

Primary Care Support England

**The National Engagement Team –
who we are and what we do**

Background

On 1 September 2015, Capita took on responsibility for the delivery of NHS England's primary care support services. The new name for the service is Primary Care Support England (PCSE).

Through this contract with Capita, NHS England's vision is to create a modern, efficient and easy to use support services for GP Practices, Dentists, Opticians and Pharmacies.

Services provided by PCSE include:

- medical records movements
- supplies management
- administration of some screening programmes
- administration of payments to GPs, opticians and pharmacies
- administration of the pharmacy Market Entry process
- administration of the Performer's List process

In order to achieve NHS England's vision for these services, there is a transformation programme underway which involves:

- Consolidating delivery of all services from over 40 sites across England to three strategic sites in Leeds, Preston and Clacton;
- Opening a new national customer support centre for all customer queries;
- Introducing a new online portal to provide easy access to many PCSE services;
- Replacing the Exeter system;
- Using one national courier service to securely move all medical records and deliver supplies;
- Standardising the delivery of all services across the country.

Engaging with stakeholders and users of PCSE Services

To deliver this amount of change requires involvement and engagement with a wide range of interested parties.

The Stakeholder Forum

At a national level a Stakeholder Forum has been formed. The Stakeholder Forum provides advice and input to the design, development and implementation of new services. The Forum has representatives covering the main primary care contractor groups, supported by PCSE together with NHS England, Public Health England, Health Education England and CCGs.

Please see appendix A for a list of Stakeholder Forum members.

The user panel

PCSE are committed to “user centric design”, which involves users of our services in the development and design of new services. This helps ensure the new services introduced are intuitive and easy to use.

A User Panel has been set up from which we invite members to be involved in the design of new services. Panel members can choose the level of involvement they want from simply receiving regular updates on new service developments, to being actively involved in the design of new services. We recognise that primary care contractors are often not salaried, and we offer travel and locum costs for people who agree to work on the detail with us.

We are always looking to recruit additional members, who can join by emailing:
pcsepanel@capita.co.uk

The National Engagement Team (NET)

We recognise that moving to a national delivery model creates a need for locally based staff who can provide an ongoing point of local contact for those things that aren't transactional and rely on local relationships and local contact. The PCSE National Engagement Team fulfils this purpose. The team is made up of a Stakeholder Director, ten Regional Liaison Managers and 32 Local Training Managers.

Introducing the NET

Stakeholder Director

Martyn Pritchard, Stakeholder Director, heads up the NET and provides a point of contact for national bodies and organisations.

Regional Liaison Managers

We have appointed ten Regional Liaison Managers. Their role is to link to local and regional statutory bodies as an ongoing point of contact.

Our Regional Liaison Managers will provide briefings on forthcoming changes, take feedback on the performance of services locally, make sure that any local problems are understood, and ensure that any appropriate actions are taken.

The type of organisations these managers would typically work with includes:

- Local Representative Committee's (LDCs, LMCs, LOCs, LPCs)
- Clinical Commissioning Groups
- Regional Offices of NHS England
- Regional Offices of Public Health England
- Regional Offices of Health Education England

We have in place Regional Liaison Managers covering:

- North East
- North West
- Yorkshire
- West Midlands
- East Midlands
- East of England
- London
- South West
- South Central
- South East

Local Training Managers

Our local Training Managers have two roles:

1. Firstly, they are here to deliver the PCSE services that have a local face to face element:
 - a. Face to face checks of identity and document verification that are a part of the Performer's List process;
 - b. Organisation and administration of appeals that are part of the pharmacy Market Entry process.
2. Secondly, they are local resources to help practices adapt to new ways of accessing PCSE services.

Who do I contact?

Below there are some examples of why an individual or an organisation may want to contact PCSE and who would be the best person to contact.

Level of Involvement	Example Issue	Where to` Go	Contact Details
General information	I want to know more about PCSE	The PCSE Website has general information about the service and the latest news	Go on the website and click the “about us” and “news” sections www.pcse.england.nhs.uk
Information about changes that will affect me	When will the new GP Payments service be available?	The PCSE Website gives details of what is going to change and when PCSE User panel members will receive regular updates	Go on the website and click the “services” section Go on the website and click the “about us” and “user panel” sections www.pcse.england.nhs.uk
Involvement in the design of new services	I want to be involved in the design of the new Market Entry process	The PCSE User Panel	Go on the website and click the “about us” and “user panel” sections www.pcse.england.nhs.uk
I have a problem with PCSE services and my local office is now closed	I don't think that my latest GOS payment is correct	The Customer Support Centre in Leeds will be the single point of contact for all PCSE services.	Go on the website and click the “contact us” section www.pcse.england.nhs.uk
We'd like to talk to someone about the changes that are planned for our area	Our LDC / LMC / LOC / LPC has some feedback we'd like to give PSCE about our experience of services	Your Regional Liaison Manager	A list of Regional Liaison Managers can be found as appendix B, and on the website under the NET team in the “about” section www.pcse.england.nhs.uk
We'd like some training and support	Our local practice managers group would like someone to show us the new features of the medical records portal	Your Local Training Manager	A list of Local Training Managers can be found as Appendix b B and on the website under the NET team in the “about” section www.pcse.england.nhs.uk
I need to access a PCS services	I want to apply to join the Performer's List	The Customer Support Centre in Leeds will be the single point of contact for all PCSE services.	Go on the website and click the “contact us” section www.pcse.england.nhs.uk

I want to provide feedback on the service I have received	I want to compliment/complain about my last experience of PCSE	The Customer Support Centre in Leeds will be the point of contact for all PCSE services.	<p>Go on the website and click the “contact us section” www.pcse.england.nhs.uk</p> <p>If you feel the need to complain, please contact us at: PCSE.complaints@nhs.net</p>
---	--	--	--

Appendix A

Members of the PCSE Stakeholder Forum

NHS England Service Management Team

Gus Williamson
Andrew McLean
Emma Coppini
Alexis Brown
Jenny Green

NHS England Primary Care Finance Network

Charmaine Hawker

NHS England Primary Care Commissioning

Tom Knight

British Medical Association (BMA)

Ian Hume

Local Optical Committee Support Unit (LOCSU)

Katrina Venerus

Optical Confederation

Paul Morris
Peter Hampson

Pharmaceutical Services Negotiating Committee (PSNC)

Steve Lutener
Mike King

Royal College of General Practitioners (RCGP)

Janet Hall

British Dental Authority (BDA)

Brett Sinson
Alexandra Cenic

Public Health England (PHE) Screening

Carole Davis
Mat Jordan

Clinical Commissioning Group (CCG) Representative

Denise Boardman

Health Education England (HEE)

Martin Wilkinson

Appendix B

Current list of NET members and their contact details

Name	Role	Area	Email Address
Keith Denford	Regional Liaison Manager	East of England	Keith.Denford@capita.co.uk
Lisa Bulbeck	Local Training Manager	Cambridgeshire	Please contact: Keith.Denford@capita.co.uk
Emma Raworth	Local Training Manager	Norfolk/Suffolk	Please contact: Keith.Denford@capita.co.uk
Leanne Brown	Local Training Manager	Essex	Leanne.Brown@capita.co.uk
Julie Nunn	Local Training Manager	Hertfordshire/Bedfordshire	Please contact: Keith.Denford@capita.co.uk
Justine Burns	Regional Liaison Manager	East Midlands	Justine.Burns@capita.co.uk
Robert Ramsden	Local Training Manager	Derbyshire/Nottinghamshire	Robert.Ramsden@capita.co.uk
Lynn Minton	Local Training Manager	Lincolnshire	Please contact: Justine.Burns@capita.co.uk
Chris Perkins	Local Training Manager	Leicestershire	Christopher.perkins@nhs.net
Paul Coppini	Regional Liaison Manager	London	Paul.Coppini@capita.co.uk
Paul Webber	Local Training Manager	NE London	Please contact: Paul.Coppini@capita.co.uk
Sonia Mitchell	Local Training Manager	NW London	Sonia.Mitchell@capita.co.uk
Matt Parsons	Local Training Manager	SE London	Matthew.Parsons@capita.co.uk
Kayleigh Kench	Local Training Manager	SW London	Kayleigh.Kench@capita.co.uk
Janet Knox	Regional Liaison Manager	North East	Janet.Knox@capita.co.uk
John Burdon	Local Training Manager	Northumberland	John.Burdon@capita.co.uk
Angela Pownall	Local Training Manager	Durham, Tyne, Wear	Angela.Pownall@capita.co.uk
Tony Grime		North West	Tony.Grime@capita.co.uk
Diane Thornton	Local Training Manager	Cumbria	Diane.Thornton@capita.co.uk
Louise Hennessy	Local Training Manager	Lancashire	Louise.Hennessy@capita.co.uk
Liam Royle	Local Training Manager	Merseyside & Cheshire	Please contact: Tony.Grime@capita.co.uk
Gemma Lenehan	Local Training Manager	Greater Manchester	Gemma.Lenehan@capita.co.uk
Gill Appleby	Regional Liaison Manager	South Central	Please contact: Tony.Grime@capita.co.uk
Kirsty Adlem	Local Training Manager	Oxfordshire & Buckinghamshire	Please contact: Tony.Grime@capita.co.uk
Linda Oyebisi	Local Training	Berkshire	Linda.Oyebisi@capita.co.uk

	Manager		
To be recruited	Local Training Manager	Hampshire & Isle of Wight	Please contact: Tony.Grime@capita.co.uk
Claire Horner	Regional Liaison Manager	South East	Please contact: Paul.Coppini@capita.co.uk
Julie Gibson	Local Training Manager	Kent	Julie.Gibson@capita.co.uk
Grant Foster	Local Training Manager	Sussex	Grant.Foster@capita.co.uk
Aeysha Tanna	Local Training Manager	Surrey	Paul.Coppini@capita.co.uk
Jonathan Gore	Regional Liaison Manager	West Midlands	Jonathan.Gore@capita.co.uk
Gary Turner	Local Training Manager	Shropshire & Staffordshire	Please contact: Jonathan.Gore@capita.co.uk
Sean Glanfield	Local Training Manager	Herefordshire & Worcestershire	Please contact: Jonathan.Gore@capita.co.uk
Rifat Zulfqar	Local Training Manager	Birmingham & Black Country	Rifat.Zulfqar@capita.co.uk
Tammy Jones	Regional Liaison Manager	South West	Tammy.Jones@capita.co.uk
Millie Cooper	Local Training Manager	Cornwall & Devon	
Christie Dodge	Local Training Manager	Dorset & Somerset	Christie.Dodge@capita.co.uk
Joanna Berkeley	Local Training Manager	Gloucestershire & Wiltshire	Joanna.Berkeley@capita.co.uk
Sharon Sissons	Regional Liaison Manager	Yorkshire	Sharon.Sissons@capita.co.uk
Sophie Meek	Local Training Manager	North Yorkshire	Sophie.Meek@capita.co.uk
Susy Ellis	Local Training Manager	West Yorkshire	Susan.Hunt4@capita.co.uk
Julie Powdrell	Local Training Manager	South & East Yorkshire	Julie.Powdrell@capita.co.uk