

Welcome to the May GP bulletin

Customer Feedback

Over the next month you will start to see gold, green, amber and red stars appear whenever you contact PCSE.

Please click them to let us know how you have found the support being given.

- Please click on the stars on our website to let us know how helpful the content is.
- Please click on the stars when your case is closed to let us know how satisfied you are.

The stars below are active and one click is all it takes to **let us know how useful the bulletin is to you**. There is also the option to leave a brief comment if you'd like to expand on your response.



Very
useful



Useful



Needs
improvement



Not useful
at all

This bulletin has been sent to the main contact we hold for your practice only.

It contains important GP pension information for practitioners - please share with GPs in your practice.

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GP Pensions

Information for practitioners

Annual pension administration update

Although the deadline for submitting pension administration this year has passed, it is important that practitioners still complete and submit their forms to PCSE. For more information, please click [here](#) to view a guide to end of year pension administration.

Please note: If practitioners do not submit pension documentation for any one year it will result in an incomplete pension record which may affect Annual Benefit Statements (Total Reward Statements), Annual Allowance statements, etc.

NHS Pensions amnesty forms – reminder

We would like to remind practitioners to use the amnesty forms released by NHS Pensions to send PCSE certificates for any missing years from 2009/10 to 2016/17. NHS Pensions has also added historical forms for GP provider (Type 1) and non GP providers dating back to 2009/10 to their website, along with the guidance notes for those years.

Using these forms/certificates to send PCSE information for any missing years will help practitioners to get their pension records up to date as soon as possible.

Please click [here](#) to read more about these forms.

Current timescales for responses to GP Pension queries

Due to end of year pension administration, the GP Pensions team is currently working through a high volume of document submissions and queries. Response times are currently longer than usual.

Please allow up to 30 working days for a response to your submission/query.

In the meantime, you may find that the answer to your query can be found in the frequently asked questions (FAQs) on the [Help](#) page of our website. We have also added some new FAQs to our GP Pensions webpage. Please click [here](#) or on the image below to view.

End of Year Pension Administration - Frequently Asked Questions

I have submitted my end of year pension documents. When will any adjustments be made?	+
I have submitted my 17/18 pension form/certificate but I'm not sure if there are any gaps in my documentation for any past years. Could you confirm?	+
I submitted my 17/18 pension form/certificate by the extended deadline of 4 March. When can I expect for this to be processed and updated on Pensions Online (POL)?	+
I submitted my end of year pension form/certificate (either current or historical) after the deadline date or was asked to re-send the document due to missing information. When can I expect it to be processed and updated on Pensions Online (POL)?	+
How long should I expect to wait for a response to my query?	+
Where can I find information regarding pension adjustment payments and tax implications?	+

New claim form for reimbursement of NHS Pension Scheme contributions - 2015/16 and 2016/17

NHS Pensions has published a new claim form for reimbursement of NHS Pension Scheme contributions for 2015/16 and 2016/17.

GPs in England and Wales who are seeking reimbursement of some of their 2015 NHS Pension Scheme contributions paid in years 2015/16 and/or 2016/17 because their tiered employee contribution rate was set using the 'annualise then add' method instead of the 'add then annualise' method, should complete and submit this form to PCSE via the [online enquiries form](#).

Please ensure forms are completed accurately, as incorrectly completed forms cannot be processed and will be returned to senders for resubmission. **All forms, including those that need to be re-submitted must be received by PCSE no later than 14 June 2019.**

Pension information for practices

Estimate of GP (and non-GP) Providers NHS Pensionable Profits/Pay

In order to avoid large adjustments at the end of the financial year please ensure that:

- The information provided on the [Estimate of GP \(and non-GP\) Providers NHS Pensionable Profits/Pay](#) is as accurate as possible
- New Estimate forms are submitted to PCSE whenever practitioners leave/join the practice.

FAQs on Estimates can be accessed on the 'Help' page of the PCSE website [here](#).

Medical Records

Process for re-directing confidential information

Each month across England, GP Practices receive up to 10,000 items of correspondence in error. These items are then being forwarded to PCSE in error, rather than returned to the original sender. When NHS correspondence (e.g. test results, clinical notes, child protection notes, treatment plans and changes to patients' medication regimes) is not returned to the sender or is redirected inappropriately, this exposes patients to a risk of harm and/or disclosure of confidential information. Please click [here](#) to read the correct process for re-directing confidential information.

Please check medical record sacks are empty before returning to CitySprint

Please check that the sacks used to deliver medical records to your practice are completely empty before returning them to CitySprint. The best way to do this is to turn them inside out before you hand them back to your courier.

Registrations

Updated guidance – process when updating clinical systems

We have updated our guidance for practices when changing clinical systems. The guidance can be accessed in the Registrations FAQs [here](#).

Using the ‘High Security’ setting on your clinical system

Please do not use the ‘High Security’ setting on your clinical system unless advised by PCSE to do so.

Using High Security when not advised to can have important and detrimental consequences for patients. For example, if you update patient address details under High Security, the updates will not flow through to PCSE and the patient’s invitations for appropriate screening programmes could then be sent to an old address.

Contacting PCSE

You can contact the PCSE Customer Support Centre on 0333 014 2884 (open from 8:00-17:00, Monday to Friday), or [click here](#) to send us an enquiry via our online form.

Please ensure a separate enquiry is raised for each new issue you wish to raise with us.

This will enable us to:

- Provide you with a unique case reference for each enquiry
- Get each enquiry directed to the correct team
- Get each enquiry resolved as quickly as possible

We have seen a large increase in email queries being sent to multiple email addresses. Sending duplicate emails impacts on our ability to respond customers as quickly as possible. To receive the most prompt response, we would encourage practices to use the online form for all written queries.

If you need to follow up on an existing enquiry, please quote the case reference number. This will enable us to identify your case and assist you as quickly as possible.

You can also try our [online help](#) for answers to the most frequently asked questions from our customers.

Best wishes,

Primary Care Support England (PCSE)