

## GP Update – 19<sup>th</sup> August 2016

In this newsletter we've provided you with an update on progress across our services including:

- Movement of medical records
- Supplies
- Patient list registrations
- New registrations
- Performer list

### Movement of medical records

Significant progress has been made across this service with the majority of main GP practices in England receiving a regular weekly collection and weekly delivery of records. Where branch practices have requested a separate service, they have now been added to the weekly collection routes.

Prior to starting our transformation programme, our research with practice managers found that the average movement of records had been between eight to 12 weeks with regional variations.

Our logistics partner, CitySprint is now achieving an average movement of records between three to six weeks.

Our current priority is to ensure that every area reaches the average delivery time of three weeks and we are working hard to address this.

We are implementing a number of enhancements such as introducing additional routes in Manchester and running additional routes from next week in other areas where required.

In the Leeds pilot area, where we have been trialling our fully transformed service, the average delivery of medical records now takes 10 working days. Once this solution has been robustly trialled it will be rolled out to all areas.

### Patient list registrations

We continue to share detailed information with NHS local area teams on a regular basis so they can monitor progress and performance and update you as necessary.

In the majority of areas, it is now taking up to approximately ten days to process registrations. We are working hard to address areas experiencing longer processing times and expect to see an improvement by the end of September.

If there are specific registration queries that need our attention, then please share those with your local PCSE contact. All contact details can be found [here](#)

## New Registrations

The distribution of new Lloyd George envelopes for patients registering with general practice for the first time has now recommenced. We will begin to deliver those new medical records to practices over the next few weeks. We expect all these records to be with practices by the end of the Summer.

## Supplies

There were over 20,500 orders placed in July:

- **94%** of orders placed have been fully fulfilled
- **4%** have been part delivered (due to supply chain issues which have been outside of our control)
- **For the remaining 2%** of orders we are waiting for additional stock from NHS Supply Chain providers and we are working with the NHS Supply Chain to ensure these orders are fulfilled as soon as possible.

## Changes to products available in the online catalogue

The web portal hosts the national catalogue of approved items. We will continue to notify you via the portal noticeboard when products are added, suspended or removed from the catalogue. We will also automatically notify you when you can immediately self-service, for example, we are aware that the MED3 forms (statement of Fitness for Work) have recently been removed from the catalogue by the Department for Work and Pensions and these MED3 forms can now be created, edited and printed via your clinical systems.

If there is an item(s) in the catalogue which you feel are essential for your practice, please email NHS England at: [ENGLAND.SMTinfo@nhs.net](mailto:ENGLAND.SMTinfo@nhs.net)

We will be providing regular updates like this in every issue of GP Update and the next issue will be week 2<sup>nd</sup> September.