

## Welcome to the March 2018 PCSE bulletin

This bulletin has been emailed to the main contact we hold at your practice only. Please share with colleagues in your practice.

In this bulletin, you will find updates on:

- [GP payments and pensions](#)
- [Registering adopted patients](#)
- [Planned downtime of Exeter Systems](#)
- [Contacting PCSE](#)

## GP Payments and Pensions

### New immediate case reference number for GP payments and pensions form submissions

In December 2017, PCSE launched a new [online enquiries form](#) for GP payment and pensions requests and queries.

This service was enhanced in February to include a case reference number which is now emailed immediately to form users following the submission of a request. Should you need to follow up your request, please do so using the [online enquiries form](#) and the case reference number provided, or speak with our customer service centre team. If you need any help with using the online form, please see our [FAQ section](#).

### Pension adjustment payments

All annual pension certificates and related adjustments will be processed by 30th April 2018 for all certificates received before the 28th February deadline. Adjustments will be carried out in the usual practice monthly pay run.

NHS England has asked for practices who wish to make a pension payment before the end of the 17/18 tax year to be reminded that they can make an ad-hoc payment via online banking (rather than the adjustment being carried out by PCSE against the next contractual payment). PCSE's [customer support centre](#) can provide NHS England's bank details over the phone.

When making a payment please enter the reference in the following format:

Practice code – year ending – GP's full name, for example: P82004YEND2017- DR John Smith

Please note that if the PCSE adjustment is currently being processed and an additional payment is received, further adjustments will be needed and the return of funds could be delayed.

### Submitting Direct Enhanced Services claims via Open Exeter – change from 1 April

Practices in the Yorkshire, Greater Manchester and Lancashire areas currently submit claims for Financial Job DESE (Direct Enhanced Services) via Open Exeter. NHS England has confirmed that from 1 April 2018, practices in these areas should no longer claim these payments through Open Exeter, and should contact their NHS England local team or delegated CCG to confirm how these claims should be processed from April. If you require any guidance or support with this, please speak with your NHS local area team.

### Deadlines for childhood immunisation payments

Please note the following deadlines for submitting vaccination lists in 2018:

List date	Details must be submitted by	Quarter paid
01.01.2018	01.05.2018	June quarter end
01.04.2018	01.08.2018	September quarter end
01.07.2018	01.11.2018	December quarter end
01.10.2018	01.02.2018	March quarter end

It is important that vaccination lists are submitted before the cut-off date or PCSE will be unable to calculate the payment. For further information and details on how to submit vaccination lists via Exeter, please see the [childhood immunisations guide](#). NHS England has advised that any practice who misses the submission date should contact their NHS regional/local team. Payment would then be made at their discretion.

### Private pension payment queries

PCSE is unable to answer queries regarding private pension schemes. NHS England advises practitioners to contact the CCG or NHS local area team that requested the deduction of private pension contributions from the practice payment.

### FP45 forms for GP trainee reimbursements

Please note that PCSE no longer requires practices to submit FP45 forms in addition to salary set-up forms in order to process GP trainee reimbursements. Guidance on the process for claiming GP trainee reimbursements in non-lead employer areas can be found [here](#).

## Registrations

### Process for adopted patients

It is important that GP practices are aware of the steps that need to be taken when a patient is adopted. Following the process will ensure continued patient care and ensure there isn't an impact on your practice payments.

When a patient is adopted, they are given a new NHS number and must be registered as a new patient at your practice. All previous medical information relating to the patient needs to be transferred into a newly created medical record. Details on the process to follow can be found on the [PCSE website](#).

## Planned downtime of Exeter systems

NHS Digital's programme of work to carry out essential NHAIS server maintenance is continuing. The work will affect access to the Exeter system and some PCSE services.

The timetable below lists areas that will be affected in April.

If your area is affected, the Exeter system will be unavailable for three days starting from 7pm on the start date until 12pm on the end date, when you will not be able to access the system for any screening administration tasks, including downloading the HMR101/5 form. The downtime will also have a small impact on timescales for PCSE processing new patient registrations and de-registrations for practices.

Area	Start	Finish
West Sussex	09/04/2018	11/04/2018
East Sussex, Brighton & Hove	11/04/2018	13/04/2018
Barnsley	16/04/2018	18/04/2018
Croydon	18/04/2018	20/04/2018
Doncaster	23/04/2018	25/04/2018
Kingston & Richmond	25/04/2018	27/04/2018

Work will then be carried out in the areas listed in the table below. The exact start and end date for these areas will be confirmed on the PCSE website one month in advance.

**\*\*\* Please go online to [check the latest schedule](#) one month before work is due to be carried out \*\*\***

Area	Start	Finish
Suffolk	May 2018	May 2018
Bexley & Greenwich	May 2018	May 2018
Rotherham	May 2018	May 2018
Norfolk	May 2018	May 2018
Cornwall & Isles of Scilly	May 2018	May 2018

We apologise for any inconvenience this may cause.

## Contacting PCSE

### Easter CitySprint arrangements

Please click [here](#) to read information on CitySprint arrangements for deliveries and collections over the Easter period.

### Postal address for PCSE

Some correspondence for PCSE is still being received by the previous NHS England PCS sites and these will start to be returned to sender. To ensure your queries and requests can be processed as efficiently as possible, please can you ensure colleagues in your practice are aware of the contact details to use, which can be found [here](#).

### Online form

To make it simpler for practices to know who to contact in PCSE for what, an enquiry form is available on the PCSE website: <https://pcse.england.nhs.uk/contact-us/>.

We would encourage practices to use this as the form contains all the required fields PCSE will need to process your query, and selecting the 'type of enquiry' ensures your query gets to the right team as quickly as possible.

The form has recently been improved to enable you to attach documents with your query.

Best Wishes,

Primary Care Support England