

Welcome to the January edition of your PCSE bulletin

PCSE would like to thank our customers for the patience you have shown over the last year as changes to services and new processes embedded.

As a recap, through this contract with PCSE, NHS England's vision is to create more modern, efficient, easy to use support services, replacing the previous range of diverse local arrangements.

To help achieve this vision, PCSE is working through a change programme which involves:

- Moving the delivery of primary care support services from over 40 offices across England to a smaller number of sites;
- Operating a national Customer Support Centre to provide a single point of contact for customers;
- Providing an online portal, which will gradually provide easy access to many PCSE services;
- Using one national courier firm – CitySprint – to provide a more secure system for delivering supplies;
- Standardising the way services are delivered to ensure a consistent experience for all service users.

As we start the new year, we're pleased to report that progress and improvements are being seen across services. However, we do recognise that there is still much more to do. We are confident that the changes we are introducing, and the additional resources we are putting in place, will help us deliver further improvements across all services in 2017.

We'll continue to keep your pharmacy updated on progress through these regular bulletins.

In this month's bulletin you will find an update on:

- [Market Entry](#)
- [Contacting PCSE](#)
 - [Improvements to the Customer Support Centre](#)
 - [Moving telephone contact from the Preston office](#)

Market Entry

PCSE is responsible for validating and processing market entry applications on behalf of NHS England.

Notifiable market entry applications, where all required information is provided, take approximately four months to process from start to finish. Routine Change of Ownership applications should be completed within 30 days. Information on the market entry application process can be found on the [PCSE website](#).

If you have any queries on a current application, please:

- Email us at pcse.enquiries@nhs.net
- Put 'Market Entry' in the email subject line
- In the body of the email, please include the pharmacy name and postcode that the query relates

This will enable us to respond to your query as quickly as possible.

Amended regulations came into force on 5 December 2016, relating to consolidation applications, new independent prescribers and to enable emergency supplies of drugs. PCSE is working with NHS England to assess the potential impact these changes may have on the market entry process. PCSE and NHS England will keep you updated on any changes to the process through these bulletins.

Contacting PCSE

Getting in touch

As a reminder, for the majority of customers, the PCSE Customer Support Centre is now your single point of contact for all services. If your local office is Clacton or Preston, you should continue contacting these offices directly through your usual channels (*Please see an update on Preston below*).

Generic email: PCSE.enquiries@nhs.net

(Please put the service you are contacting us about in the email subject line to help us direct your query as efficiently as possible)

Complaints email: pcse.complaints@nhs.net

Phone: 0333 014 2884

PO Box: Primary Care Support England, PO Box 350, Darlington, DL1 9QN

Web: www.pcse.england.nhs.uk

Improvements to our Customer Support Centre

A number of improvements were introduced in the Customer Support Centre towards the end of last year including additional training and enhanced call guides and processes. These will help ensure our advisors can work through your query as quickly as possible.

All callers are allocated a case number. Case numbers will also be introduced on all email queries, so we can track and keep you updated on the progress of your email queries more quickly. **Please can we ask that all email queries are sent from a nhs.net or a business email address.**

We're pleased to confirm that these changes are having a positive impact on call answering times and resolving your queries as quickly as possible.

Moving telephone contact from the Preston office

On 30 January 2017, calls currently taken by our Preston office will transfer to our Customer Support Centre. There are no changes to the email or postal contact details for the Preston office at this point in time.

From 30 January 2017 service users of the Preston office should contact our Customer Support Centre on 0333 014 2884.

All current contact details can be found on our website: www.pcse.england.nhs.uk.