

Primary Care Support England

New arrangements for primary care support services

We are looking to create national, easy to use primary care support services, which are consistent across England and which lower the administrative burden on you and your practice.

What will be different?

In our plans for the future, services will be delivered from three centres across England and a new national Customer Support Centre will be opened for all customer queries.

The new arrangements we are looking to introduce include:

Services	Proposed timescales for introducing these services							
	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-June 2017
Customer Support Centre Opening a national Customer Support Centre for all customer queries. Calls will be moved to the Support Centre in stages from December 2015 to January 2017. 		✓						
Local Support Team Setting up a dedicated team to provide on the ground support for our service users and to deliver the face-to-face elements of the service such as identification checks. 		✓						
Medical Records Storage and Movement Taking on responsibility for the secure movement and storage of medical records. Practices will be able to track records and see expected delivery dates. 			✓					
Supplies Management Introducing an online supplies management portal, for quick and easy supply ordering and tracking. 			✓					
Ophthalmic Payments Re-designing the existing GOS form by September 2016. Over time, working towards the introduction of an electronic GOS solution. 					✓			
Pharmacy Payments Delivering a simplified process for claiming payments via the online portal. 						✓		
Performer List Introducing a simple online route for submitting and tracking applications. Face-to-face checks will be carried out by the Local Support Team. 								✓
Pharmacy Market Entry Enabling straightforward online applications. Applications will automatically be checked for completeness before they are submitted. 								✓
GP Payments & Pensions Automating calculations, and providing easier access through the online portal, which pulls all payments information into one place. 								✓
Screening Administrative Support Introducing a standardised national system, with centralised auditable printing and distribution. 								✓

*NHS England have published a full list of Primary Care Support Services on their website, indicating which services are provided by Primary Care Support England, and which are provided by other organisations.

New contact details for your PCSE services

Most of our customers currently receive services from a range of PCSE offices.

By the end of January 2017, the Customer Support Centre will be your single point of contact for all queries on all PCSE services.

The table below provides a guide on when calls will move from a local PCSE office to the Customer Support Centre.

We will keep you up to date on any changes to your contacts, and our Local Support Team will provide you with training and hands-on support around the new processes that you will need to use to access your services.

Local PCSE office	Proposed date for customer calls moving to the Customer Support Centre.
Chelmsford – Swift House Derby – Cardinal Square Huddersfield – Broad Lea House Lancing* - Brooklands House Leeds - Brunswick Court Mansfield – Birch House Yeovil – Wynford House	December 2015
ACE – Clacton on Sea Bridgwater – Mallard Court Chester – 1829 Building Coventry – Parkside Edgware Community Hospital Preston – Preston House York – Blue Beck House	By end March 2016
Walsall - Jubilee House	By end April 2016
Doncaster – White Rose House Ipswich – Rushbrook House Liverpool – Bevan House Maidstone – Faith House York – Unit 3 Alpha Court	By end May 2016
London (Hillingdon) – Kirk House London (NW1) – Stephenson House Reading – Cremyll Road	By end June 2016
Surbiton – Ewell Road	By end July 2016
Bristol – South Plaza Darlington – Old Exchange Hull – Health House	By end August 2016
Welwyn Garden City – Charter House	By end October 2016

* Customer calls to the Lancing office will move temporarily to the Maidstone office in 2015 and then permanently to the Customer Support Centre in 2016



For further information

Please get in touch with us at: PCSEngland@capita.co.uk