

From: CAPITA - PCSS
Date: 20 March 2020 at 16:19:46 GMT
To: undisclosed-recipients;;
Subject: COVID-19: update about PCSE services

Dear Colleague

We understand the challenges that the Covid-19 outbreak places on practices' workloads and we want to keep you updated on what we are doing to support them during this time.

Primary Care Support England (PCSE) continue to work with NHS England to prioritise services so that we can make sure high priority services run smoothly, avoiding disruption to front line Primary Care. These essential include:

- processing and uploading the monthly contractual payments to practices
- delivering supplies orders such as needles, syringes, prescriptions and essential NHS forms
- processing patient registrations, removals and dealing with any messaging errors on the GP links between practices and PCSE
- processing urgent medical record requests to ensure continued patient care
- ensuring that GPs are correctly registered on the Performers List and able to provide services to the NHS
- processing retirement, pension opt-out and death in service applications

Please note, as we focus on the above essential services during this time, it may take longer for us to process and resolve queries for other services.

Temporary practice closures

If a practice should need to close temporarily as a precaution against the spread of Coronavirus, PCSE can support practices. For example, we can manage the movement of patient records and postpone deliveries of supplies. In the first instance, practices should get in touch with their CCG to discuss options, and our supplies team will be happy to discuss possible actions. The team can be contacted via the online form available here.

End of year pension forms

We continue to accept pension forms for 2018/19 end of year. Please be aware however that processing times might be extended as we prioritise our activity towards urgent and essential services.

Service provision

PCSE will continue to work with NHS England to do everything we can to ensure practices are supported. Updates are also available on the PCSE website.

If you have you questions please contact pcse.gpengagement@nhs.net

Kind Regards

Communication and Engagement Team
Primary Care Support England
Delivered on behalf of NHS England by Capita

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For queries relating to a particular service, please use our online enquiries form:
www.pcse.england.nhs.uk/contact-us

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