

Medical records movement update

Dear ,

We wanted to provide you with a further update on the roll out of the new national medical records movement process.

Overview

In March 2016, PCSE began to introduce the new medical records movement process for GP practices. This is moving from a service that varied hugely across the country to a standardised process for every practice. We're introducing the new process in phases.

The first change we've introduced is a new weekly collection service for medical records for all GP practices across England. The many local courier arrangements that existed across England have now been replaced with a single national courier provider, CitySprint.

Records are being processed at a central PCSE office, where they are then labelled and forwarded securely to their end destination. This continues the practice of returning records back to your local PCSE offices for sorting and distribution.

A key feature of the new service will ensure that records will be fully tracked until they reach their destination and we're currently piloting this approach in West Yorkshire. The new service will be rolled out nationally once the pilot is complete.

What's happening for my practice next week?

Collection and delivery of records	<ul style="list-style-type: none">• For the week starting 2 May 2016, CitySprint will continue to collect and deliver medical records to practices. You'll now have a weekly collection and delivery service.• If you've not yet had a collection of records from CitySprint, please let us know by emailing PCSE.enquiries@nhs.net and put 'Records collections query' in the subject line.• Records should be placed individually into the new shipping bags but we are <u>not using tracking labels at this stage. You will receive labels when we fully roll out the new service.</u>
Tracking records	<ul style="list-style-type: none">• Requests for patients' records will come through your practice's existing clinical system as they do now, and there's no change in the process you use for requesting records. The new service that NHSE England asked PCSE to introduce is integrated directly into the SPINE and doesn't use the NHAIS system (Exeter) to track records. This means you won't receive a notification flag from your local system to alert you that records are on the way. You will be able to track the movement of records on the portal when the new service is fully introduced across England.
CitySprint	<ul style="list-style-type: none">• It is a requirement for all CitySprint couriers to be DBS checked and carry ID. Please do seek confirmation of ID if you're unsure before handing over medical records.

What else does my practice need to know about the new process?

Urgent medical information requests	<ul style="list-style-type: none">• For urgent medical information for one of your patients, please email PCSE.enquiries@nhs.net and mark it 'Urgent medical information request'.
Subject Access Requests (SARs)	<ul style="list-style-type: none">• NHS England holds medical records where an individual is currently not registered with a GP or is deceased. To make a request in these circumstances, please visit: pcse.england.nhs.uk/recordsrequest to locate the office to which you should submit your request.
New registrations	<ul style="list-style-type: none">• The very first time a patient registers with a GP practice, they'll receive a Registration Letter, which will provide their NHS number. Registration letters are sent directly to patient's home address. Replacement registration letters or medical cards are not provided. If a patient needs their NHS number, they can get this from their current GP.
Maintaining patients records	<ul style="list-style-type: none">• Practices continue to have the same responsibilities for protecting patient data and for updating a patient's record with any changes to their personal details. With the new process agreed with NHS England, records will be sent directly from practice to practice, so it is important that patient information is kept up to date by practices.
GMS3 forms (temporary residence forms)	<ul style="list-style-type: none">• GMS3 forms can be scanned and uploaded to the records section of the portal, or when the new process is fully rolled out, they can also be sent to us by placing in a shipping bag and requesting a label from the portal. See http://pcse.england.nhs.uk/help/#TemporaryPatientsFAQs for further details.
'Other' post	<ul style="list-style-type: none">• Please do not put any other form of post or documents in the shipping bags. See: http://pcse.england.nhs.uk/help/#otherpostfaqs for advice on what to do with other forms of post.
Further information	<ul style="list-style-type: none">• Regular updates on how the new process is being implemented are posted on: pcse.england.nhs.uk/howtomoverecords. We'll also continue to email out updates to the 'Main Contact' we have for each practice.

Please share this update with your colleagues

Best wishes

Primary Care Support England
