Performer Management User Guide

To change your name, contact details, address, status, local office or practice for Performer List for England using PCSE Online
Introduction

In line with The National Health Service (Performers Lists) (England) Regulations 2013, as amended, you are required to keep your details on the National Performers List for England is up to date. This guide will provide step by step instructions on:

- Changing your name or contact details
- Changing your employer
- Changing your status
- Changing your local office
- If you need to make any changes to your details you will need to do this via PCSE Online, click here for more information about registering.

Important information before you start

Are you changing your name or address?

Please ensure that you have updated your details with your regulatory body before updating the National Performers List via PCSE Online.

Important to Note

If your performer record has been reinstated, following removal or suspension, please check your Employment details carefully. You may need to reset your practice details by following the ‘Change Employment Details’ process.
Change of personal details

- About the Personal Details section
- How to change your name
- How to update your date of birth
- How to change your contact telephone number(s)
- How to update your address
- How to update your National Insurance Number

About the personal details section

You can update your name, address and telephone number via the Personal Details section.

In this section you can view the existing personal details held for you on the Performers List for England.
How to change your name

Please ensure that you have updated your regulatory body details with your regulatory body before you update the National Performers List

In the Personal Details section, scroll to the bottom of the page and click on Change Name to open an extended part of the Personal Details section.

Your existing details will be shown above the blue boxes. If you wish to update your name you can enter the new details into the blue boxes.

Then click Submit.

A pop-up box will appear to prompt you to confirm the change. Click OK to submit the change request, or click Cancel to cancel the update.

Once you have submitted your change request, a Case ID will automatically be generated by the system, which you should use if you need to follow up with PCSE on the request.

You will receive a letter from PCSE when the change has been completed.

Update your Date of Birth

If your date of birth is incorrect, you are able to correct this.

Click on the calendar icon in the Date of Birth field and select the correct date.

Click Save at the bottom of the page to save your change, and click OK when prompted “Are you sure you want to update your Date of Birth and/or NI number?”
How to change your telephone number(s)

In the Personal Details section, scroll to the bottom of the page and click on Change Name to open an extended part of the Personal Details section.

Click on Change Telephone Number to open an extended part of the Personal Details section.

Your existing details will be shown above the blue boxes. If you wish to update your details you can enter your new contact number(s) into the blue box(es).

Then click OK.

A pop-up box will appear to prompt you to confirm the change.

Click OK to submit the change request, or click Cancel to cancel the update.

Once you have submitted your change request, a Case ID will automatically be generated by the system, which you should use if you need to follow up with PCSE on the request.

You will receive a letter from PCSE when the change has been completed.

How to change your address

In the Personal Details section, scroll to the bottom of the page and click on Change Address to open an extended part of the Personal Details section.

You will need to confirm whether you wish to change your residential address or the address you have registered with your regulatory body. PCSE records both addresses.

For example, some performers register the address for their place of work with their regulatory body, instead of their residential address. Please only update your GMC/GDC/GOC address via PCSE Online after you have updated it with your regulatory body.
You can enter details of your new residential address using the postcode search facility, or you can enter your address manually, by selecting **Enter Address Manually**.

To use the postcode search facility, enter your postcode into the blue box and click on the magnifying glass icon next to it; on some browsers this may just show as a box. A list of addresses corresponding to the postcode you have entered will be displayed. Select the correct address from the list.

When you have found the correct address, or entered it manually, click OK to submit the change request, or alternatively, click Cancel to cancel the request.

A pop-up box will appear to prompt you to confirm the change. Click **OK** to submit the change request, or click **Cancel** to cancel the update.

Once you have submitted your change request, a Case ID will automatically be generated by the system, which you should use if you need to follow-up with PCSE on the request.

You will receive a letter from PCSE when the change has been completed.

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**How to change your email address**

- Log in to **PCSE Online** and navigate to the Home page
- Click on **Settings** in the top right hand corner

![PCSE Online Settings](image)

- Choose **My Details**
- The email address you registered with is displayed

![My Details](image)

- Type your new email address over the old in the **Username** field
- Click **Update**

Updating your email address this way will change your username to your new email address.

**Update your National Insurance Number**

If your National Insurance Number is incorrect or missing, you can update this.

Click in National Insurance Number field and enter the correct/missing information.

![National Insurance Number](image)

Click **Save** at the bottom of the page to save your change, and click OK when prompted “Are you sure you want to update your Date of Birth and/or NI number?”
Change of employment details

Contents

- About the Employment Details section
- Adding a new practice
- Changing your existing practice details
- Changing your status

About the employment details section
To add new practice details, or change your existing practice details click on Employment Details on the left hand menu.

The next screen will show your current employment details.
Adding a new practice
If you are changing practice, select Yes where it says Are you starting at a new practice?
Then click on Add Practice.

Enter your level of commitment at this practice as a percentage of all of your employment. Maximum commitment cannot be more than 100% across all employment. Please only enter numbers and not the % character.
Enter/select the date you started at the practice from the pop-up calendar.
Then click Add Practice to add the practice details, or click Clear to clear the form fields. Click Submit to submit the change request.
A pop-up box will appear to prompt you to confirm the change request. Click **OK** to confirm, or **Cancel** to return to the previous screen.

Once you have submitted your change request, a **Case ID** will automatically be generated by the system. You should use this in any correspondence with PCSE regarding the change request.

You will receive a letter from PCSE when the change has been completed.

**Changing Existing Practice Details**

To change your existing practice details, in the Employment Details section, click on *Edit* in the Action column next to your current practice details.

If you are terminating your employment at your existing practice, select **Yes** and select the end date for your employment there.
If you are not terminating your employment at your existing practice, you will be asked if you are changing your level of commitment at the practice. Select Yes or No.

If you are changing your level of commitment to your existing practice, please enter your new level of commitment as a percentage of all of your employment. Maximum commitment cannot be more than 100% across all employment. Please only enter numbers and not the % character.

Click Submit to submit the change request.

Once you have submitted your change request, a Case ID will automatically be generated by the system, which you should use if you need to correspond with PCSE regarding the change request.

You will receive a letter from PCSE when the change has been completed.

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**Change of Status**

If you want to change your performer type to GP contractor (i.e. principal or partner) you should do this on the employment details section.

If you want to tell us about becoming a locum please change your employment to reflect this using employment section. To change your GP status click Employment Details.

Your current role will be displayed. Click Edit in the Action column.

Answer the questions in Change Practice Details.

Click Submit to submit the change request.

Once you have submitted your change request, a Case ID will automatically be generated by the system, which you should use if you need to correspond with PCSE regarding the change request.

You will receive a letter from PCSE when the change has been successfully updated on the National Performers List.
Change of NHS England Local Office

If you are changing practice and moving to a different NHS England local office
Select **Local Office Details**.
Select **Edit** in the Action column.
Your current local office will be displayed.
Answer the questions relating to the local office
Click **Submit** to submit the change request.
Once you have submitted your change request, a Case ID will automatically be generated by the system, which you should use if you need to correspond with PCSE regarding the change request.
You will receive a letter from PCSE when the change has been completed.

Withdrawal from Performer List

Select **Withdrawal from Performer List** from the left hand menu.
From this screen you can request to withdraw from the Performers List for one of the following reasons:
- Resignation
- Retirement
- 24hr Retirement
24 Hour Retirement

- For 24hr Retirement, you must give at least three months’ notice.
- Select your ‘Last Day of Service’ from the calendar.
- If you have chosen a date less than the requirements stated in the regulations, please enter the reason in the box.
- Choose your ‘Reason for Removal’ as 24Hr Retirement from the drop down list.
- You have the option to upload your completed AW8 form only* here.
- Upload any relevant supporting documents
- Click on ‘Submit’.
- Read the confirmation statement and click ‘OK’ to submit your 24hr Retirement request

* Please note, if you are retiring due to ill health, you can only upload your AW33E form via the enquiry form on the PCSE website.

Once you have submitted your 24 hr retirement request, you will receive an email acknowledgement.

You can see the status of your 24hr Retirement request at any time by going to your Performer Home page in PCSE Online, and click on ‘Change History’.

Initially the status is set as ‘Pending’.

- Practice – ‘Awaiting Practice Approval’
- CCG – ‘Awaiting CCG Approval’
- NHS England – ‘Awaiting NHSE Approval’

The status will show as ‘Approved’ once complete.
Retract Withdrawal Request

If you need to retract your withdrawal request, you can do so any time after the request submission and before the last day of service.

Retract is not allowed on the last day of service irrespective of the withdrawal request status.

To retract your withdrawal request, go to your Performer Home page on PCSE Online and you will see listed your 24hr retirement request.

- Click on the ‘Retract’ button in the ‘Action’ column
- You will receive notification of your retraction and notification will also be sent to your practice manager, CCG and local office, as applicable.