



Department
of Health

Your Ref: PM / AD / Bakewell Medical Centre

PO-1069929

The Rt Hon Sir Patrick McLoughlin MP
House of Commons
Westminster
London SW1A 0AA

From David Mowat MP
Parliamentary Under Secretary of State for Community Health and Care

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20 FEB 2017

Thank you for your letter of 23 January to Philip Dunne on behalf of your constituent Mr David Gibbs of Derby & Derbyshire LMC, Celtic House, 3rd Floor, Celtic House, Heritage Gate, Friary Street, Derby DE1 1LS about Primary Care Support Services.

I note Mr Gibbs concerns.

As Mr Gibbs knows, NHS England manages the Primary Care Support Services contract with Capita, which started on 1 September 2015, replacing a number of diverse local arrangements. This is intended to transform the way services are delivered to make them more consistent, efficient, reliable, and ultimately better for end users, such as GP practices.

NHS England advises that it takes these performance matters very seriously. Capita has not been providing the standard of service expected, and NHS England has been working with the company to effect improvements. It has also recently met representatives of the British Medical Association's General Practitioners Committee to keep it apprised of developments and the steps NHS England is taking to hold Capita to account and improve performance. NHS England continues to press Capita to ensure the system and processes continue to be refined and improved.

If practices continue to have concerns, I suggest they raise these with the Primary Care Support England National Engagement Team local managers. A list of these people can be found at <http://pcse.england.nhs.uk/net>. If a satisfactory resolution to any issues is not achieved, then concerns can be escalated to NHS England's Service Management Team at england.smtinfo@nhs.net.

I hope this reply is helpful.

~~Yours~~ Ever,


DAVID MOWAT