

A new way to send us urgent medical record requests

PCSE has launched a new online form for requesting urgent medical records.

It's quicker and easier to complete, and because the information you enter is validated as you go through, it's unlikely that we'll need to return the form to you for further information.

You'll also get an email to confirm your submission and a case reference number you can use to follow up on the request if needed.

You can access the new form from the 'Contact Us' page on the PCSE website:

www.pcse.england.nhs.uk/contact-us

Simply select [Urgent Medical Record](#) from the drop-down menu as the subject enquiry type.

The urgent medical record request process

Please only request an urgent medical record if you have an urgent clinical need to do so.

	<p>PCSE receives urgent medical record online form submission.</p>
	<p>PCSE contacts previous practice within two working days and asks them to forward any electronic patient notes and summaries as soon as possible to the requestor, via email or fax.</p>
	<p>PCSE will also request that the previous practice releases the paper medical record to the requesting practice. A tracking label for the paper medical record is generated and delivered to the previous practice within 14 days, unless one has already been sent.</p>
	<p>The paper medical record will be picked up by CitySprint and delivered directly to the requesting practice via the normal record movement process. The record should then be delivered within seven working days from collection.</p>

Please note: this process does not move the paper record quicker than the normal record movement process.

PCSE will request the electronic and paper medical records from the previous practice once, unless we are asked to do so again by the requesting practice.