

## Welcome to the September 2018 PCSE GP 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:

[Technical fault affecting some online form submissions in July and August](#)

[Medical Records](#)

[GP Payments and Pensions](#)

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[Best Practice/National Association of Primary Care \(NAPC\) Annual Conference](#)

### Important information – Technical fault affecting some online form submissions in July and August

**Please note:** Our internet provider has advised that a technical fault prevented some recent queries submitted via the online form getting through. This has been resolved. If you submitted a query in July or August and have not received a response, please resubmit your query using the form below. We are very sorry for any inconvenience caused. The technical issue **did not** apply to GP payment or GP pension enquiry types; please do not re-submit queries for those subject enquiry types.

### Medical Records

#### Labelling and packing medical records correctly

Please note that CitySprint can only collect medical records with a tracking label correctly affixed to the front of the shipping bag, and not on the medical record itself. Please only send one record in each shipping bag using the correct tracking label for the record.

#### Sending GMS3 forms

GMS3 forms can be scanned and uploaded to the records section of [PCSE Online](#) by selecting 'Submit GMS3 Forms' on the screen header. The upload facility is on the left-hand side of the page. Please ensure all sides of the form are scanned. Save each patient form as a separate PDF file and include the patient's name in the file name.

Alternatively, if you don't have any scanning facilities, you can request a label for GMS3 forms through the records section of the portal and send the forms in shipping bags. To order a label please:

1. Login to [PCSE Online](#)
2. Click 'Records' on the menu bar and then click 'Submit GMS3 forms'.
3. On the right-hand side, there will be a box called 'CitySprint collection'.
4. Select how many labels you would like by using the plus and minus buttons (*just one label is needed per shipping bag but you can put multiple GMS3 forms into one bag*).
5. Click the 'Request tracking label(s)' button.

The label(s) will then be delivered to you on your usual CitySprint visit.

### **New urgent medical record request form**

A new online form for requesting urgent medical records will be available from **10 October 2018**. The new form will be quicker and easier to complete, and will get the request straight to the team to process. It will also validate the information as it is completed, ensuring that all necessary information is captured correctly, minimising the likeliness for rejections.

When an urgent medical record has been successfully submitted, the user will receive an email notification confirming that the request has been received. The email will contain a case reference number which can be used to follow up on the case if required.

Please note that only contacts registered with PCSE will be able to submit urgent medical record requests using the new form. In order to become a registered contact, the main contact we hold for your organisation can register you on PCSE Online via the 'User Management' section. Further information about becoming a registered contact with PCSE can be found [here](#).

Once live, the new form will be available on the Urgent Medical Record Request page within the GP Records section of the PCSE website [here](#).

## **GP Payments and Pensions**

### **Locum pension contributions**

We encourage Locums to pay pension contributions online via BACS/online banking. For Locums, the process is quicker and more efficient, and allows us to immediately allocate contributions to the correct pension fund. **When paying pension contributions online, it is important to use your unique identifying number as the payment reference.**

If the unique identifying number on your forms does not match the payment reference for your contributions, this will cause delays in allocating the payment to your pension fund.

Instructions on how to pay pension contributions and submit forms online can be accessed [here](#).

### **New practice merger and closure FAQs**

The process for practice mergers and closures is available on the PCSE website [here](#). We have recently added some new FAQs regarding GP payments and pensions during a practice merger or closure to our 'Help' page. Please click [here](#) to access.

## **Supplies**

### **Stock update**

There has been a delay in the delivery of the new PECS booklets (registration leaflets for blood, organ and cornea donations) into PCSE. We will update the supplies notice board on PCSE Online when they are available to order.

PCSE currently has low stock levels of the new Electronic Repeat Dispensing forms, due to suppliers forecasting a lower demand. Additional stock is expected at the beginning of October.

## **Best Practice/National Association of Primary Care (NAPC) Annual Conference**

PCSE will be exhibiting at this year's Best Practice Conference, on 17-18 October 2018 at the Birmingham National Exhibition Centre (NEC). Please come and visit us at stand J22. Click [here](#) for further information about the event.

Best wishes,

Primary Care Support England