

Contacting Primary Care Support England

A Guide for NHS England Regional Local Teams and CCGs

June 2016

Background

On 1 September 2015, Primary Care Support England (PCSE) took on responsibility for the delivery of NHS England's primary care support services.

PCSE's priority is to continue delivering the support services provided today to GP Practices, Dentists, Opticians and Pharmacies. But we'll also introduce new arrangements to help us create national, consistent services, which replace the range of diverse current local arrangements.

Services provided by PCSE include:

- Medical records movement
- NHS supplies ordering and delivery
- Administration of some screening programmes
- Administration of payments to GPs, opticians and pharmacies
- Administration of the pharmacy Market Entry process
- Administration of the Performer's List process

Through this contract, NHS England's vision is to create modern, efficient, easy to use support services. To help achieve this vision, PCSE is putting a transformation programme in place which involves:

- Moving the delivery of all services from over 40 PCSE offices across England to three sites - Leeds, Preston and Clacton;
- Opening a national customer support centre based in Leeds for all customer queries;
- Introducing an online portal to provide easy access to many PCSE services;
- Replacing the Exeter system;
- Using one national courier firm to provide a more secure system for moving medical records and delivering supplies;
- Standardising processes to bring consistency to the delivery of all services.

For a summary of the main changes that will take place and when, please take a look at the [Proposed timescales for introducing services](#) on our website.

Contacting PCSE

PCSE, NHS England Regional Local Teams and CCGs regularly need to work together to deliver primary care support services.

Your main point of contact for PCSE is your current local PCSE office, or once your local office has closed, the Customer Support Centre.

Services will move from local offices to one of the three sites in phases. As services move, contact will move to the Customer Support Centre.

Please see the [Services Contacts page](#) on our website for details on when contact will move from a local PCSE office to the national Customer Support Centre, and the current contact details for each office.

The Customer Support Centre

The contact details for our Customer Support Centre are:

- **Email:** PCSE.enquiries@nhs.net
- **Phone:** 0333 014 2884
- **Web:** pcse.england.nhs.uk/
- **PO Box:** Primary Care Support England, PO Box 350, Darlington, DL1 9QN

Front and back office staff within the Customer Support Centre have now combined to create specialist teams. This means that when you speak to a front line agent, they will have ready access to the detailed back office work, and are equipped to deal with queries from service users, NHS England and CCG colleagues about day to day operational matters.

When you call the Customer Support Centre, you'll be asked to select from the following options to direct your call to the correct specialist team:

1. Medical records movements
2. Supplies and Portal
3. Payments
4. Market Entry and Performer Lists
5. Screening
6. Patient services and Open Exeter
7. General enquiries

Emails sent to PCSE.enquiries@nhs.net are also routed to the correct team. Please put the team name (one of the seven options above) in the email subject line to help us direct your query as efficiently as possible.

The one telephone number and email address are replacing any numbers or emails you may have for individuals within PCSE. This enables all correspondence to be properly logged and directed to the correct team, and for those teams to prioritise and allocate work between individuals most appropriately.

Additional support contacts

We recognise that delivering this amount of change means that at times there may be a need for you to escalate questions and issues.

Whilst daily contact is with our local offices / the CSC, the table below provides the name and contact details of the lead service specialist, who can provide additional support around specific service areas, if and when you feel the need to escalate a question or issue.

Service	Service specialist name	Service specialist contact
Screening	Karen Burgess	karenburgess@nhs.net
Medical records and SARs	Elaine Jones	elaine.jones17@nhs.net
Registrations and SARs	Elaine Jones	elaine.jones17@nhs.net
Urgent medical records	Elaine Jones	elaine.jones17@nhs.net
Supplies	TBD	TBD
GP payments and pensions	Cheryl Watson	cheryl.watson@nhs.net
Market Entry	Christine Smith	smithchristine@nhs.net
Performer Lists	Christine Smith	smithchristine@nhs.net
Ophthalmic payments	Debbie Allen	debbie.allen@nhs.net
Pharmacy payments	Cheryl Watson	cheryl.watson@nhs.net
DMS	Elaine Jones	elaine.jones17@nhs.net

The service specialist contacts are for NHS England Regional Local Teams and CCGs only and should not be circulated more broadly to service users or other stakeholders.

The National Engagement Team (NET)

NET is a team of regional and local managers who have been put in place, to provide hands-on support as we introduce new arrangements for accessing primary care support services.

You should contact your local NET representative:

- If you have any questions on the changes being introduced that cannot easily be answered by your local office / the Customer Support Centre
- If you have come across issues that potentially affect a wide group of service users

Our [website](#) provides further information on the work of the NET team and their contact details.

Open Exeter queries

For Open Exeter queries NHS England and CCG colleagues should contact the Access Control Manager relevant to your area. This can be found by visiting the Open Exeter web site, and clicking on the blue box titled 'access control managers' which lists the ACMs by geography:

<https://nww.openexeter.nhs.uk/nhsia/index.jsp>

Contacts for Service Users

The first point of contact for our services users should always be their local PCSE office, or once their local office has closed, the Customer Support Centre. Contact details for all of our offices can be found [here](#).

Please note that users should contact the PCSE Customer Support Centre, and not the HSCIC 'Exeter' Helpdesk, for primary care support service related issues.

If a customer feels the need to complain, they can:

- Email us at: PCSE.complaints@nhs.net
- Call us on: 0333 014 2884
- Complete the feedback form on: www.pcse.england.nhs.uk/contact/

We have defined a complaint as '*an expression of dissatisfaction or concern towards any aspect of a primary care support services which cannot be resolved by the Customer Support Centre within 24 hours*'.

Subject Access Requests (SARs)

Patients and the public should visit: <http://pcse.england.nhs.uk/recordsrequests/> to locate the office to which they should submit their request.