

Contacting PCSE for Payment Queries

A Guide for GP Practices

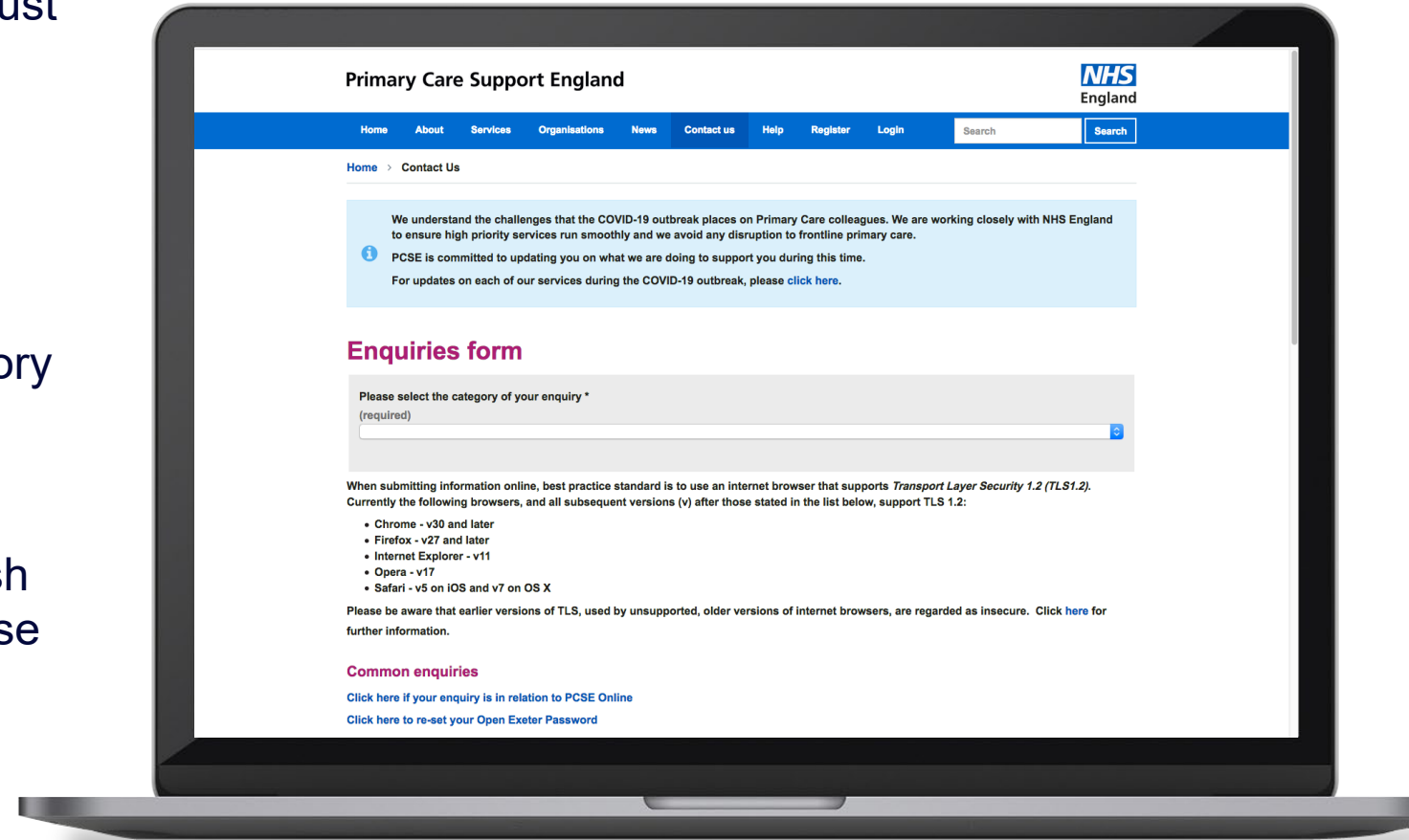
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01. GP Payments & Pensions (GPPP) Enquiry Form

In order to submit a Payment query, you must first navigate to the GPPP Enquiry Form:

1. Go to the [PCSE website](#).
2. Click on Contact us.
3. Select GP Payments as both the category of enquiry and type of enquiry.
4. Select No when asked if your query is regarding an existing enquiry. If you wish to follow up on an existing enquiry please skip to slide 5.



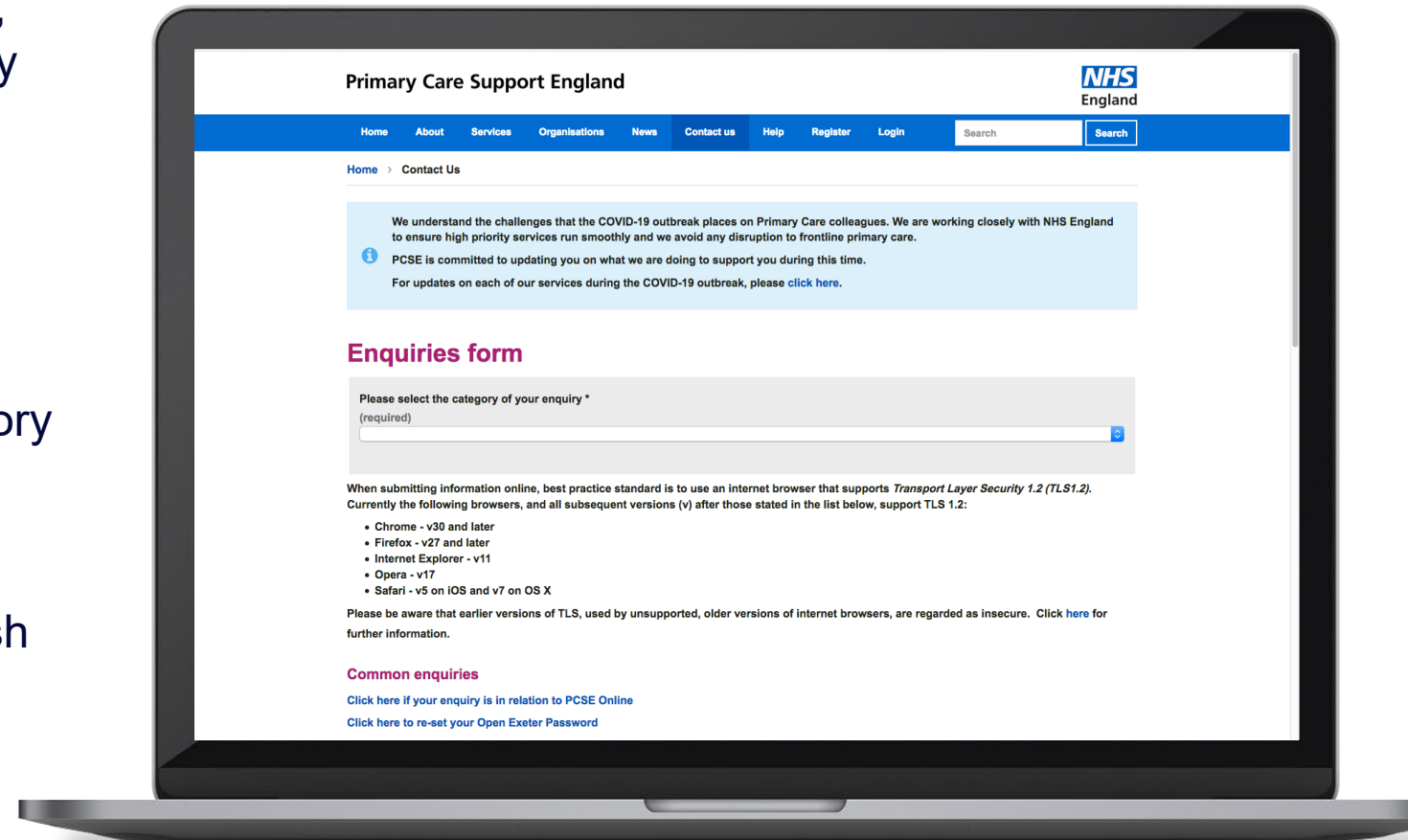
02. Submitting a Payment query

- Click Begin on the GPPP Enquiry Form and enter your name and contact details.
- Select Payments as the Query type and then enter the appropriate ODS/ GMC code.
- Select the appropriate Payments query type from the dropdown list. Please note that PCSE will be setting up a PCN payment query option soon. In the meantime GP practices should use the GMS/PMS practice payment query option for any PCN related queries.
- Enter the details of your query or upload your form, making sure you include your practice/ PCN code.
- Review and save a copy of the completed form before submitting your query.
- The team will acknowledge receipt and provide you with a case reference (CAS) number within 2 working days. PCSE endeavour to resolve queries within 15 working days, providing all relevant information has been supplied.

03. Follow Up Enquiry Form

In order to follow-up on an existing enquiry, you must navigate to the Follow Up Enquiry Form:

1. Go to the [PCSE website](#).
2. Click on Contact us.
3. Select GP Payments as both the category of enquiry and type of enquiry.
4. Select Yes when asked if your query is regarding an existing enquiry. If you wish to submit a new query please refer to slide 3.



04. Following up on a query

You can use the Follow Up Enquiry Form to submit a follow-up enquiry in relation to an existing case or provide additional information in relation to an existing case.

- Click Begin on the Follow Up Enquiry Form and enter your name, contact details and case reference (CAS) number – please enter the CAS number in full, format is CAS-XXXXXX-XXXXXX. You can find this on the acknowledgement email you received in response to your original enquiry.
- Enter the details of your query or upload your form, making sure you include your practice/ PCN code.
- Review and save a copy of the completed form before submitting your query. The information you have provided will be linked to your original enquiry.

05. High priority and urgent queries

High priority

If the case should be prioritised call the PCSE Customer Support Centre (CSC), once you have the CAS number, who can mark the case as High Priority, add notes to the cases to explain why this case should be prioritised over others and provide you with the appropriate timescale.

Urgent*

If the case becomes urgent and exceeds the quoted timescale, call the CSC on 0333 014 2884 to discuss. They will discuss with you whether there has been a change to the timescale previously advised, or formally escalate the case. They will add further notes to the case to explain why the case has become urgent.

* Urgent

- Severe financial hardship
- Risk to a patient or individual's safety
- Waiting for over 40 days since first raising the case and has reason to believe that resolution is not imminent.

06. Escalating a query

LMC, ICB, NHSE and IGPM colleagues can escalate a case on behalf of a customer if the lack of resolution is causing severe financial hardship, is a risk to an individual's safety or the agreed steps to resolve the issue have not been met by PCSE.

Essential steps before escalating include; raising a case and obtaining a case reference number and having a conversation with the CSC about timescales and agreeing that the case should be high priority and/or urgent.

07. Other ways we can help



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

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



Send us your query via an online form

<https://pcse.england.nhs.uk/contact-us/>



Call one of our agents on **0333 014 2884**

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

08. Improving support, information 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