**GPC report of PCSE/Capita performance**

As you may know, GPC England undertook an exercise over the month of October to assess the performance of PCSE/Capita as experienced by practices. Practices reported on a number of issues on a weekly basis, LMCs compiled responses from their areas, and GPC compiled LMC responses to build a national picture for analysis. The headline results of the report are shown below; the full report can be accessed here (<https://www.bma.org.uk/collective-voice/committees/general-practitioners-committee/gpc-current-issues/capita-service-failure>) under the October 2016 tab.

You may have seen today’s BBC coverage (<http://www.bbc.co.uk/news/uk-england-37874856>) of Capita issues in the East of England, and we expect further coverage over the next few days, with the adjournment debate in the Commons tomorrow.

**Key findings:**

         Close to three out of ten (28 per cent) GP practices reported they failed to receive or have records collected from them on the agreed date with Capita.

         Eight out of ten (81 per cent) practices stated that urgent requests for records had not been actioned within three weeks.

         around six out of ten (58 per cent) GP practices reported that new patient registrations were not processed within the required three days.

         Close to a third (31 per cent) of practices reported that they had received incorrect patient records.

         around a quarter of those surveyed (23 per cent) had not received the medical supplies they had ordered on the expected date, like medicines and prescription pads.

         Just over half (51 per cent) of GP practices reported that customer service support staff were unable to resolve issues within an appropriate timeframe.

**Trends over the 4 week period of the survey:**

         for patient records delivery/collection, the situation does not appear to be improving, with a sharp increase in the last week for average number of records awaiting delivery

         For supplies, the situation has improved, with more practices reporting they are receiving all ordered supplies on the expected date

         For the PCSE customer support centre, there appears to be no improvement in issues being resolved via telephone or via email, across the four weeks, with high numbers of practices consistently reporting issues are not resolved

         For new patient registrations, following a small decline, the percentage of practices reporting that new patient records are processed within the three day timescale, showed some improvement but remained at an unacceptably low level overall

         A vast majority of practices reported that they do not have contact with their local NET team (although this improved slightly over the four weeks)

         The percentage of practices reporting issues with payments to their practice, reduced over the four weeks with a steady week on week reduction of incorrect payments

We continue to discuss appropriate compensation for GPs for the extra work caused by the issues and will provide an update in due course