

Contacting PCSE for GP Payments queries

GP Practices

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Making a general payments query



Send us your query via the online form:
<https://pcse.england.nhs.uk/contact-us/>

- Choose GP Payments as the category and type of enquiry
- Enter your details
- Choose the **Payments query** type from the drop down list
 - Select the subject of your query from the options:
 - Please select...
 - Change of practice bank details
 - Childhood immunisation
 - GMS/PMS practice payment query
 - GP Registrars
 - LMC/Levies query
 - Practice rent, rates & utilities
 - Prescribing/dispensing drugs payments query
 - Seniority payments
 - Enter the details of your query or upload your form, depending on your query
- Review and save a copy of your submission
- Submit your query and the team will respond within 14 working days

Pension contribution enquiries – If your query relates to a pension contribution payment please follow the below steps



Send us your query via the online form:
<https://pcse.england.nhs.uk/contact-us/>

- Choose GP Pensions as the category and type
- Enter your details
- Choose the **Pension** query type from the drop down list
 - Select Pension contributions query from the options:

Query type *

Pension

Please select...

- Additional pension/AVC/Top Up
- Amnesty - Type 2
- Annual Certificate of Pensionable Profits - Type 1
- Estimate of GP's Pensionable Profit/Pay
- GP Solo
- Individual protection
- Locum A & B pension contributions
- Opt Outs SD502/ Re-join pension scheme
- Pension contributions query GP starting/leaving a practice**
- Pensions on divorce/CETV
- Retirement/Death in Service/III Health Retirement - AW8/AW33E
- Type 2 Self-Assessment - Type 2

- Enter the details of your query or upload your form, depending on your query
- Review and save a copy of your submission

Following up on a query

If your enquiry is NOT urgent:

Please be aware that some services are busier or more complex than others, so please leave some time for teams to respond. All teams aim to acknowledge queries within 5 working days.

If you want to add to an existing query, or chase for information:

If you have already contacted PCSE about an issue then to follow up you can use an online form. This means your query will be allocated to the right team.

If you are following up on a previous enquiry, you can also select 'yes' on the '*Is your query regarding an existing query*' section. This will prompt you to add in your previous case reference (CAS) number (please enter it in full, format is CAS-XXXXX-XXXXXX). Then all information can be linked to one request and you do not have to cite multiple CAS references.

What to do if a query is urgent

The matter is urgent:



- 1) **Call us:** If a practice or performer has an urgent issue that could result in severe financial hardship or patient harm, they should speak to one of our agents in the first instance on 0333 014 2884. They will be able to direct their enquiry to the right team. Please make sure they have the latest CAS reference to hand.

Please make the CSC agent aware if the issue is resulting in severe financial hardship so this can be escalated. We aim to resolve these within 10 working days.



- 2) **Escalate:** If you have contacted your CCG to query a payment but they are unable to help, the CCG can ask PCSE to prioritise your case, but **only if you have already raised a case with PCSE.** Please ensure you provide your CCG with details of the issue together with the latest CAS reference.

Other ways we can help

You can also:



Call one of our agents on
0333 014 2884

Be sure to have all the information
so we can raise a query for you



Visit our website to see if the
info you need is there!

<https://pcse.england.nhs.uk/>

Thank you