

## Welcome to the June edition of your PCSE bulletin

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### How to contact PCSE – a new dedicated email address for market entry applications and queries

Based on feedback from our service users, PCSE has set up the following, new, dedicated email address for all Market entry applications and queries:

[PCSE.marketentry@nhs.net](mailto:PCSE.marketentry@nhs.net)

Please could we ask that you use this new email for all future Market entry queries. This will ensure your email gets to the Market entry team as quickly as possible. The team will then log, review and respond to your query.

When emailing PCSE Market entry, please include the following information in the body of your email:

- Your name
- Your pharmacy name, address and postcode
- Your telephone number

You will receive an acknowledgement email, with a unique case reference number, when our team has started to process your enquiry. If the team do not require any further information from you, your request will be processed.

**Please note, for security reasons, we can only log, action and respond to emails where the information, as described above, has been provided. If this information isn't included in the email, we will respond and request the information before reviewing the query or taking any further action.**

For all other queries, please continue to contact the PCSE Customer Support Centre at:

**Phone:** 0333 014 2884 and select option 4 for Market entry.

To enable us to log and respond to email queries as efficiently as possible and avoid duplication, please can we ask that you only send email requests to one PCSE email address and that you do not copy in other PCSE email addresses (generic email boxes and individual staff members)

**Sending requests to several email addresses is likely to slow down how quickly we can progress your case.**

### **Improving communications in the Market entry application process**

PCSE is responsible for administering Market entry applications. The decision to approve an application is the responsibility of NHS England.

PCSE has been working jointly with NHS England to ensure that the end-to-end process for administering Market entry applications works more efficiently, and a number of steps have been taken to improve the processing of applications. We are pleased to report that this is resulting in positive feedback around better communications, query handling and response times to applicants.

The new, dedicated email address will also help ensure your Market entry queries will be managed as efficiently as possible.

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.

We are aware that there are a number of applications which are being reviewed, for decision, by NHS England's local offices. These are being monitored and chased up where necessary.

Information on the Market entry application process can be found on the [PCSE website](#).

### **How to submit full and accurate information on applications**

The time taken to process an application is highly dependent on the supply of full and accurate information in the application form. NHS England expects that applications will only be passed to them for a decision once all the required information is received.

Unfortunately, almost half of the Market entry applications received since the beginning of 2017 have been incomplete with key information missing. PCSE is monitoring applications to identify any trends in the type of information being omitted. If any common omissions are identified, we will agree with NHS England what additional support is required to help improve the application process.

Any queries about completing the application form should be sent to the PCSE Market entry team: [PCSE.marketentry@nhs.net](mailto:PCSE.marketentry@nhs.net) who will be more than willing to provide advice and guidance.

### **The interim process for consolidation applications**

In our last bulletin, we confirmed that NHS England will be publishing a new application form and supporting guidelines on submitting a consolidation application. PCSE is awaiting this guidance but in the meantime, a draft application form is available.

To request the form or for any advice about the consolidation application process please email us at: [PCSE.marketentry@nhs.net](mailto:PCSE.marketentry@nhs.net)

Best wishes

Primary Care Support England