

16 September 2016

Dear Stakeholder Forum members,

Update on Primary Care Support Services provided by Capita

I am writing to share the latest progress on the work we are doing alongside Capita, to address the issues relating to Primary Care Support Services (PCSE).

Getting primary care support services back onto a stable footing remains our top priority. Our focus is on continuing to drive improvement across the service over coming weeks. To help us to do this we have been working with Capita to ensure operational improvement plans are in place to address the underlying issues and return the service to an acceptable standard.

Over the summer we took a number of steps to further increase the level of scrutiny and effect more rapid improvements across all areas of the service. This included holding daily performance meetings to challenge Capita's plans across every service line; and engaging regularly with Capita's Executive team to ensure that Capita remained fully focussed on the improvements needed.

Capita have also taken significant steps to bolster their operational capacity and capability within PCSE, and review processes. A new chief operating officer is now in post to oversee implementation of the operational improvement plans and ensure root causes are addressed to restore the ongoing stability of the services.

In the last two weeks we have had several escalation meetings at senior level with Capita Executives to express our major concerns, and to agree the next stage of escalation and recovery. Capita have accepted the service is unacceptable and reconfirmed their commitment to make every effort to recover services with urgency. To assist them in this recovery, we are embedding a team of NHS England experts to work even more closely alongside the Capita team to help advise, provide necessary business knowledge and more quickly identify and resolve issues. This team of senior staff is led by Jill Matthews, previously Managing Director of Primary Care Support Services.

I am sorry that you and your members continue to have concerns with primary care support services. Our recent additional steps reflect our continued commitment to resolving the shortfalls in service as quickly as possible.

Yours sincerely,



Karen Wheeler
National Director, Transformation and Corporate Operations