

Primary Care Support England



Your new fast and secure records movement service

Managing medical records can be difficult. You can't always trace records in transit, so you don't know when to expect them. You can't plan ahead and patients can be left waiting.

What will be different?

In 2016, PCSE will change how medical records are moved, managed and stored. We will introduce a reliable process, which will help lower the administrative burden on practices, whilst minimising the risk of patient data being lost.

These new arrangements will include:

- Using one national courier firm to securely manage the movement of all medical records to and from all locations.
- Providing all practices with new shipping bags to use for transporting records. You'll be given bags of differing sizes to accommodate the different sizes of medical records you handle.
- Using barcodes and introducing an online portal where you can track the movement of each record in and out of your practice, in transit and in storage.
- Moving all stored records to a central, secure facility where we can reliably account for each and every one.

How will these changes be introduced?

In February 2016, we will conduct a national record movement trial using a blank document in place of a medical record.

Shortly after the record trial, we will roll out the new process to practices in West Yorkshire using live medical records, and then nationally to all other practices in Spring 2016.

Who will answer my questions?

The new service is designed to be very easy to use. User Guides will be available online that cover every new activity from record handling routines, to monitoring, tracking and tracing.

If you have any questions, or would like PCSE to attend one of your local meetings to talk through the changes in person, please email PCSEngland@capita.co.uk. Otherwise, please look out for further information over the next few months.





Your new quick and easy supplies management service

Managing your supplies can sometimes feel like you are operating in the dark. You can't always be sure if your order has been received or not and you don't always know when to expect deliveries.

What will be different?

In 2016, PCSE will change the way you order supplies from us, and how these orders are fulfilled and tracked. We will introduce an online supplies management portal, which will enable quick and easy supply ordering and tracking for prescription pads and other stationery, pre-printed forms, needles and syringes.

These new arrangements will include:

- Introducing an online portal which will house the national catalogue of approved items. You will be able to place and track all orders on the portal and see expected delivery dates.
- Using one national courier firm to securely deliver all supplies to every practice.
- Simplifying returns, which you can manage through the portal, and which will be collected and returned by our national courier firm.

This new service will be rolled out to practices in Spring 2016.

For further information

Please get in touch with us at: pcse.portal@nhs.net

