of these changes and how the services can be accessed.

If you have questions about any of the information in this letter, please contact your local PCS Services office in the first instance. You can also email us your questions at england.pcsinfo@nhs.net and your question will be passed onto local PCS Services staff, who will contact you directly.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jill Matthews', with a long horizontal flourish extending to the right.

Jill Matthews

**Managing Director
Primary Care Support Services**

england.pcsinfo@nhs.net