

We are currently
planning for the new process
to be rolled out to all practices in
**West Yorkshire from 8 March and
nationally to all other practices
from 29 March.**

NHS

England

Primary Care Support England

Managing records movement – the new process

What's happening?

Primary Care Support England is changing how medical records are moved for all practices in England. We're introducing a new safe and reliable process that'll be both easy to use, and standardised across the country.



What's changing?

New arrangements will include:

- Using one national courier firm, CitySprint, to securely manage the movement of all medical records. CitySprint will deliver and pick up from your practice once a week. Your courier will always have their CitySprint ID card visible when delivering and collecting from your practice.
- Providing all practices with new shipping bags in three different sizes to use for transporting records.
- Introducing an online portal where you can track the movement of each record.
- Moving all records stored by NHS England (for deceased patients and those not registered with a practice) to a central, secure facility.

The new process

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Step one - you receive a request

Requests for patients' records will come through your practice's existing clinical system, exactly as they do now. However, the new process will also generate a tracking label that is unique for every patient's record. The label will have all the appropriate delivery details to get the record to the right destination. All labels are printed by a centralised office and they'll be delivered to you as part of the standard CitySprint delivery.

There's no change in the process you use for requesting records.



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Step two - match label to record

When the tracking label arrives, match it to the appropriate record. Add the printed copy of the patient's electronic record summary in to the patient's Medical Record Envelope (MRE) and then put the MRE into one of the new shipping bags.

FEMALE		NHS	
Surname	Forename	National Health Service Number	
Date of Birth	Address	Telephone Number	Autonomy's Capture and Stamp
Tel No.	Subsequent Address		



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Step three - attach the label

Every shipping bag has a box printed on it that will say 'NHS Staff Affix Tracking Label Here'. That's where the tracking label goes.

Please don't put any other form of post in the shipping bags as this will confuse the delivery system and introduce delays.



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Step four - leave the record for delivery

Leave the sealed shipping bag exactly where you normally would for courier collection. It will be picked up on the next scheduled delivery run.

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Step Five - using the portal

You don't need to use the PCSE portal for records movements. All steps above can be done without it. However it does offer some extra useful services. On the portal you'll find both an inbound and an outbound page. Inbound keeps track of all the records you've asked for, enabling you to check their status. Similarly outbound monitors the record requests you've had and can confirm that their labels are on the way.



We plan to roll out the new process to all practices in West Yorkshire from **8 March 2016** and to all other practices nationally from from **29 March 2016**.

The PCSE portal

PCSE will shortly launch a new online portal.

The portal will initially provide you with:

- A reliable way of tracking the movement of your patients' records, whether they are in storage or in movement across the country.
- A quick and easy way for ordering and tracking your supplies from PCSE, including prescription pads and other stationery, pre-printed forms, needles and syringes.

The portal will replace the current contacts and channels you use for ordering your supplies.

Over time, it will become your main route for accessing additional primary care support services, including payments, pensions, and performer list applications.

We are planning for the portal to be available to practices in West Yorkshire from 8 March 2016 and then nationally to all other practices from 29 March 2016.

We will shortly send you details on what you need to do to register on the portal.

Windows Internet Explorer 7 (IE7)

If your practice is using IE7 or an older web browser, you will not be able to access the 'track and trace' service for medical records on the portal. Your CCG can help with upgrading to newer operating systems in line with NHS England policies on GP IT.



Further information

If you would like PCSE to attend one of your local meetings to talk through these changes, please email PCSEEngland@capita.co.uk

For all other queries, please email PCSE.enquiries@nhs.net

