

PCSE performance since July 2016

Background

In late June PCSE informed the GPC that there would be a marked improvement over the month of July, with regard to their systems, which should be running as standard by the end of the month. The GPC emailed all LMCs asking them to provide feedback on the performance of PCSE (Capita and CitySprint) for the month of July. Emails were received in two batches:

- Feedback for 1-18 July
- New issues for 18 July to 1 Aug, and any outstanding issues from 1-18 July

This was performed to review the extent of the issues being reported by practices, and to see if any reported improvements by PCSE have been realised on the ground.

Over the month, GPC received in excess of 200 emails from all across England, in addition to telephone calls and verbal feedback. Since then, GPC has continued to receive calls and emails about continuing issues and new issues.

Summary

- There has been no real improvement realised on the ground
- There are a number of issues that need addressing nationally, as well as some individual local issues.
- Issues seem to be widespread across England and not limited to any particular area(s).
- Of the 200+ emails received, 5 highlighted some areas of improvement.

Main common issues identified:

- Patient records:
 - Long delays in delivery of patient records
 - Lack of timely delivery of **urgent** requests for patient records
 - Practices waiting for large numbers of patient records to be delivered
 - Some places are still reporting large build-up of patient records at the practice (not collected)
 - Wrong patient records delivered to practices
 - Patient previous addresses on labels on records so practices have to update (previously done for them)
- Customer support centre staff and information/communication:
 - Staff at customer support centre often don't know the answers and don't know who to forward the call/email to
 - Inappropriate responses from CSC staff – told not to call but to send emails due to backlogs
 - Emails to CSC are not acknowledged and problems are not resolved for long periods
 - Lack of clarity over who to contact about each issue
- Payments:
 - Payments to practices are incorrect, often not including large amounts of money for specific things (eg seniority payments, pension deductions, locum reimbursements)
 - Locum GP pension payments are not acknowledged, not processed in a timely manner and often go missing
 - Information about pay for trainees is not provided
 - GP trainees pay reimbursements are not paid to practices
- Supplies:
 - Stock levels for some supplies seem to be insufficient
 - Supplies are not delivered in a timely manner

- Some supplies that were previously provided seem to no longer be provided
- Lack of clarity over who supplies what (what is reimbursable if ordered locally)
- New registrations (babies and migrants):
 - not being processed in a timely manner, which could have impact on practice finances (not included on patient list means not provided funding for that patient)
 - new records for new registrations are not being sent to practices
- Performers list:
 - Newly qualified GPs are not being amended on the performers list in a timely manner (issues related to signing partnership agreements, leases etc)
 - New registrars not being added to the performers list in a timely manner (regulatory issue related to practicing while not on the performers list – after three month grace period)

List of locations of practices/LMCs reporting issues:

London
 Sheffield
 Rotherham
 Birmingham
 Liverpool
 Bedfordshire
 Hertfordshire
 Norfolk
 Bath
 Somerset
 Northumberland
 Doncaster
 Derbyshire
 Cambridge
 Kent
 Coventry
 Manchester
 Nottingham
 Yorkshire
 Wessex
 Leeds
 Cheshire
 Gloucester
 Cleveland
 Cumbria
 Essex
 Cornwall
 Devon

Detailed list of issues

- Long wait for notes collection and delivery
- Lots of notes still not coming through (some practices waiting for 150-300)
- No responses from the CSC
- People at CSC don't know the answers, but no call-back/email response
- CSC says can't speak to people so need to email their issues, but there's a backlog
- Can't change delivery day (practice closed on scheduled day)
- No deliveries for 2-3 weeks at a time
- Impossible to get urgent notes – some not received for 2 months!
- Previous patient address on labels (extra work for practices to change)
- Portal for ordering notes does not work (it does work for supplies)
- Lack of clarity regarding who to contact for what
- EMIS says notes have been sent/delivered but they have not been received
- Notes sent by the practice returned to the same practice
- A lot of notes being received by the wrong practice (within a bag of notes which are for that practice)
- Notes required for specific dates (court hearing eg) not received in time
- New registrations not coming through (at all – 3 month wait)
- Short supply of bags to return notes
- Receiving far fewer notes than the numbers registering with the practice
- Too much time spent on bagging and debuging individual notes
- Practices not requested to return notes
- Some supplies previously available on the portable now no longer available
- Some still waiting for supplies ordered 3 months ago (prescription pads mainly)
- Multiple issues with reimbursements/payments system (not receiving some reimbursements, but receiving others, no pension deductions, no seniority payments.
- Information about new GPs contractual info not available
- Pensions information not available (lost in the transfer to Capita)
- Info sent to PCSE lost and so requested to re-send/re-email a number of times
- Concern regarding backlog being delivered and needing urgent sorting (extra time and money required from the practice)
- Concern that issues are not being dealt with so some are not informing PCSE of other issues ('nothing will be done about it anyway...')
- No delivery of records for 6 weeks and then a delivery of 300 in one go
- Inadequate amount of stock of some supplies so have to order elsewhere
- Palliative patient records not received before death of patient (potentially)
- No acknowledgement of emails and slow responses
- Still have emails stating 'email deleted without being read'
- CSC advising some practices to contact the previous GP directly to get the notes
- Auto-response from pension's email address saying will get a response within 40 days!
- Practices being bumped round multiple people to get to the correct department/person
- Regional offices refusing to provide receipt for locum pension payments, also refuse to complete and return personal receipts that locums prepare and pay themselves
- Whole set of records delivered to the wrong practice!
- Different delivery drivers each time
- Not receiving envelopes for new registrations so nowhere to put the notes

- Patients getting angry that they can't have appointments because no records – no contact details for public to contact about this
- Can't get new doctors onto the performers list in time to start placement/start their salaried role
- Delivery/collection date allocated on day surgery is closed
- Damaged deliveries
- Not enough bags to send records back to Capita
- Practices left with hundreds of small bags that records are delivered in – what should be done with these, have to pay more if go into practice waste collection
- Still receiving auto-response that message is deleted without being read
- Courier refusing to take large number of records because 'he's aware there's a backlog at Capita'
- Supplies being downgraded (eg two boxes requested, one delivered and told they are only allowed one box)
- Delivery of notes still a problem (some have 3 month delay)
- Unprofessional responses from CSC
- CSC don't know the answer and don't know who to contact about it (payments/pensions etc)
- Payment system issues – not provided some reimbursements, no seniority included
- Takes too long to remove patients from the list (violent/challenging patients)
- TRS system does not provide up to date information to GPs (in Aug 2016, the earnings data available was from 2014-15), unless locums pay £67 to receive this information earlier.
- Levy payments not included
- Long delay for newly qualified GPs to change on the performers list
- Long delay in receiving records
- Lack of stock so have to order and claim reimbursement
- Urgent requests for records not processed – over two month delay
- Collections and deliveries still not being made to branch surgeries
- Still awaiting a lot of notes (some from April)
- Nothing received for new registrations (babies and overseas)
- Labels on LG envelopes have previous address
- Bags being delivered in are not appropriate (dirty, ripped etc)
- Courier not regular
- Courier is rude to practice staff
- Notes delivered to wrong surgeries
- Bagging and debugging is very time consuming
- Wrong supplies delivered (twice)
- Supply orders often delayed
- Portal keeps saying password expired, but can't reset it
- Multiple issues with payments (£8000 out) – never been corrected since early May
- New registrations not being processed
- Delays to updating performers list (both new GPs and GPRs)
- Inappropriate advice given by CSC (send your notes to the next practice, eventually it will make it into the record)
- Patient registering with practice, notes not received for 3 months, patient then leaves and notes requested from the practice, but they never received the record to put the notes in
- CSC advising practices to contact the previous practice directly
- CSC advised that in 8 weeks all that has happened is for all the NHS numbers of records requested have been compiled into one list for that practice

- Some notes still not received (requested in March)
- New registrations taking 3-4 months
- Backlog of lots of notes at each practice
- Notes delivered to wrong practice
- Very large numbers of records not been collected (8 large boxes and 1 large sack waiting to be collected)
- Immunisation payments not being received
- Wrong payment of registrar reimbursements
- Delays in getting new GPs onto the performers list
- CSC advising that there are huge backlogs and so things will be sorted when they get to it
- No full delivery of supplies since March
- 200+ records awaiting delivery to some practices
- Unable to get notes for specific dates (court cases, adoption assessments)
- Backlog of records at practices (not being collected)
- No delivery of records for a few weeks at a time
- Delivery of wrong notes to practices
- Driver says no space in vans to collect records
- No responses to emails sent to CSC
- Setting up new salaried GPs on the system is complicated, no information on how to do it and CSC don't know either
- Can't get patient list transferred to new partner
- Over 200 notes waiting to be delivered at some practices
- System says notes are on their way but never arrive (for weeks/months)
- New registrations not being processed
- No indication of timescales to get issues sorted
- Wrong notes delivered to practice (delivery man realised about 30 mins after delivering)
- No delivery of records for weeks – awaiting large numbers of deliveries
- Medical records collected from practice but never delivered to the next practice (6 months later), practice called to ask about it and told they are with Capita
- Previous address on the records – extra work for the practice
- Some records delivered without patient name/address etc
- Practices receiving notes for patients they've sent off previously
- Emails to CSC not acknowledged
- No one in CSC knows who to contact for what
- A lot of mixed letters for various patients in one bag (only one relevant to that practice)
- No bags to send temporary resident forms
- Unable to upload TR forms as 'incompatible format'
- No deliveries to branch practices
- Thousands of missing patient records
- Notes delivered to wrong practices
- FP10s not being delivered
- Labels have previous address
- CSC not responding to emails or calls
- Urgent records not being delivered for months, and are untraceable
- New GPs not being put onto the performers list (sent details on April, still not updated in August)
- Patients not removed from cervical screening register, weeks after request made

- Email addresses provided do not work/bounce back
- Issues with data upload to Exeter which will have impact on finance
- Seniority payments not coming through
- Locum payments not what they should be
- No reimbursement for some locums
- GPR processing for performers list issue
- No patient deductions
- No processing of new registrations
- No responses from CSC to emails sent over a month before
- Low stock so have to order and claim reimbursement
- Some stock no longer supplied
- GPRs and new GPs not being updated on the performers list
- Unable to perform assessments (firearms, police checks, Occy Health checks etc) because records not delivered
- Locum pension cheques not acknowledge and take too long to process
- Cheques not cashed and no receipt received to prove it was sent
- Cheques cashed over 3 months after being received
- Long delays on some patient records - one practice had no collection since April
- Wrong records delivered to practices
- Duplicate labels delivered
- Urgent requests not actioned
- Incorrect payments to practices (GPR payments, increases to sessions not actioned, pension deductions not processed etc)
- No responses from CSC, no acknowledgements
- Miscommunication between CSC and CitySprint – CSC says just put into bag without label, CitySprint says wont collect without label
- No locum reimbursement payments processed for the whole region (email from NHS England North)
- Delay in processing or missing pension contributions for locums (with no receipt so GPs often don't know there is an issue)
- 400+ records still not delivered (200+ since January)
- Records being delivered to the wrong practice
- Lack of transfer between Welsh and English practices
- Urgent records not delivered
- Delays in payment processing
- Being passed around various people at CSC, no one knows the correct person to talk to, or the actual answer
- Difficulties accessing the portal
- Difficulties registering new GPs on Exeter, on the performers list and getting prescribing numbers
- Records have previous address label on causing extra work for the practice
- 200+ records not delivered to some practices
- No records for new registrations (babies) delivered since March – some practices have 100+ new registrations waiting to be processed
- Urgent requests not being delivered
- CSC providing poor service – 2 months to receive a reply to an email, no responses to urgent requests submitted multiple times

- GMS3 forms (temporary resident) - no transit labels received to send these forms off
- Some sporadic collections
- Large numbers of notes not received (some practices 200+)
- Variable number of notes awaiting collection
- New registrations not being processed
- Very low numbers of records coming through (1-2 per week)
- Courier is very rude
- Hundreds of records waiting to be received
- LG envelope and patient record badly damaged
- Boxes of supplies badly damaged
- No responses to emails from CSC
- Hundreds of records piled up in reception as no collection since beginning of May
- Supplies not available (low stock)
- Urgent records not delivered
- Wrong notes delivered to practices
- Unable to return temporary resident forms as no bag/label to do so
- Personalised prescription pads not been delivered
- Drivers not having ID
- Drivers taking wrong bags (taking the latest delivered bag, not the one meant for collections)
- Plastic bags are a problem – too many and practice has to dispose of them (extra time, space and cost)
- No explanation when no collection/delivery
- CSC staff don't know the answers and don't know who would know the answers
- Records not coming in in any order so takes time to go through them in a logical way
- Long waits between collections/deliveries