

Medical records movement

Frequently asked questions

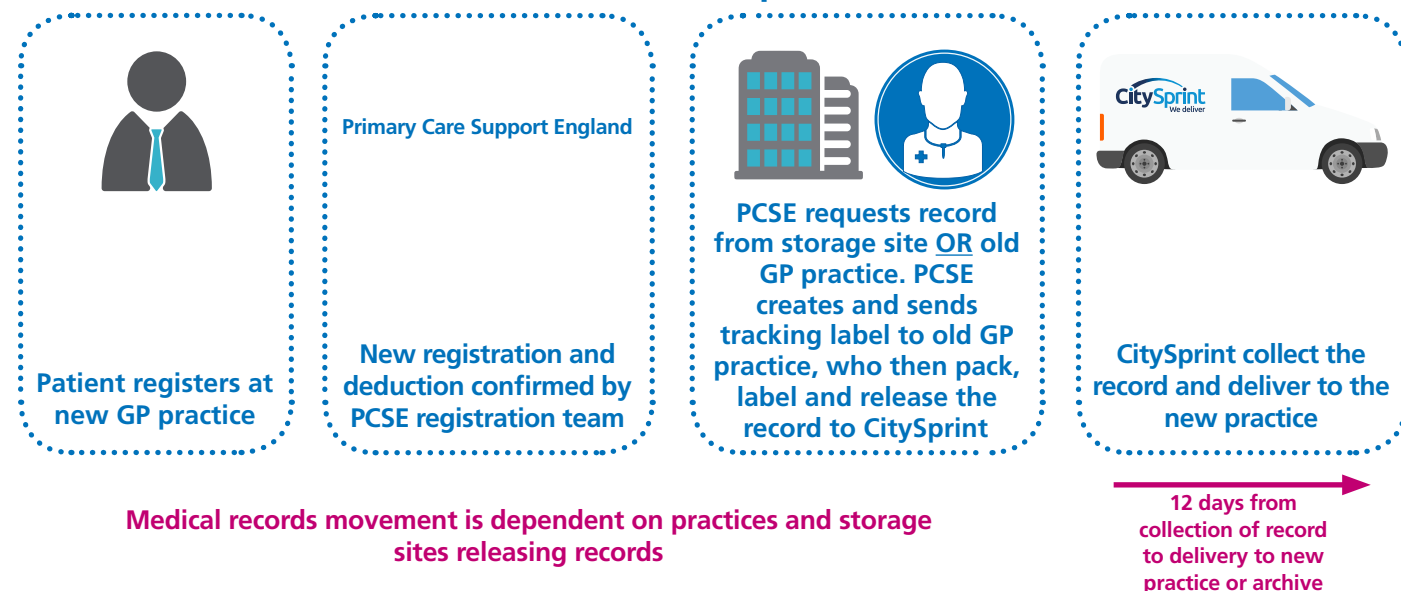


Dear colleague,

This booklet has been designed to provide answers to the most frequently asked questions received since the introduction of the new track and trace medical records movement service. We hope you find it useful.

Thank you for your continued cooperation and support during the changes and improvements to the service.

Overview of the medical record movement process



Frequently asked questions

How long should it take to receive records?

More than 99% of records are now delivered to the new practice within 12 days of being released from the previous GP practice.

How long should it take to receive tracking labels?

Tracking labels are delivered to practices within three weeks from the deduction of the patient by the previous practice. If you haven't received a label by this point, you can request a label on PCSE Online. Log in and click on 'Track your records'. Click on 'Request movement' and complete the information requested. CitySprint will then deliver a label for the record in due course. **Please ensure that you have allowed at least three weeks for the original label to arrive before requesting one on PCSE Online.**

PCSE is currently looking at options to enable practices to print labels themselves if they wish. Further updates will be provided via the GP bulletin, which is emailed to the **main contact** we hold at your practice.

How do I change the main contact you hold for our practice?

If you would like to change the main contact for your practice on PCSE Online, please provide the following information using the enquiries form on the 'Contact us' page of the PCSE website: www.pcse.england.nhs.uk/contact-us

Select '*Register for PCSE Online*' as the subject enquiry type and complete the information requested.

In the '*message box*', please state that you would like to change the main contact PCSE holds for your practice and include:

- The name of the current main contact
- The email address for current main contact
- Name of the new main contact
- Email address for new main contact

PCSE will then call your practice to verify the new contact details. The new contact will receive an email with log in details for PCSE Online.

How do we change the main contact if we don't know the name/details of the previous main contact?

Please provide the following information using the enquiries form on the 'Contact us' page of the PCSE website: www.pcse.england.nhs.uk/contact-us

Select 'Register for PCSE Online' as the subject enquiry type and complete the information requested.

In the 'message box', please state that you would like to change the main contact PCSE holds for your practice but don't know the previous main contact details and include:

- Your name
- Your practice name
- Your practice ODS code (GP main practice codes are a letter followed by five numbers)
- Your practice address
- Your practice telephone number
- Your email address

When PCSE has this information, we will call the practice to verify the information provided. The new main contact will then receive an email with details of how to access PCSE Online.

What should I do with labels received for patients not registered at our practice?

PCSE is running a national project to help move outstanding requested medical records to the practice where the patient is now registered. As part of this process, tracking labels have been issued to practices, to help move older requested records. If you receive a label for a patient record you no longer hold, please let us know by completing the template which is available to download from the PCSE website: www.pcse.england.nhs.uk/osmr. Please submit the completed template using the enquiries form on the 'Contact us' section of the PCSE website. Select 'Medical Records Movement' as the subject enquiry type, and put OSMR in the subject box. The label can then be destroyed securely.

What should we do if we receive labels for a patient who has never been registered at our practice?

Please provide the following information using the enquiries form on the 'Contact us' page of the PCSE website: www.pcse.england.nhs.uk/contact-us. Select 'Other' as the subject enquiry type. In the 'subject box' please put 'OSMR registration query' and in the 'message box' please state that you have received labels for a patient never registered at your practice and include:

- The practice name
- Your name
- Your telephone number
- Patient name
- Patient NHS number

Please note: the enquiries form is a secure way of sending patient identifiable data to PCSE.

I want to get a medical record quickly. If I request it as an 'urgent medical record' instead of using the usual records movement service, will it get to me quicker?

When PCSE receives an urgent medical record request, we arrange for the patient's previous GP to fax or email the information to the new practice. We will also ask the previous practice to release the paper medical record in their next CitySprint collection. **Please note: this process does not move the paper record any quicker.**

An urgent medical record request should only be made for records required for clinically urgent purposes, or if the request is in relation to adoption; gender re-assignment; witness protection; or a safeguarding investigation.

From October 2018, there will be a new online form for requesting urgent medical records which you will be able to access on the PCSE website under Services > GP Records > Urgent Medical Record Request.

The new form will be quicker and easier to complete and will ensure the request gets straight to the right team as quickly as possible. When an urgent medical record request has been successfully submitted using the new form, users will receive an email confirming submission of the request along with a case reference number to use to follow-up if required. Only contacts registered with PCSE will be able to submit urgent medical record requests using the new form. In order to become a registered contact, the main contact we hold for your organisation can register you on PCSE Online via the 'User Management' section.

What should I do if GP2GP transfer fails?

As you will be aware, it is a requirement for practices to move patient information electronically via GP2GP. If GP2GP electronic transfer fails or is not enabled (for example, when a patient transfers to Scotland), it is important that the electronic patient file is printed and added to the patient's medical record before it is released to CitySprint.

With this booklet we have included a poster which details when practices should print the full electronic patient medical record. Please display this poster in your practice so it can be used as a quick reference guide for your records administration team.

What should I do if I receive a record I was not expecting?

Medical records packed in shipping bags are collected by CitySprint and delivered directly to the new GP practice, ensuring patient confidentiality. PCSE does not process or open the shipping bags at any point. Records may be received in error if the previous GP practice puts the incorrect record in the shipping bag, or if the courier delivers medical records in error (we have a robust Information Governance process in place to manage this).

If you receive a record you were not expecting, please log in to PCSE Online and click on 'Track your records'. Click on 'Request movement' and complete the information requested. CitySprint will then deliver a label for the record in due course.

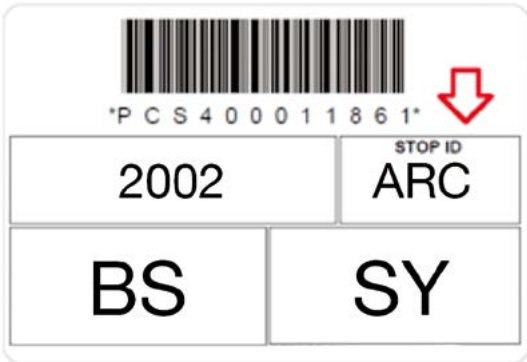
Further information and support

The PCSE website is regularly updated with answers to frequently asked questions coming from practices. Please visit the 'Help' section of the PCSE website: www.pcse.england.nhs.uk.



Medical records movement

When to print the full patient record

		Print electronic record and add to medical record envelope
When GP2GP electronic transfer fails		✓
When the Stop ID on the tracking label is ARC	 <p>The record is being sent to archive</p>	✓
When the Stop ID on the tracking label is SCO	The record is being transferred to Scotland	✓
When the Stop ID on the tracking label is WAL	The record is being transferred to Wales	✓
When the Stop ID on the tracking label is NI	The record is being transferred to Northern Ireland	✓
When the Stop ID on the tracking label is IOS	The record is being transferred to the Isles of Scilly	✓
When the Stop ID on the tracking label is IOM	The record is being transferred to Isle of Man	✓
When the Stop ID on the tracking label is PRE	The record is being sent to PCSE	✓