

Contacting PCSE for Payment Queries

CCGs and NHSEI Regional Teams

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Making general payment and banking queries

NOTE: For all queries, please be as clear as possible in the subject line what your query relates to. This will help the team to quickly address key issues.

If your query is urgent please add the word ESCALATION to the start of your subject line.



Send us your query
via the online form:
[https://pcse.england.
nhs.uk/contact-us/](https://pcse.england.nhs.uk/contact-us/)

- General payment query – select CCG/RLT option

Response 5 days if urgent, 14 days BAU

- Banking query or submit bank change form

**Please provide at least 9 working days' notice
prior to the contractual payment date**

Please note a practice should be advised not to close any bank
accounts until payments have started to the newly nominated
bank account

Making a change to a payment



Send us your request/query to
pcse.payments@nhs.net

- Stop all payments request
- Pay stopped practice request

**Please provide at least 9 working days' notice
prior to the contractual payment date**

- Amend CV upload payment (stop a line, stop a file, delete an error file)
- Urgent CV upload
- Levy rates changes

**Please provide at least 5 working days' notice
prior to the contractual payment date**

Making contract changes



Send us your request/query to
pcse.payments@nhs.net

- Change VSR

**Please provide at least 9 working days' notice
prior to the contractual payment date**

Making contract changes



Send us your request/query to
pcse.performerlists@nhs.net

- Change contract details

**Please provide at least 9 working days' notice
prior to the contractual payment date**

Following up on a query

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.

How to escalate non-pensions queries on behalf of practices

Service	Stage 1: escalation	Stage 2: urgent / complaint
GP Pensions	Use the online form on the PCSE website. Click 'yes' when asked 'Do you represent a Regional Local Team (RLT)/Clinical Commissioning Group (CCG)?'	For urgent issues not resolved by stage 1, please email pcse.execenquiries@nhs.net
Performers List	Email pcse.performerlists@nhs.net to escalate an issue.	For urgent issues not resolved by stage 1, email pcse.plmanagers@nhs.net
Practice mergers / closures	Email pcse.practicechanges@nhs.net to raise an issue	For urgent queries not resolved by stage 1, please contact pcse.execenquiries@nhs.net

NB: For ALL services, if an issue is not resolved by this process, a complaint can be logged via pcse.complaints@nhs.net. The team aims to resolve all complaints within 40 working days.

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/>

Improving information, support and guidance

Making things better

We are always looking for ways to make it easier for our customers to access and use PCSE's services.

If a process is unclear then please raise this with the Engagement team via pcse.gpengagement@nhs.net. We will use your feedback to improve the information provided on our website and in the resources provided for users.

We are also always open to feedback on the information provided by PCSE and any improvements that can be made.

Thank you.

Thank you