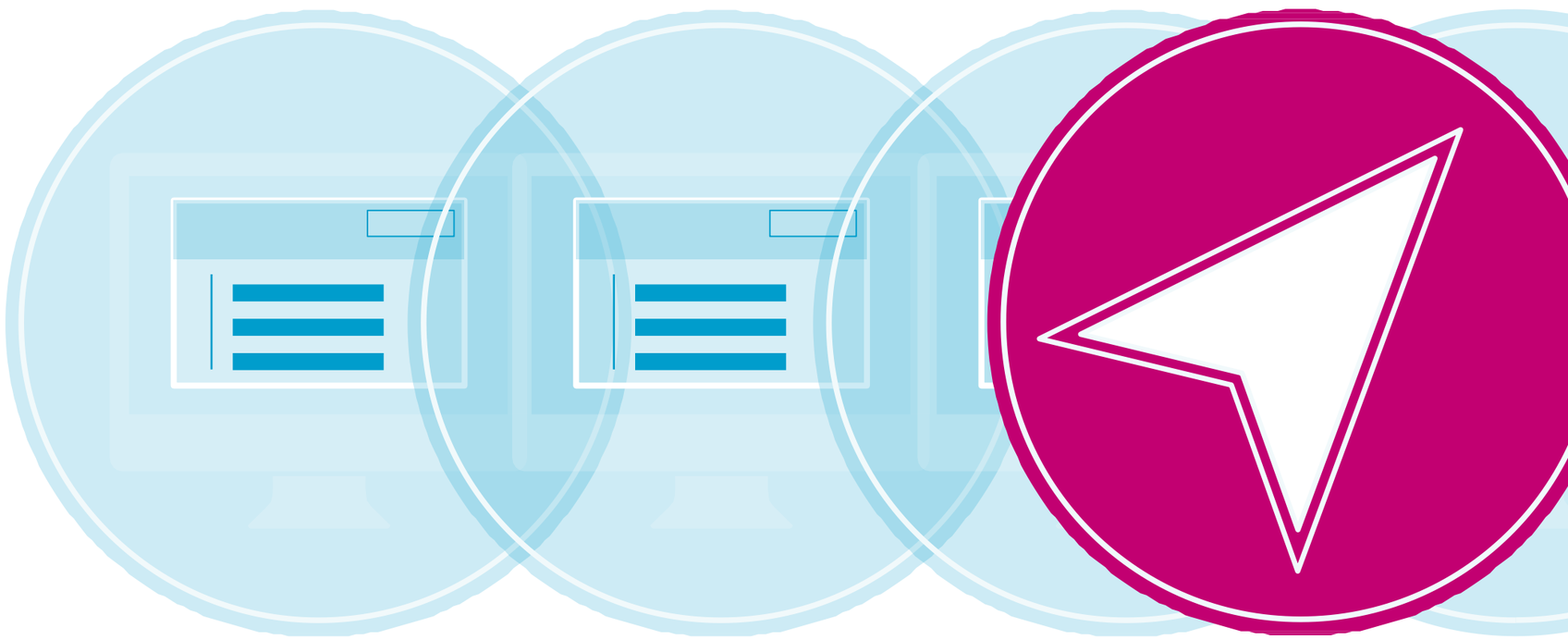
NHS England

Primary Care Support England

Pharmacy Market Administration Services
Dispensing GP

Applicant User

Guide



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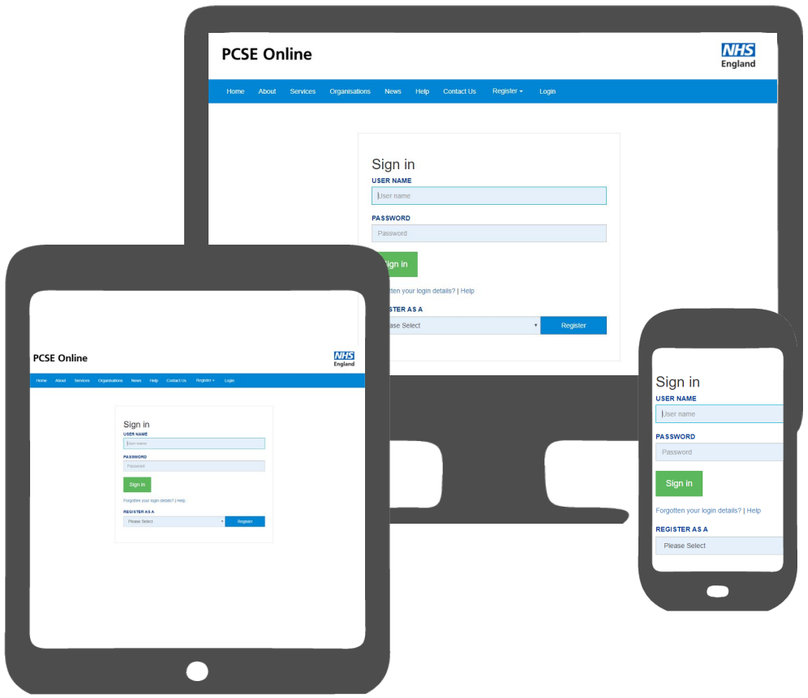
Introduction

This guide has been created to offer you as a dispensing GP applicant, guidance when you are creating an application for market entry.

This new feature in PCSE Online has been designed with you in mind, offering you ease of access throughout your journey of creating a market entry application. You will be able to work through each section of the system in your own time, allowing you to save your progress and return to the application whenever suits you.

Replacing the existing paper process with a sleek, intuitive digital platform, this system will offer you complete control throughout the whole application process.



Guide insights

This guide will offer insight into the following:

- Accessing PCSE Online
- Creating an application
- Submitting an application
- Tracking an application

PCSE Online is accessible on most browsers. However, it is recommended that you use the latest version of one of the following browsers for an optimum experience

- Google Chrome
- Firefox

Please also note that auto notifications regarding changes in the status of your application/notification may in some instances be filtered to junk/spam dependent upon mailbox settings.

Accessing PCSE Online

Firstly, to use PCSE online, you must be registered with an account.

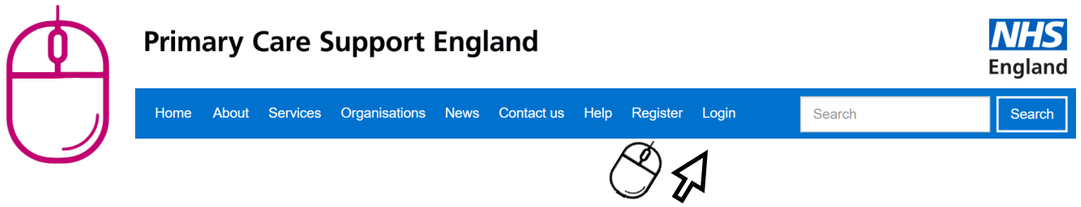
To register, please send an email to **PCSE.Marketentry@nhs.net** and we will contact you to request further details if required. You will receive an automated email once an account has been created.

Once you have a username and password, you will be able to log in to your homepage where you can:

- **Create a new Application**
- **Track application progress**

To manage Market Entry Applications, open up your web browser and go to **https://pcse.england.nhs.uk/**

When the website opens, look at the blue ribbon along the top of the page and click on the **"Login"** tab.

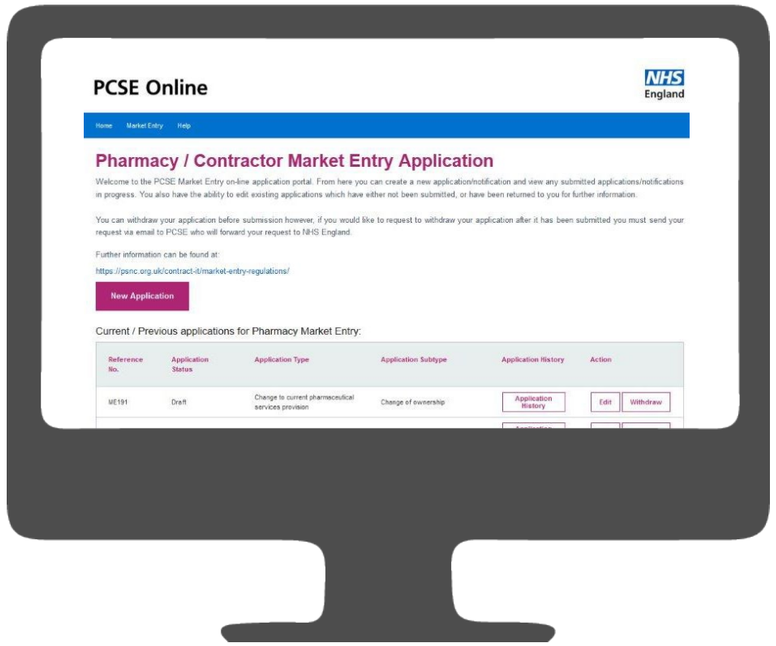


Accessing PCSE Online

Once you have logged in, you will be presented with the PCSE online home page. Click on the on **"Market Entry"** tab and you will be redirected your homepage.

From the applicant home page you can:

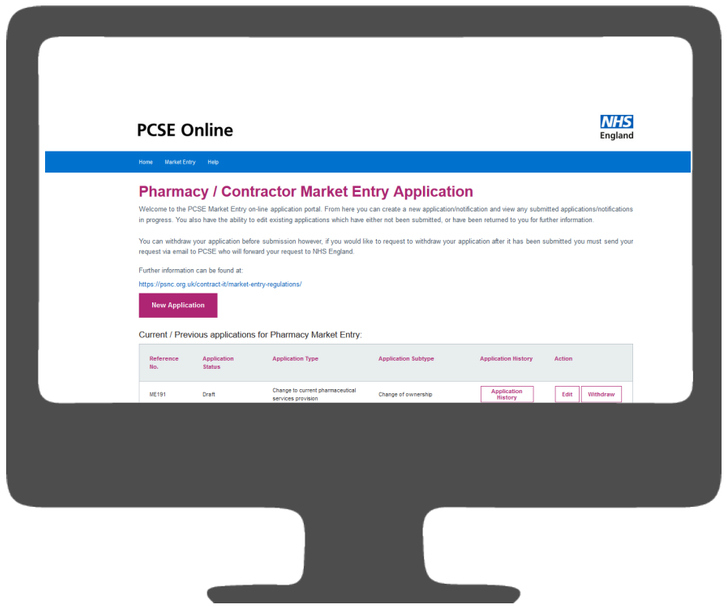
- **Create a new application**
- **Track the process of your application**
- **Amend ongoing application details**



Creating an Application

Once you have logged in and have arrived at your homepage. You will be able to:

- **Create a new application**
- **View the progress of previously submitted Applications**
- **Create new Applications**
- **View Submitted Applications both in progress and historic**
- **Download/Print applications from the system**
- **Track progress of their application**



Please note! When you start your application, PCSE Online will automatically give you a reference number. You will see this in the top right hand corner of the screen. You can use this in the future if you need to follow up the progress of your application.

Creating an Application

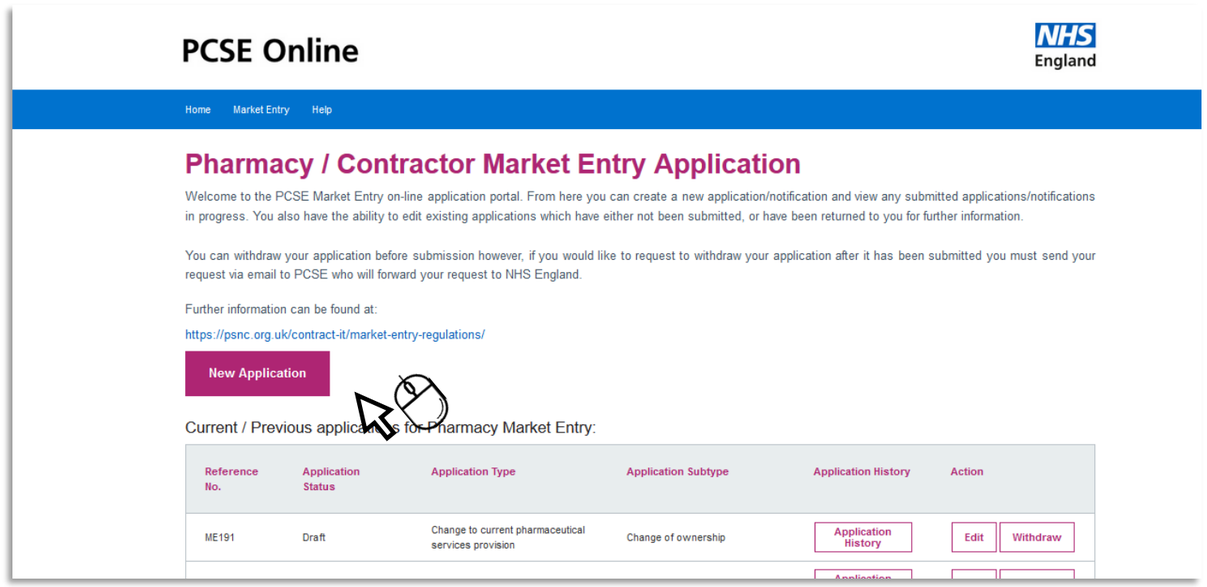
As an applicant, you are given the provision to create an application for the following:

Outline Consent and Premises Approval

Relocation before outline consent

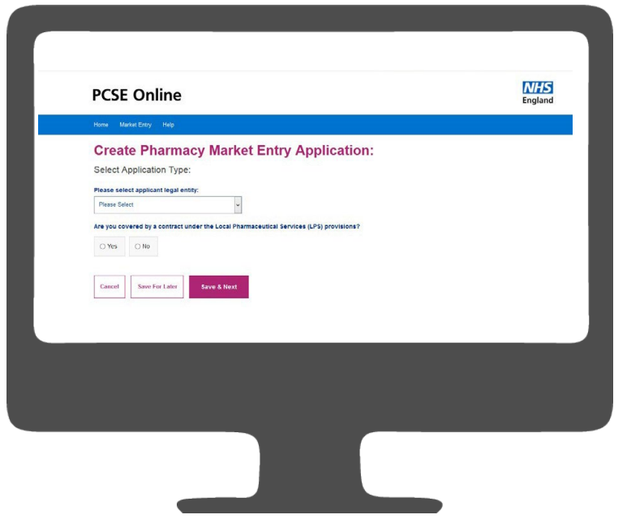
Relocation after outline consent

To create a new Application select the New Application button as highlighted below:

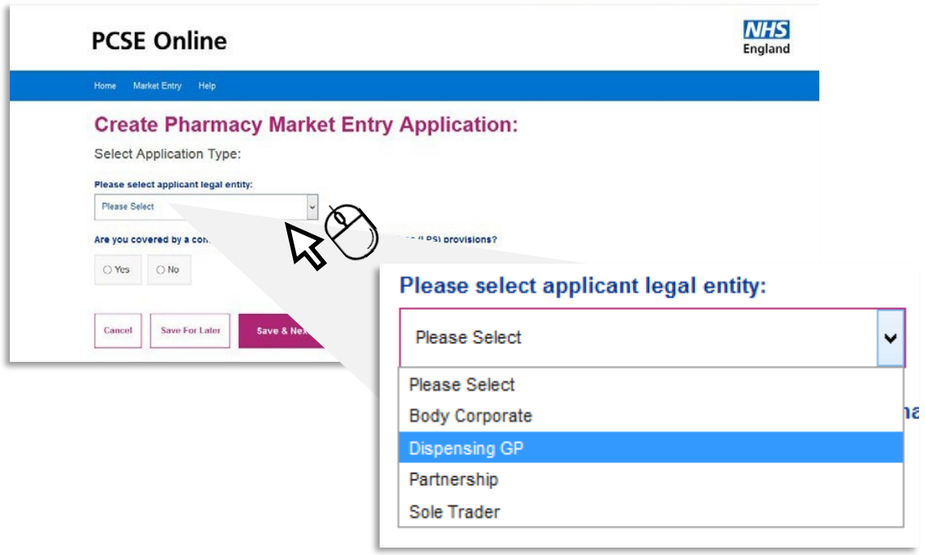


Creating an Application

You will then be presented with the following screen:



From the drop down select the applicant legal entity.



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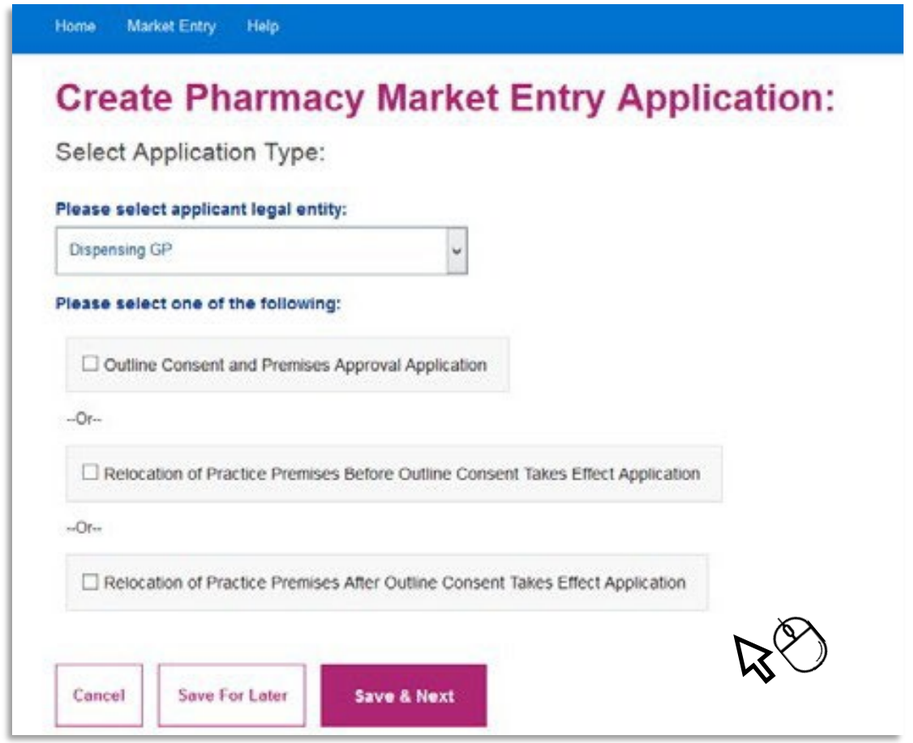
Creating an Application

The available options are:

- **Body Corporate**
- **Dispensing GP**
- **Sole Trader**
- **Partnership**

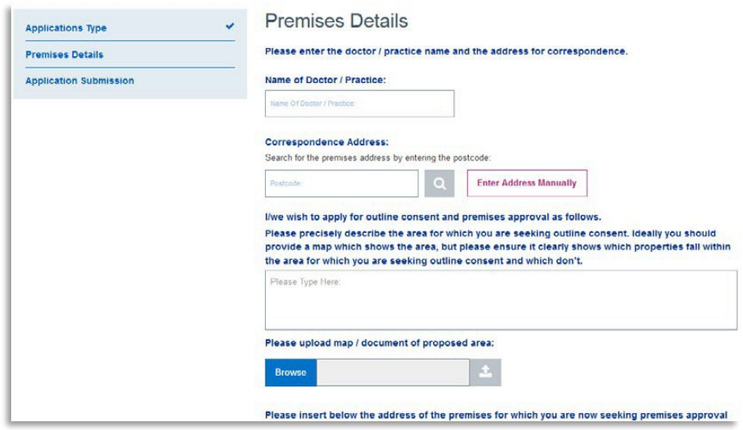
Please select one of the following application options:

- **Outline Consent and Premises approval application**
- **Relocation of Practice Premises before outline consent takes effect application**
- **Relocation of Practice Premises after outline consent takes**



Premises Details

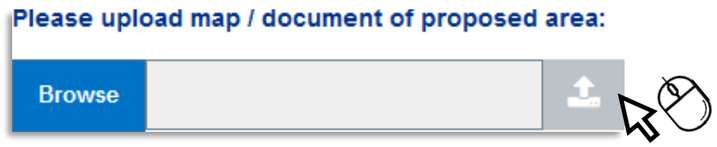
Please complete the questions presented:



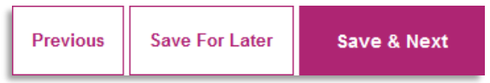
To search for the address please enter the Postcode and select the search button.

To enter the address manually please select **“Enter Address Manually”** and completed the fields on screen.

Please upload any supporting documents i.e. Map to this section. Select **“Browse”**, search for the relevant document on your device and select. Once selected, click the upload button as shown. Please also ensure any documents are clearly named.

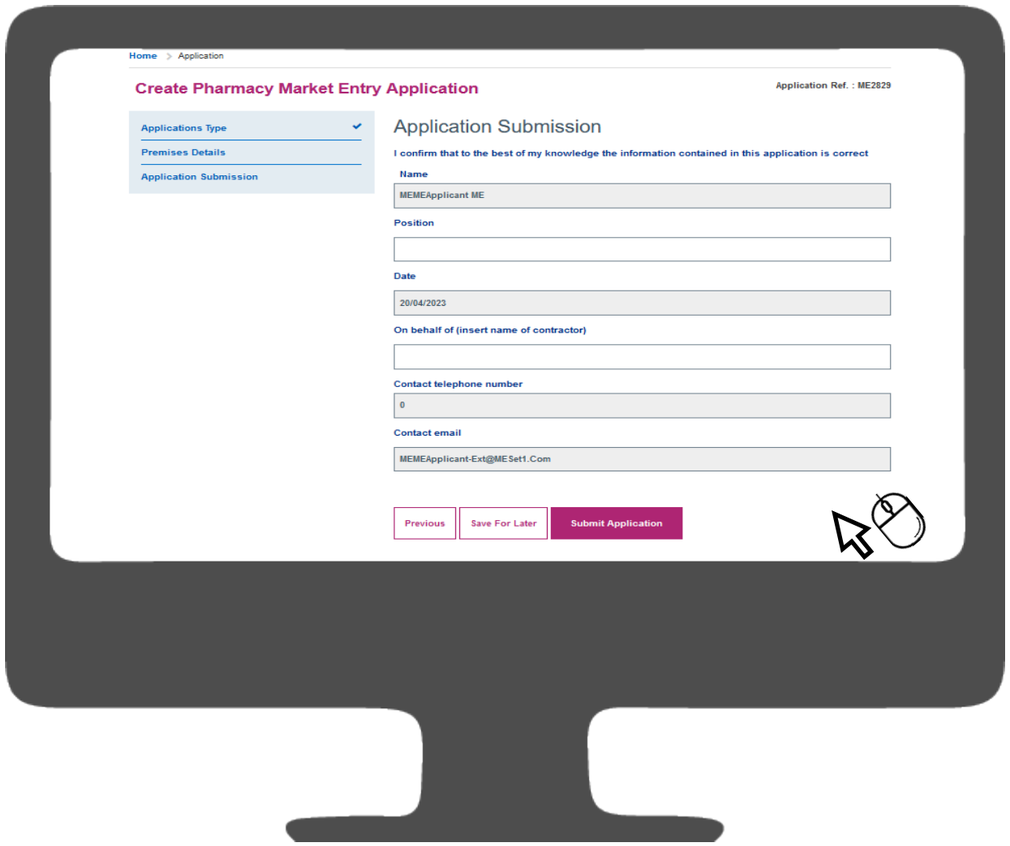


To progress to the next section please choose **“Save & Next”.**



Application Submission

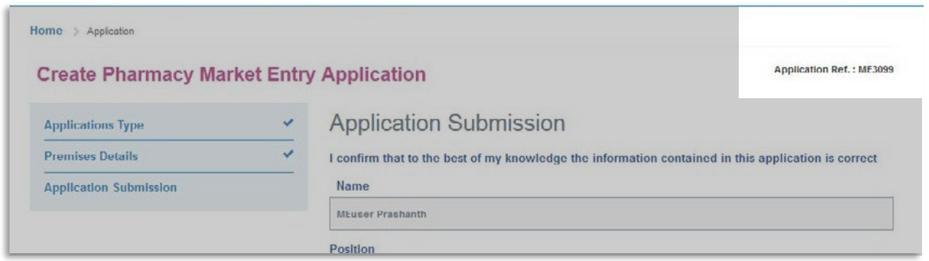
To submit the application please complete the fields as requested, there is no regulatory requirement to provide a signature.



Application Submission

To submit please click **“Submit Application”.**

Your application reference number can be viewed in the top right hand corner of the screen throughout completion.



Once your application is submitted you can track the progress of this from the Home screen

Tracking an Application

After Application submission you can take the following actions:

View Application status

View Application history

View the Application

At this point the Application is read only and cannot be edited. Your dashboard displays the following columns:

ABC123

Reference no.

Application status

Application Type

Application Subtype

Application History

Action

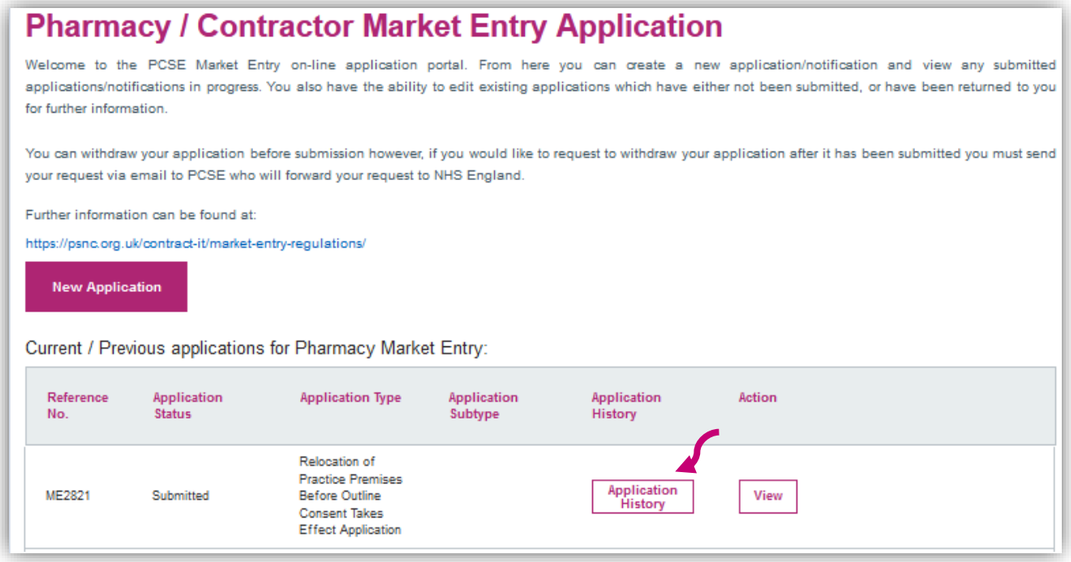
Progress Line Feature

SYSTEM CHANGE ALERT! – A new feature has been added to the Market Entry Online Portal. The feature is a progress line which has been designed to give you live progress of your application in a percentage format.

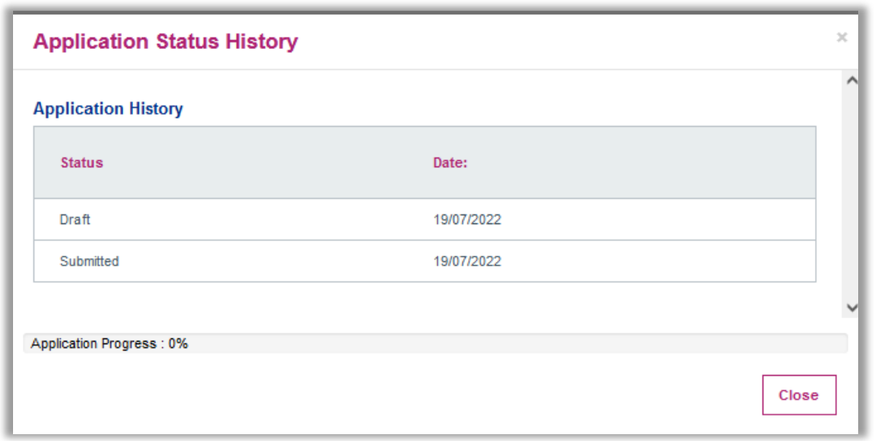
The Progress line will move up or down depending on what has been actioned by PCSE and/or the NHS Commissioning Body.

Please follow the instructions below on how you can view the new feature.

Applicant clicks on **'Application History'** in dashboard

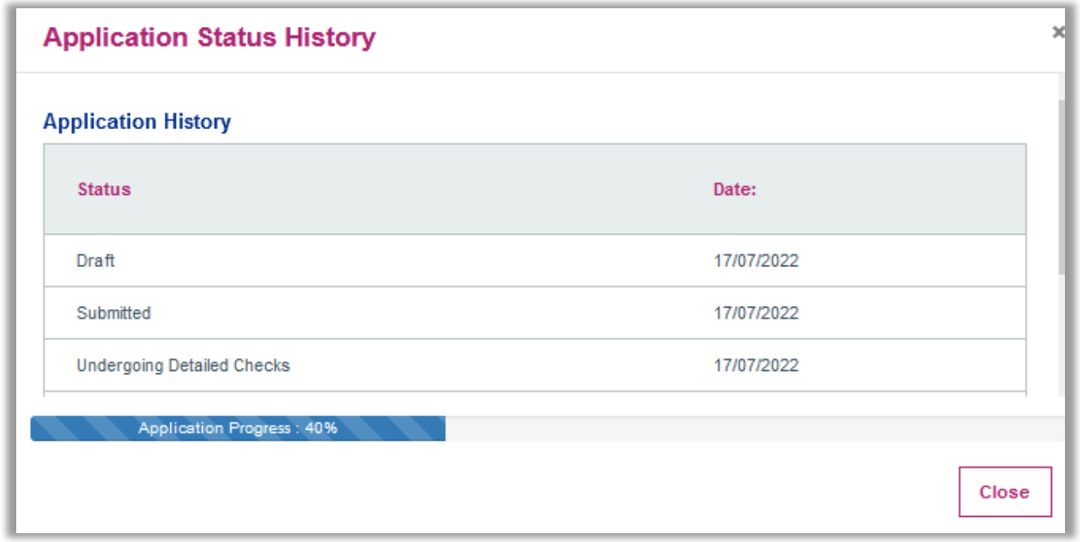


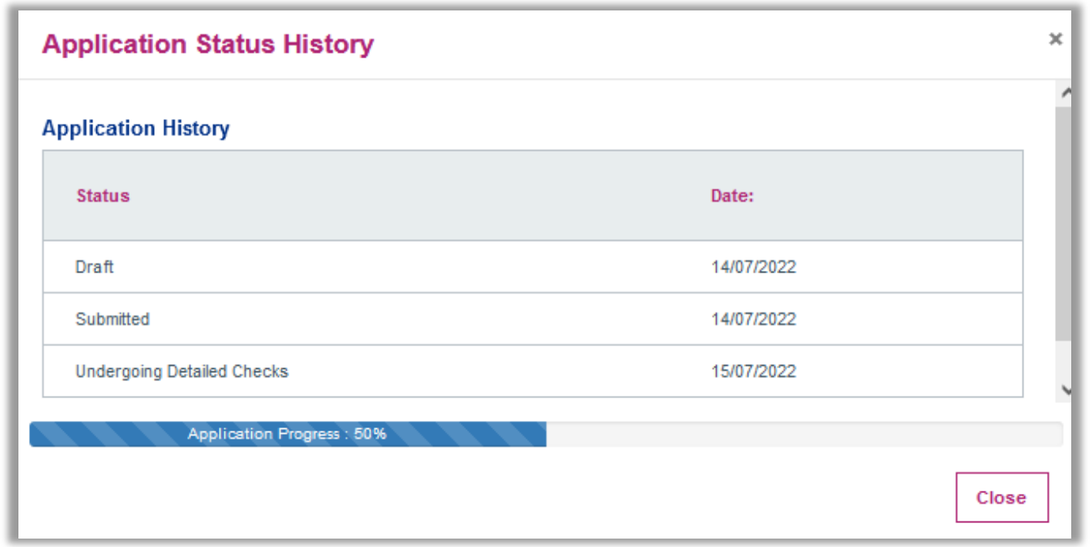
Progress shown as percentage – **Submitted 0%**



Progress Line Feature

Click **'Close'** to close the pop up box. As the application moves on throughout the process, you will be able to see the progress line move up and down depending on what has been actioned.





Tracking an Application

The following table provides status descriptions:

Sr no.	Application/Notification status	Description
1	Draft	Depicts that the Application is not yet submitted for review. You can make changes to the Application at any point of time on any of the pages until and unless you have submitted the Application.
2	Submitted	Depicts that you have already submitted the Application for review. The Application will be available to you as read only, thus restricting you from making any amendments to it.
3	Undergoing detailed checks	Depicts that the Application is under PCSE review, PCSE Case Officer is reviewing your Application, your Application is being notified to interested parties or representations have been circulated. PCSE have not yet sent the Application/ notification for a decision
4	Returned	Depicts that PCSE Case Officer has returned the Application to you for some corrections or amendments on some particular screens
5	Redraft	Depicts that the applicant has amended the Application/ notification and has re-submitted back to PCSE.
6	Under consideration	Depicts that PCSE Case Officer has sent the Application to the commissioner for a decision. At this point, the PCSE Case Officer cannot intervene in review of the Application.
7	Application Considered	Application Considered – Application has been considered by the commissioner. The applicant will receive full documentation of the commissioners decision via email outside of the solution.

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Tracking an Application

Once you have submitted your Application, it will be reviewed by PCSE and will undergo a first referral with the relevant commissioner.

Should the relevant commissioner require additional information, the application will be returned to you via PCSE online for action and resubmission.

You will receive an automated email from PCSE to prompt you to log into PCSE online. The application will become editable but only in the sections where the relevant missing information/documentation is required. Once you have provided the relevant missing information/documentation, you can resubmit the application back to PCSE.

PCSE will liaise with the relevant commissioner before the application is notified to interested parties. Once the application has been notified to interested parties, PCSE will collate all necessary information relating to the application and transpose the information into a report. The report will then be submitted to the relevant commissioner who will make a decision on your application.

NHS England

Primary Care Support England

Contact us

For further support and information, please visit our website:

PCSE Online

www.pcse.england.nhs.uk

For queries relating to a particular service, please use our:

Online enquiries form

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

Or alternatively, you can call our:

Customer Support Centre

0333 014 2884