

20 December 2017

### Dear LMCs

The GPC's PCSE working group, members of which have a range of expertise in areas that PCSE are contracted to deliver met with Jill Matthews, from NHS England, on Wednesday 6 December. The meeting was productive, and it was clear that the letter sent in October to Simon Stevens, had made an impact as NHS England were able to share progress and some solutions to each of the outstanding issues that are causing concern. The service is still not functioning at a level that is acceptable, and we have given NHS England a deadline of the end of this calendar year to resolve the outstanding issues.

### Patient registrations

With regard to patient registrations, work is ongoing to ensure that they are processed without delay. We were informed that the new system is automated so is functioning quite well, but difficulties arise when practices put comments in the comments box at the end of the form, which means that the transfer must be actioned manually. We have suggested some amendments to the form to clarify this.

### Medical records

The new system for transferring medical records has received positive feedback of improved service levels and is being rolling out across the country in a phased way, so that any problems can be rectified in a controlled manner. There was a discussion around the recent announcement that from 1 January 2018, PCSE will no longer provide a transfer service from your branch to main practice. GPC is concerned about the effect of this on practices. We will be providing NHS England with evidence about how this will affect multi-site practices and will be working with NHS England to find a solution to this. We will keep you updated on this as it develops.

Despite reported considerable progress to repatriate records (whether from storage or from the former GP practice), outstanding medical records remain a significant concern to practices. Practices operating the new label system will receive labels for those identified as backlog records, in a controlled way. Those operating the old system can still place any outstanding records in a collection bag without a label; those operating under the new system will need to wait for a label.

### Performers list

There was an acknowledgement that there are still significant issues remaining with processing applicants to the performers list. We expressed serious concern over a recent case that was brought to our attention by Nottinghamshire LMC, where a GP Trainee who has not completed their training was added to the

performers list as a qualified GP. Fortunately, the doctor concerned understood they should not work. NHS England will be carrying out an investigation into this case as well as undertaking a bigger piece of work to ensure the accuracy of the performers list. More details will be shared as we receive them and please let Amy Bolton at the BMA know if other colleagues have had concerns similar to this.

Regarding the next intake of GP trainees, NHS England informed us that this will be carried out in the same way as last August. This means that HEE will provide PCSE with relevant information and trainees will be added to the performers list en mass and information on this will be shared with practices in the next week or so. Practices must be aware that they still need to check the indemnity and the disclosure and barring certificate of any new doctor. We also highlighted the need for GP trainees to have clear information on this process, which we are going to develop with NHS England.

### **Information for LMCs**

We discussed PCSE sharing performers list data with LMCs, and NHS England confirmed that this is something that they are committed to doing on a regular basis. We will also be working with the legal team around the statutory obligation to provide this information to LMCs.

### **Pensions and payments**

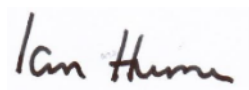
NHS England is undertaking work to address the various issues that are ongoing in this area. We both agreed that this is an area of high priority and following a long discussion, NHS England is taking steps to begin to rectify the ongoing, as well as historic issues. GPC will be monitoring this area very closely.

We questioned what steps were being taken to address the issues with GP trainee salary payments and indemnity reimbursements. NHS England reported that an information pack would be made available to practices that directly employ trainees, which will hopefully assist practices that are having issues. Furthermore, NHS England committed that if any GP experiences financial difficulty there would be a mechanism by which an emergency payment can be made.

If you have experienced any issues with PCSE and would like support from the BMA, then please email [support@bma.org.uk](mailto:support@bma.org.uk) clearly stating PCSE/Capita issues in the subject line, and we will ensure that it is investigated immediately.

Finally, we have agreed to share the results of our recent surveys with NHS England as they also felt that the information would be useful to them in working with PCSE to resolve the outstanding issues. We would like to take this opportunity to thank you for your continued engagement to resolve these issues, and to all LMCs, practices and individuals that have taken the time to complete the survey.

Yours sincerely



**Ian Hume**

GP Committee, Policy lead for premises and practice finance