

Welcome to the February edition of your PCSE bulletin

In this bulletin, you'll find updates on:

- Amended regulations relating to consolidation applications
- Pharmacy payments
- Managing call and email queries

Amended regulations relating to consolidation applications

As highlighted in the January bulletin, amended regulations came into force on 5 December 2016, relating to consolidation applications. PCSE is working with NHS England to assess the potential impact these changes may have on the market entry process.

An application form and supporting guidelines on submitting consolidation applications will be published by NHS England in the next two months. In the interim, a draft application form is available and can be requested by emailing us at: pcse.enquiries@nhs.net, putting 'Market entry application' in the email subject line.

Pharmacy payments

PCSE is responsible for processing additional pharmacy payments, including pharmacy adjustments, emergency supply service, palliative care, Pharmacy First payments and pre-registration training grants.

There are currently local variations in the process for submitting these claims. PCSE and NHS England are looking to improve the accuracy and processing time for these payments, and will introduce a standardised process for all pharmacies nationally to follow for submitting claims.

From April, 2017, all additional pharmacy payments should be submitted to your NHS England Regional Local Team (RLT). Your RLT will authorise the claim, and then instruct PCSE to enter the payment in the Local Payment Application (LPA) via a monthly payment schedule. The payment will then be included in your next payment paid directly by NHS BSA.

All claims must be authorised by NHS England, who will then send on to PCSE to input within the strict input window each month.

Managing your call and email queries

When you call the Customer Support Centre to log a query, you'll be given a case number. This allows us to track and keep you updated on the progress of your queries more quickly.

Over the next few months, case numbers will also be introduced on all email queries. If you are emailing about an existing case, please can you include your case number in the subject line of the email, to allow us to automatically link your email to your original query. Please can we ask that all email queries from pharmacies are sent from an nhs.net or a business email address.

As a reminder, the contact details for the Customer Support Centre are:

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)

Phone: 0333 014 2884

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

Best wishes

Primary Care Support England