

GPC monitoring of PCSE/Capita performance (October)

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Background

Since 1 September 2015 Capita has been responsible for the delivery of NHS England's primary care support services, under the name Primary Care Support England (PCSE). GPs and LMCs have identified serious issues with the service from the outset and GPC has been engaged with NHS England to provide and monitor resolutions to the issues. Despite assurances from PCSE and NHS England, the situation does not appear to be improving.

In July 2016 the GPC undertook an informal exercise to monitor PCSE performance, asking practices to provide a list of ongoing issues throughout that month. This provided GPC with the evidence to provide to NHS England, showing the widespread issues across England (the report for the July monitoring exercise can be found [here](#)).

The contract with Capita has now entered its second year, and as such, GPC has undertaken a more robust exercise to assess whether the issues previously reported are still prevalent and if they have seen any improvement over the month of October. It is worth noting that individual GPs (particularly GP locums and GP trainees), and LMCs have also been affected by the services provided by Capita, but this exercise concentrated on GP practices.

GPC designed a proforma to send to GP practices in England with a number of specific questions on the most widely reported issues. Practices completed the proforma on a weekly basis and returned to their LMC, who collated all practice responses from their area and returned to the GPC, who performed the analysis.

Summary results (average for the four week period)

Respondents

Number of LMCs	30
Number of Practices	281
Total list size	2159547
Average list size	8630
Number of university practices	14

Headline results

- Only 72% of practices received records delivery/collection on the expected day, with an average of 77 practices (from the 281 that responded) not receiving their records on the expected day
- 81% of practices reported that urgent requests for records had not been actioned within three weeks
- 31% of practices reported that they had received incorrect patient records
- 77% of practices reported that they had received all supplies ordered on the expected date
- 51% of practices reported that PCSE customer support staff are unable to resolve issues within an appropriate timeframe
- 51% of practices reported that PCSE customer support staff do not provide a helpful response by telephone
- 66% of practices reported that they do not receive a response/resolution by email
- 58% of practices reported that new patient registrations are processed within three days
- 74% of practices reported that they do not have contact with the NET team
- Pensions deductions and trainee reimbursements were the top two incorrect payments

Over the 4 week period of the survey:

- For patient records delivery/collection, the situation does not appear to be improving, with a sharp increase in the last week for average number of records awaiting delivery.
- For supplies, the situation has improved, with more practices reporting they are receiving all ordered supplies on the expected date.
- For the PCSE customer support centre, there appears to be no improvement in issues being resolved via telephone or via email, across the four weeks, with high numbers of practices consistently reporting issues are not resolved.
- For new patient registrations, following a small decline, the percentage of practices reporting that new patient records are processed within the three day timescale, showed some improvement but remained at an unacceptably low level overall.
- A vast majority of practices reported that they do not have contact with their local NET team (although this improved slightly over the four weeks).
- The percentage of practices reporting issues with payments to their practice, reduced substantially over the four weeks with a steady week on week reduction of incorrect payments.

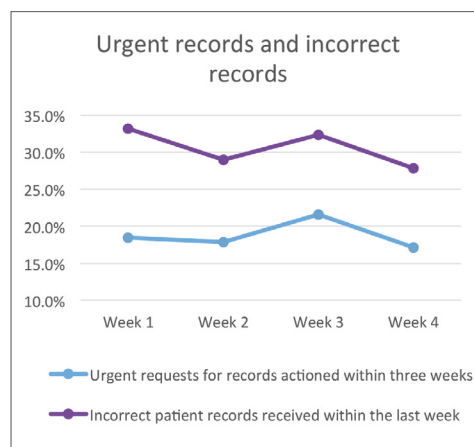
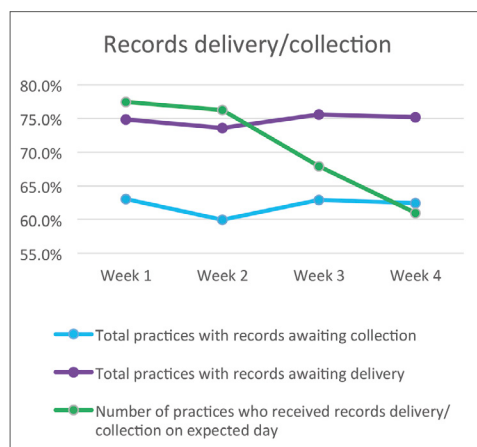
Week by week comparison

Respondents

	Week 1	Week 2	Week 3	Week 4
Number of LMCs	27	30	27	17
Number of Practices	346	337	299	141
Total list size	2655699	2774576	2107726	1100186
Average list size	8653.9	9366.4	8182	8317.4
Number of University practices	16	18	13	10

Patient records

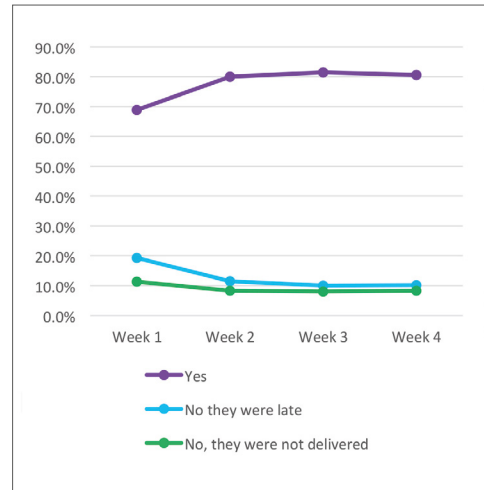
	Week 1		Week 2		Week 3		Week 4	
	Count	%	Count	%	Count	%	Count	%
Total practices with records awaiting collection	218	63.0%	202	59.9%	188	62.9%	88	62.4%
Total number of records awaiting collection	7296		6208		10394		3871	
Average number of records awaiting collection per practice	30		27		100		27	
Total practices with records awaiting delivery	259	74.9%	248	73.6%	226	75.6%	106	75.2%
Total number of records awaiting delivery	44304		45788		36959		19814	
Average number of records awaiting delivery per practice	163		155		153		239	



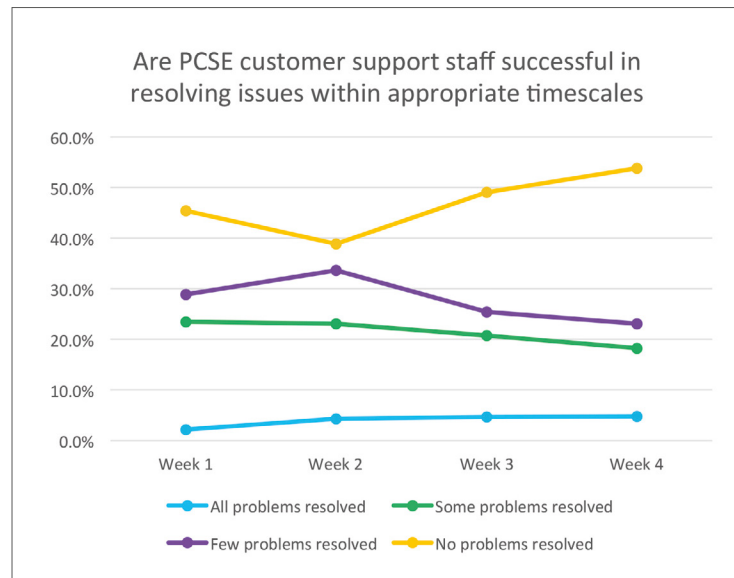
Supplies

Number of practices who have received all supplies ordered on the expected day?

	Week 1	Week 2	Week 3	Week 4
Yes	188	201	171	87
No they were late	53	29	21	11
No, they were not delivered	31	21	17	9
No, they were early	1	0	1	1
Total number of responses	273	251	210	108



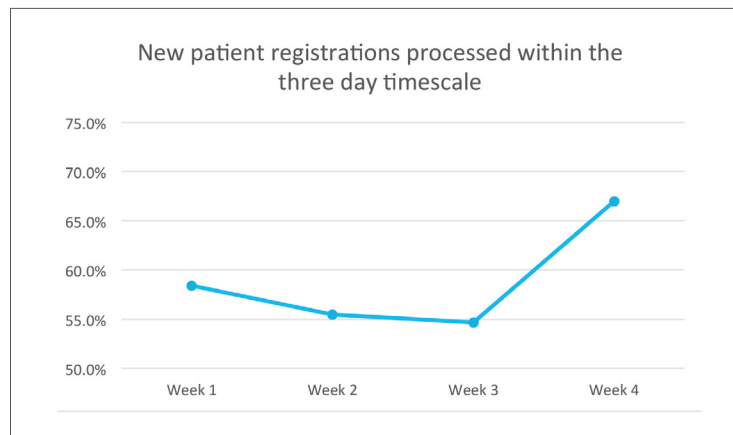
PCSE Customer support



Are support staff answering queries by phone, providing a helpful response?	Week 1		Week 2		Week 3		Week 4	
	Count	%	Count	%	Count	%	Count	%
Yes and they resolve the issues immediately/with an appropriate delay	14	5.2%	14	6.1%	17	7.8%	10	10.1%
Yes, but they do not resolve the issues immediately	49	18.3%	52	22.5%	38	17.5%	18	18.2%
Yes, but they tell me to email/call back	69	25.7%	48	20.8%	51	23.5%	18	18.2%
No	136	50.7%	117	50.6%	111	51.2%	53	53.5%

Are support staff answering emails, providing a helpful response?	Week 1		Week 2		Week 3		Week 4	
	Count	%	Count	%	Count	%	Count	%
Acknowledgement only	45	17.1%	47	20.9%	38	17.5%	11	11.2%
Resolution within 1 week	11	4.2%	11	4.9%	16	7.4%	7	7.1%
Resolution within 2 weeks	6	2.3%	6	2.7%	8	3.7%	5	5.1%
Resolution within 3 weeks	5	1.9%	2	0.9%	2	0.9%	1	1.0%
Resolution later than 3 weeks	18	6.8%	13	5.8%	12	5.5%	10	10.2%
No response/resolution	178	67.7%	146	64.9%	141	65.0%	64	65.3%

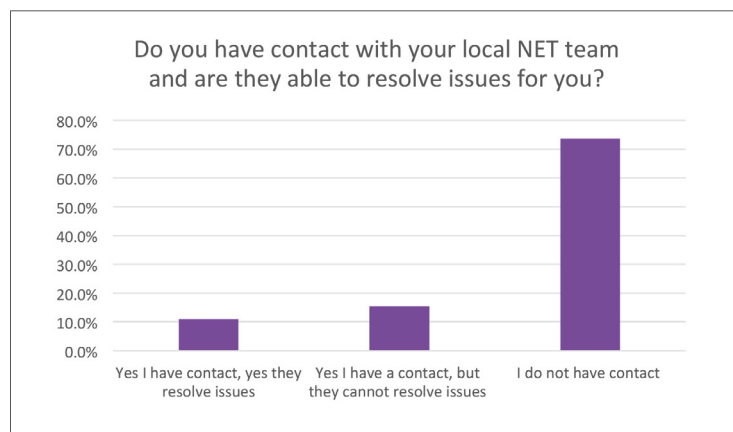
New patient registrations



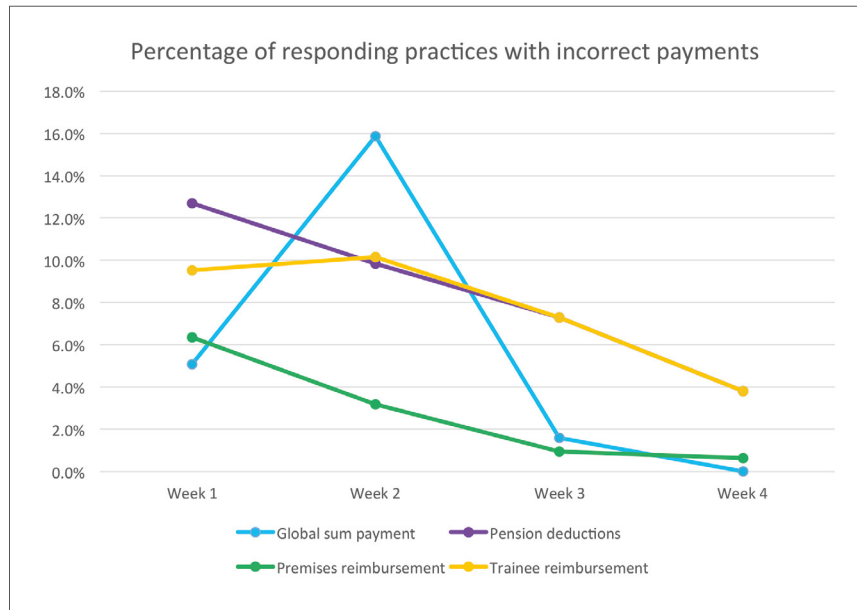
	Week 1	Week 2	Week 3	Week 4
Total number of new registrations awaiting electronic acceptance	4669	5306	3328	1076
Number of practices responding	346	337	299	141

Information sharing and contacts

Do you receive information about new doctor starters?	Week 1		Week 2		Week 3		Week 4	
	Count	%	Count	%	Count	%	Count	%
Yes	16	6.1%	13	5.7%	13	6.7%	5	5.4%
Yes, but it is late	10	3.8%	9	3.9%	5	2.6%	4	4.3%
No, but I should	105	40.2%	69	30.1%	69	35.4%	35	37.6%
Not applicable	130	49.8%	138	60.3%	108	55.4%	49	52.7%



Payments to practices



Count of practices reporting incorrect payments	Week 1	Week 2	Week 3	Week 4
Global sum payment	16	50	5	0
Locum reimbursement	2	3	2	2
Pension deductions	40	31	23	12
Premises reimbursement	20	10	3	2
QOF payment	1	3	0	0
Seniority payment	17	11	8	5
Trainee reimbursement	30	32	23	12
Training grant payments	8	5	4	2
Total practices responding	346	337	299	141

Conclusions and next steps

Some service lines, for example payments to practices, processing new patient registrations and delivery of supplies, have seen an overall positive trend over the four weeks although the short period and the relatively low sample size means these trends may not be statistically significant. However there are many more that have not seen a positive trend over the same period. The most striking negative results seem to be in the area of information sharing, contacts and the PCSE customer support centre, which exacerbates the problems practices are experiencing. The large number of records awaiting delivery has a very real impact on practices and on patients. Accompanying emails from practices often highlight that sometimes appointments cannot be booked without having the patient record, new patients cannot be referred for treatment as their registrations have not been processed in a timely manner, and issues (eg not removing violent patients from the practice) are not actioned or resolved within appropriate timescales.

The results of this exercise are being fed back to LMCs and practices to show the extent of the issues, to allow practices to identify if they are more or less affected than others, and to let them know if there is broad improvement week-on-week.

The results will also be provided to NHS England, and to Capita to show the extent of the issues 12 months into the contract, and so they can see the information directly from practices receiving the services.

There is now an urgent need for NHS England and Capita to address these failings that have had a huge impact on practices, GPs, LMCs and ultimately patients. NHS England's attempts to cut the cost of a vital support service for general practice through the use of a private company has added workload to already over-burdened practices and put patients at risk. GPC will continue to meet with Capita and NHS England in order to represent GPs and practices, and to insist on solutions that will allow services to improve to an appropriate standard. We continue to discuss appropriate compensation for GPs for the extra work caused by these issues and will provide an update in due course.

GPC England would like to thank all practices and LMCs that took part in this exercise.

Appendix 1

Start-end comparison

	Week 1-4 increase/decrease
Total practices with records awaiting collection	-0.6%
Average number of records awaiting collection per practice	-11.2%
Total practices with records awaiting delivery	-0.3%
Average number of records awaiting delivery per practice	+46.2%
Number of practices who received records delivery/collection on expected day	-16.5%

Have all urgent requests for records been actioned within three weeks?	
Yes	-1.3%

Have any incorrect patient records been received in the last week?	
Yes	-5.4%

Have you received all supplies ordered, on the expected day?	
Yes	+11.7%
No they were late	-9.2%
No, they were not delivered	-3.0%
No, they were early	+0.6%

Are PCSE customer support staff successful in resolving issues?	
All problems are resolved within appropriate timeframes	+2.6%
Some problems are resolved within appropriate timeframes	-5.2%
Few problems are resolved within appropriate timeframes	-5.9%
No problems are resolved within appropriate timeframes	+8.4%

Are support staff answering queries by phone, providing a helpful response?	
Yes and they resolve the issues immediately/with an appropriate delay	+4.9%
Yes, but they do not resolve the issues immediately	-0.1%
Yes, but they tell me to email/call back	-7.6%
No	+2.8%

Are support staff answering emails, providing a helpful response?	
I receive an acknowledgement only	-5.9%
I receive a response resolving the issues within 1 week	+3.0%
I receive a response resolving the issues within 2 weeks	+2.8%
I receive a response resolving the issues within 3 weeks	-0.9%
I receive a response resolving the issues after more than 3 weeks	+3.4%
I don't receive a response/resolution	-2.4%

Are new patient registrations processed within the 3 day timescale

Yes	+8.6%
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Do you receive information about new doctor starters?

Yes	-0.8%
Yes, but it is late	+0.5%
No, but I should	-2.6%
Not applicable	+2.9%

Do you have contact with your local NET team and are they able to resolve issue for you?

Yes I have contact, yes they resolve issues	+0.7%
Yes I have a contact, but they cannot resolve issues	+5.3%
I do not have contact	-6.0%

If you have received incorrect payments, please identify which payments were wrong?

Global sum payment	-5.1%
Locum reimbursement	-0.0%
Pension deductions	-8.9%
Premises reimbursement	-5.7%
QOF payment	-0.3%
Seniority payment	-3.8%
Trainee reimbursement	-5.7%
Training grant payments	-1.9%

Figures highlighted in light blue show a negative trend.

British Medical Association

BMA House, Tavistock Square, London WC1H 9JP
bma.org.uk

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