

Timetable for introducing the new medical records movement service to your practice



One week before the new service is introduced Week commencing 2nd October 2017

- Your CitySprint records collection and delivery service continues as normal this week.
- Please note, it is important that all records deducted before 9am on 23rd September 2017 are released as soon as possible and by the end of the week commencing 23rd October 2017 at the latest. From 30th October 2017, CitySprint will only be able to collect records with tracking labels.

Important

**Please hold on to any records deducted after 9am on 23rd September 2017.
A tracking label for these records will be sent in due course.**



WEEK ONE Commencing 2nd October 2017

- Your CitySprint records collection and delivery service continues as normal.
- CitySprint will deliver tracking labels this week ready for your collection the following week.
- You will need to:
 - Match the details from the left-hand label with the appropriate medical record
 - Pack each medical record separately in individual shipping bags
 - Affix each right-hand label to the front of the relevant shipping bag
 - Leave for CitySprint to collect the following week.

Please refer to the 'Records packing instructions flyer' for further guidance.

Please note: if you do not receive tracking labels this week, do not be concerned. There is a cut off point for label production each week, so labels for any new records requested from your practice will be delivered on your next delivery day.



WEEK TWO

Commencing 9th October 2017

- Records for collection should be individually bagged and labelled.
- CitySprint will also collect any remaining records which were deducted before the new process began as you will not have tracking labels for these records.



WEEK THREE

Commencing 16th October 2017

- Records for collection should be individually bagged and labelled.
- CitySprint will still collect any remaining records which were deducted before the new process began as you will not have tracking labels for these records.



WEEK FOUR

Commencing 23rd October 2017

- All records for collection should now be individually bagged and labelled.
- Records will be collected from your practice and delivered directly to their end destination.



WEEK FIVE

Commencing 30th October 2017

- CitySprint will no longer collect any unlabelled records. If you have any remaining records or patient notes which were deducted before the new process began, you will now need to request a label for these via the portal. To do this go to the 'Request movement' section and complete the information required. A tracking label for the record or notes will then be sent to your practice.

NHS England would appreciate your support in making requested records available for collection promptly to help ensure that patient care is not interrupted.

Further information

Further information on the new process will be emailed to the main contact we hold at your practice.

Hands-on support

Our locally based National Engagement Team (NET) are available to provide practices with hands-on support as we introduce new arrangements for moving medical records. Their contact details can be found in the 'About' section of the PCSE website: www.pcse.england.nhs.uk.

Primary Care Support England is delivered on behalf of NHS England by Capita.