

Welcome to the October GP bulletin from PCSE

We've collated all the latest news from the last month for you to read. You can also visit the PCSE website [News Page](#) at any time to see the latest updates.

Note: this bulletin has been sent to the main contact address we hold for your practice, please feel free to share with any colleagues you feel would benefit from this information at your practice.

Here are the latest GP bulletin updates:

Improving services:

New Performer List processes being introduced in December 2019

A new, simpler way of submitting and tracking applications to the Performers Lists is coming soon. This will enable all Performers to make submissions online, and to track those submissions throughout the process. This service for GPs will launch in early December. We'll keep you updated with what's happening and what you need to do over the coming weeks.

We've improved the online forms to make your experience better

We've made some enhancements to the PCSE online forms on the '[Contact Us](#)' page of the PCSE website, with the addition of a new follow-up enquiry form. This form will improve your experience when contacting PCSE if you are a GP Payments, GP Pensions or Ophthalmic Payments user getting in touch to update an outstanding case. There are fewer fields to complete when providing further information or chasing a query, so you'll spend less time following up on existing enquiries. The link to the new follow up form will be included in emails sent to you requesting further information. This will allow you to click the link from the email to provide the required information.

Contacting us using our online form, rather than email, will guarantee the quickest possible response time and is the best way to contact PCSE, as it allows us to track your query and ensure it is resolved, and using the follow-up enquiry form will further improve your journey.

Tip: Keep a record of your case reference number and use it in any follow up about your query

Keeping you informed:

December 2019 Total rewards statement Update

Last year NHS England and NHS Pensions launched a forms 'amnesty' – which meant that GPs could submit historical certificates dating back to 2009 to ensure their pensions accounts were fully up to date.

This has led to a substantial increase in the number of End of Year forms submitted this year. To provide members with more estimates, NHS Pensions is issuing two GP Pension Total Reward Statements this year. The first phase was issued in August and the second will be in December 2019.

To find out more about this, PCSE will be issuing a special 'GP Pensions Bulletin' next month (November) which will provide further information about the December Total Reward Statement release as well as providing more detail on the processes for 2020 end of year pension administration

Advice and tips:

[Reminder to submit full address details for out of area deductions](#)

If you are making out of area deductions but do not want to treat patients under the Out of Area scheme, then please click here to find out what to do to ensure the process runs smoothly for both you and the patients involved.

Reminder to submit estimate of GP (and non-GP) Providers NHS Pensionable Profits/Pay

We have noticed that some practices don't always submit estimate forms when practitioners leave/join the practice. To Improve processes and to avoid large adjustments at the end of the financial year when you have received confirmation from PCSE to say the leaver or joiner's NPL3 has been processed please ensure:

- Revised estimate forms are submitted to PCSE as soon as practitioners leave/join the practice.
- The information provided on the [Estimate of GP \(and non-GP\) Providers NHS Pensionable Profits/Pay](#) is as accurate as possible.

FAQs on Estimates can be accessed on the ['Help'](#) page of the PCSE website

Important information about ordering urgent supplies

We are committed to ensuring NHS England supplies are ordered responsibly. Our urgent supplies system is intended for use in unavoidable situations whereby a practice would put patient care at risk waiting for delivery on the scheduled delivery date. We would ask that all practices are mindful to order supplies on a regular basis to coincide with the scheduled delivery service to mitigate the need to place frequent urgent orders.

Every location has a dedicated delivery day each week. To check which day this is, please log into the Supplies section of [PCSE Online](#), and check the CitySprint section for your scheduled delivery day.

How useful is this update?



very



useful



a bit



not