

Dear Colleague,

Introducing your new medical records movement service

NHS England has asked Primary Care Support England (PCSE) to introduce a new medical records movement service for all GP practices in England, that:

- Is more secure
- Ensures patient confidentiality
- Improves the time it takes for records to be transferred between practices
- Provides practices with a way of tracking record movements.

The new service has been thoroughly tested through a pilot in West Yorkshire, and has started to be rolled out to all GP practices nationally in phases. Phase one went live in July 2017, covering GP practices in the North of England and the East Midlands.

Your practice is in phase two of the rollout and the new records movement process will be introduced to your practice on week commencing 2 October 2017.

How your practice can prepare for the new service

Before the introduction of the new service it is important that you check your clinical system and continue to release any records deducted before 9am on 23 September 2017. Please hold on to any records deducted after this date as you will receive a label for them in due course.

Please also check that you have access to the PCSE portal, as you will need to use it as part of the new service. If you don't yet have a login for the PCSE portal, your practice 'main user' will be able to create a login for you.

Guidance and support with the new process

PCSE has produced a range of materials to help guide you through the new process and answer any queries you may have. In this pack we have included:

- A guide to the new process of sending and receiving medical records, and submitting and receiving temporary resident forms (also known as GMS3 forms)
- Guidelines which take you step by step through the process of packing medical records ready for movement, and
- A timetable detailing what is changing and when.

Video guides which take you step by step through the new processes can also be found in the 'GP Records' section of the PCSE website: www.pcse.england.nhs.uk.

Over the next few weeks, regular email updates will be sent to the main contact we hold for your practice. If you have any further queries regarding the introduction of this new service, our National Engagement Team (NET), are here to help. Their contact details can be found on the 'About' section of the PCSE website.

Best wishes



Paul Dawson
Managing Director
Primary Care Support England