

New PCSE pay and pension system update

PCSE's new pay and pension system was launched on 1 June and we have been contacted by concerned practices and GPs about the disparities in information and the difficulty in finding the relevant information on the system. We would urge all GPs to log on and check their details and data. Any errors or issues identified should be [raised with PCSE](#) at the earliest opportunity. We have been informed of the following which is very concerning:

- PCSE don't have contact details for approximately 6,000 GPs. PCSE assures us that they are working on solutions for this but we advise any GP who haven't received any email from PCSE since 30 May giving access to the system, to contact pcse.user-registration@nhs.net.
- Past statements migrated to the new system are not showing the same level of detail as previously. PCSE have informed us that they are working on this but advise that users can still access those statements in full on Open Exeter in the meantime. This is not a satisfactory situation and we will be pursuing it until it is resolved.

Around 1,000 practices have not yet received their QOF achievement payments for this month. PCSE are adamant that they have a solution for this and are working to ensure these payments are made this month, within contractual timeframes. They have written to affected practices.

We continue to meet regularly with PCSE to raise issues relating to missing and incorrect data along with poor usability. We are extremely concerned about the volume of these issues and have raised these with PCSE to resolve them urgently. We will continue to monitor and pursue the progress of this and other remedial work over the coming weeks.

PCSE have posted user guidance for [practices](#) and [GPs](#) on their website. We would encourage users to make use of them.