

Pharmacy Market Administration Services Market Entry Online Portal

Applicant User
Guide

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Introduction

Before a registered pharmacy can dispense prescriptions issued under the National Health Service, it must be included in the pharmaceutical list relating to a Health and Wellbeing Board Area, maintained by NHS England (administered by the commissioner). The process for dealing with Application/Notifications is set out in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.



The purpose of this User Guide is to provide the information needed by an applicant to undertake the tasks required to submit an online Market Entry Application/Notification.

Guide insights

This guide will offer insight into the following:



YES/NO



О—С



Accessing PCSE Online

Decision on Application/
Notification

Creating an Application/
Notification

Tracking the progress of an Application/
Notification

Submitting an Application/
Notification

Please note that the Application/Notification shown within this guide is intended to provide guidance in navigating PCSE Online only and may not reflect an Application/Notification end to end as each Application/Notification type differs.

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.

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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/Notification
- View the progress of previously submitted Application/Notifications.

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 to the Applicant homepage.

From the applicant home page you can:

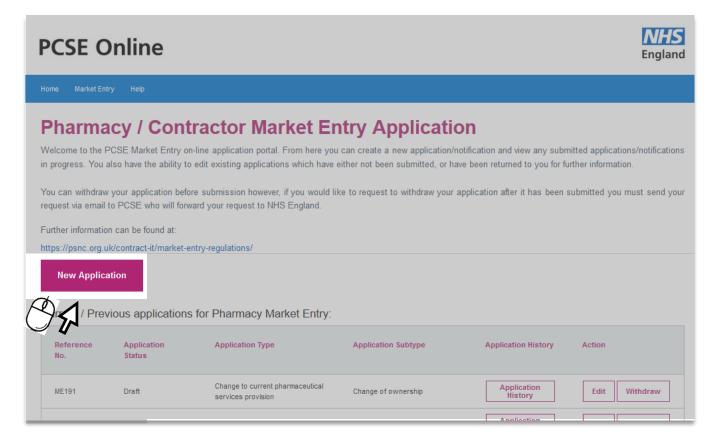
- Create a new Application/Notification
- View Submitted Applications both in progress and historic
- Download/Print applications from the system
- Track progress of your application



Creating an Application/Notification

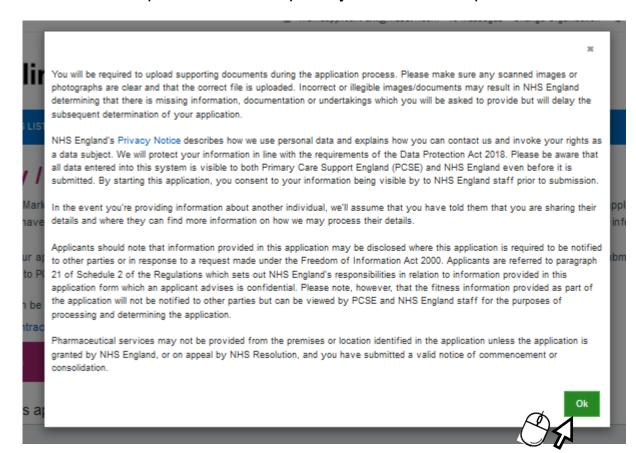
As an applicant, you are given the provision to create an Application/Notification to open a new pharmacy or request a change to an existing pharmacy.

To create a new Application/Notification or commence a change, select the "New Application" button as highlighted below:



Creating an Application/Notification

You will then be presented with a privacy notice screen, please select 'OK'

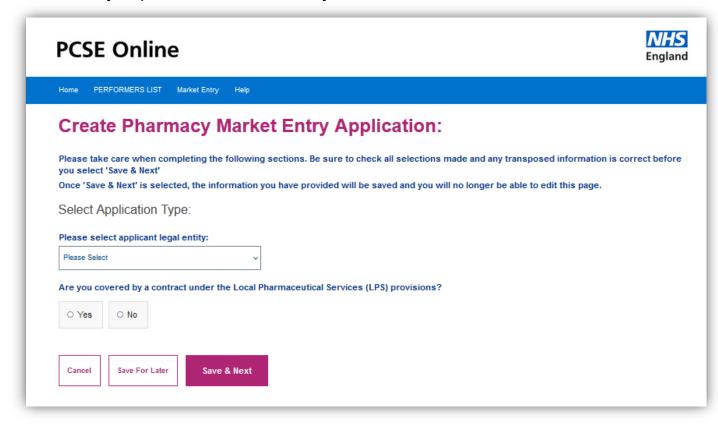


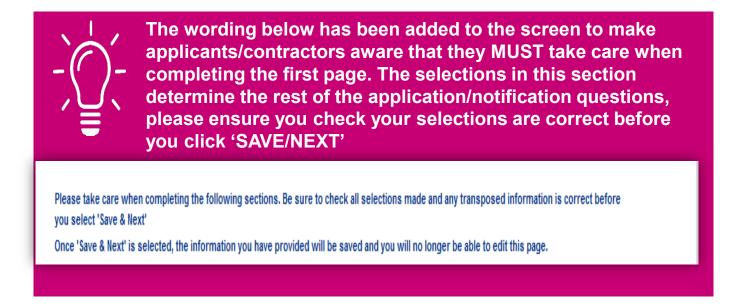


Creating an Application/Notification

The first page of the application/notification page will then display.

It is really important to ensure that your selections in this section are correct.





Creating an Application/Notification

From the drop down select the applicant legal entity:

The available options are:

- Body Corporate
- Dispensing GP
- Sole Trader
- Partnership



Once you have selected the applicants/contractors legal entity, please answer if you are covered by a contract under the Local Pharmacy services provisions.

Please ensure if you answer 'yes' that this is correct.

LPS contractors are not included in a pharmaceutical list (as they operate under Part 13 of the Regulations) but may have a right of return to a pharmaceutical list included in their LPS contract. If so, that right may be exercised by making an application under Regulation 28.

If you select 'yes' on both questions, you will only be able to apply for a right to return to the pharmaceutical list.



Application/Notification type useful information

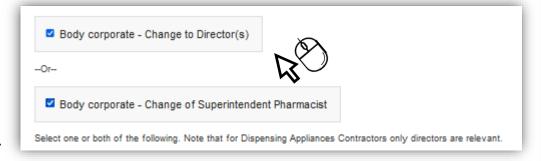
New/Additional premises

- Current Need
- Distance Selling
- Future identified improvement or better access
- Future need
- Identified improvement or better access
- Unforeseen benefits

Change to current Pharmaceutical services provision:

- Change of location in neighbouring Health and Wellbeing board
- Change of location in same
 Health and Wellbeing board
- Change of Ownership
- Consolidation onto an existing site
- Combined change of ownership and location in neighbouring Health and Wellbeing board
- Combined change of ownership and location in same Health and Wellbeing board

To submit a notification of a Body Corporate change of Director and/or Change of Superintendent, please tick the boxes as shown.

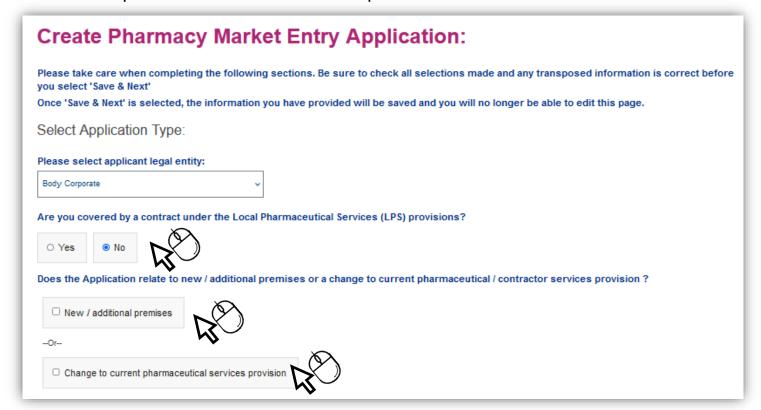


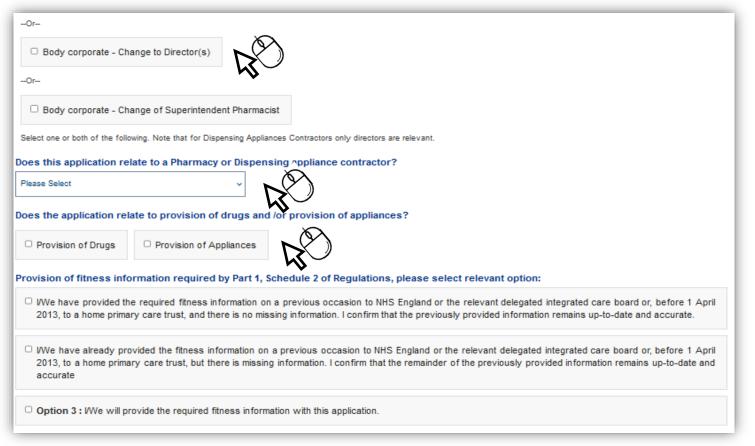


Please note that you can select either OR both depending on the notification type.

Creating an Application/Notification (Continued)

Please complete the next set of relevant questions on the screen:



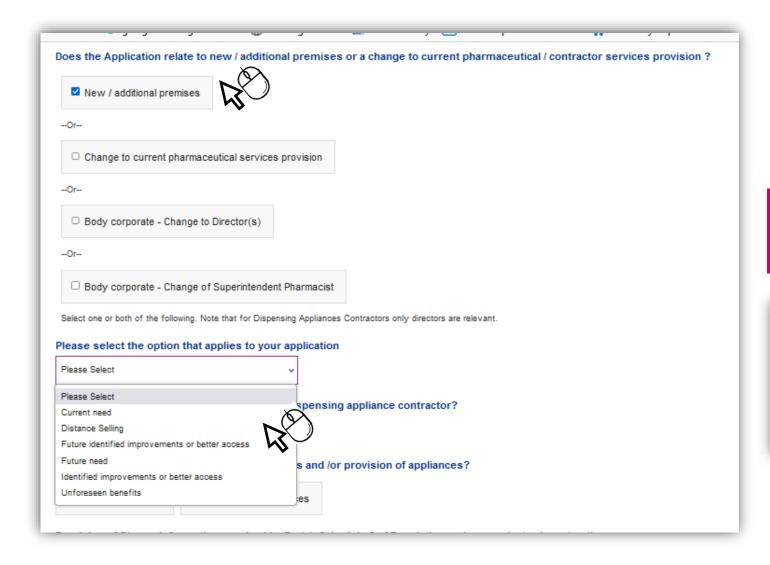




Creating an Application/Notification (Continued)

By selecting an option, the screen will refresh and new questions relevant to your selection will then appear.

For example, if you select 'New/additional premises' then you will only be able to select the relevant application types which relate to that selection.



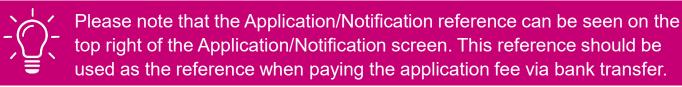
The same rule applies if you select 'Changes to current pharmaceutical services provision'

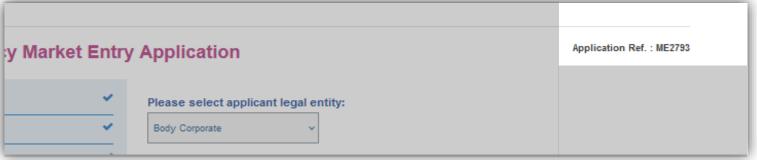
You will only be able to select the relevant application types which relate to that selection.

How to progress to the next section

In order to progress the Application/Notification upon completion of the questions on screen, please click on "Save & Next".





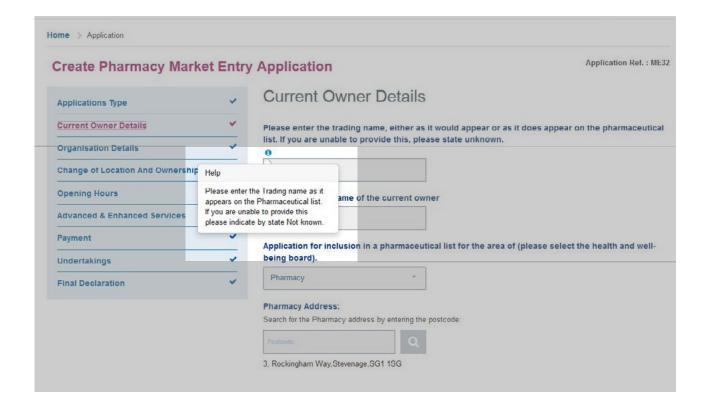






Current Owner Details

You will see from the image below that an "i" information symbol is displayed. When you hover over this icon, help text will pop up.



There are two options available for entering the pharmacy address

- Manually by clicking the Enter Address Manually button & then completing the fields
- By postcode look up

To use the postcode look up, complete the postcode field and click the search button as shown in the image below:

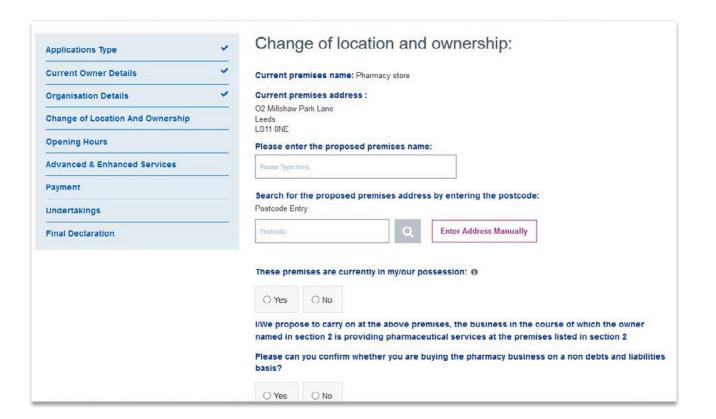
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Change of Location and Ownership

The current premises name and address is pre-populated from the information submitted in the "current owner section".

If you need to amend please navigate to the "current owner details", edit choose "save" and navigate back to the "change of location and ownership" section.

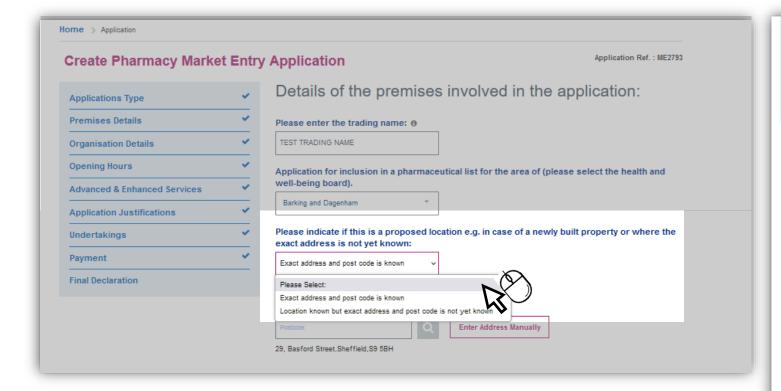
Once the section is completed choose "Save & Next" to move on to the next section.





Premises Details

Within the premises details section you are able to provide an exact address (if known) OR a best estimate.



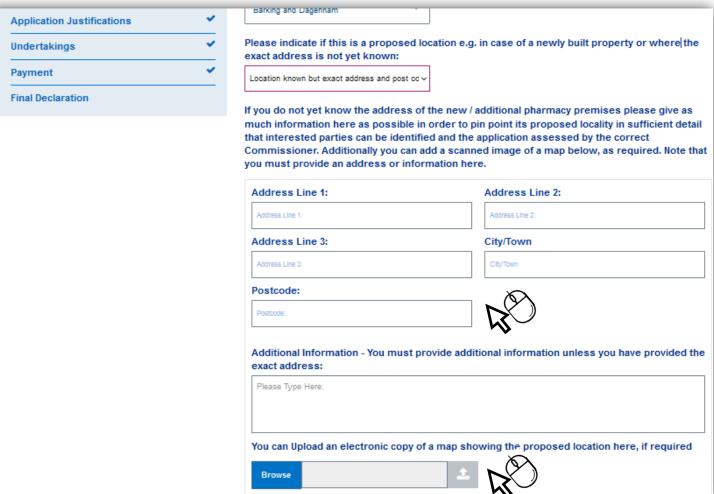
There are two options available for entering the pharmacy address

- Manually by clicking the Enter Address Manually button & then completing the fields
- By postcode look up

To use the postcode look up, complete the postcode field and click the search button as shown in the image below:

Premises Details

If the exact location is not known, you must provide the details of the location in the section below.





Organisation Details

The organisation details section contains more than one tab within it. In order to complete this section, all tabs must be completed and each tab confirmed before accessing the next tab.

The example image shown Is for a body corporate Application/Notification and may differ for sole trader and partnership Application/Notifications.



Tab one is shown in the image above.

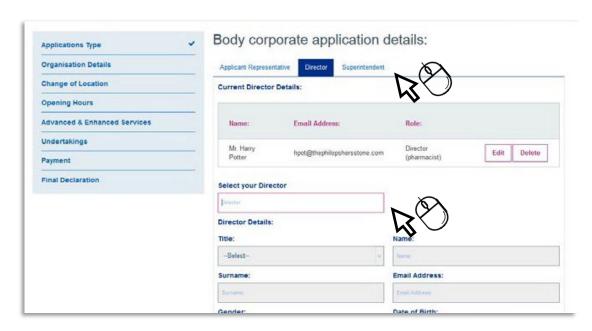
Tab two can be accessed by clicking "Director". Note that you can also add multiple directors.

To add a Director for the first time, you must either type "NEW" or the first three letters of the relevant persons name.

Organisation Details

To search for a Director created previously, enter the first letter of their name and choose from the drop down list.

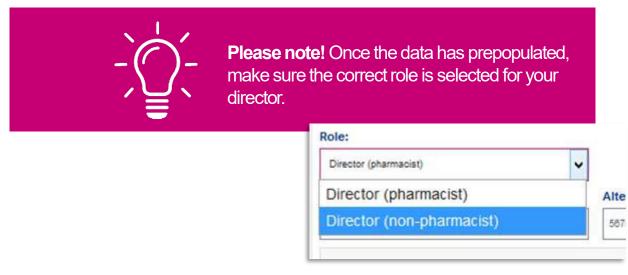
Once confirmed, the screen will reload and the Director added will show along with the option to add another director as seen below.



Tab three can be accessed by clicking on "Superintendent".

To add a Superintendent for the first time, please type "NEW" then select <new> from the drop down menu.

To search for a superintendent created previously, enter the first letter of their name and choose from the drop down list.



Organisation Details Continued

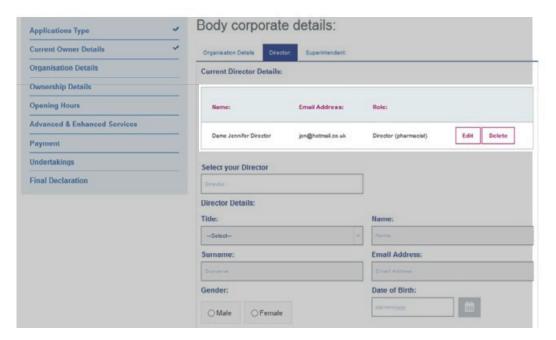
Upon completing each of the tabs and confirming the details you will see the following message display in the top right hand corner that indicates the information was saved successfully:



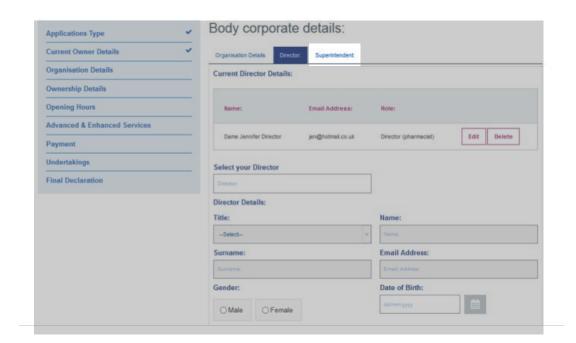
To proceed to the next section of the Application/Notification select "Next" at the bottom of the page

What happens if the superintendent is the same person as one of the directors?

Enter NEW Director details, then select "Confirm Director Details" Director details appear.

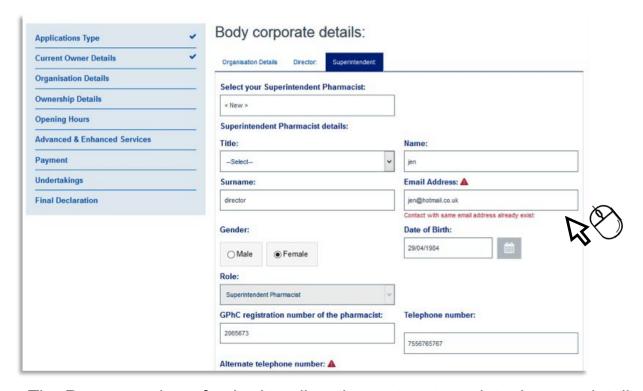


Select "Superintendent" tab.

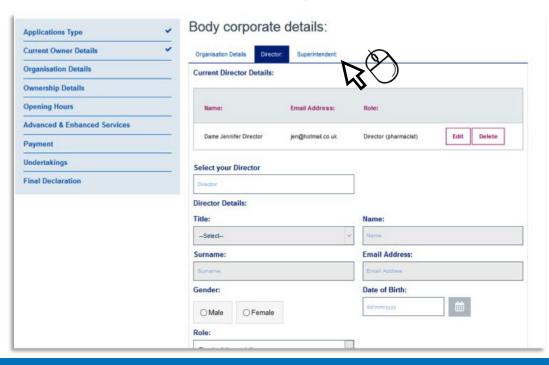


What happens if the superintendent is the same person as one of the directors?

If the superintendent is the same as the director, the applicant will not be able to add the superintendent as "**NEW**" as those details already exist



The Page must be refreshed to allow the system to update the new details that have been entered. Once the page has been refreshed, the user can now select the "Superintendent" tab again.

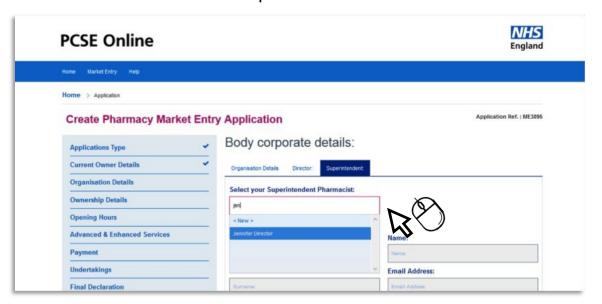


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What happens if the superintendent is the same person as one of the directors?

The user must type in the first 3 letters of the superintendents first name (previously entered as the director).

Select the details from the dropdown box.



The details will be auto-filled and the user can now select "Confirm Superintendent" details.

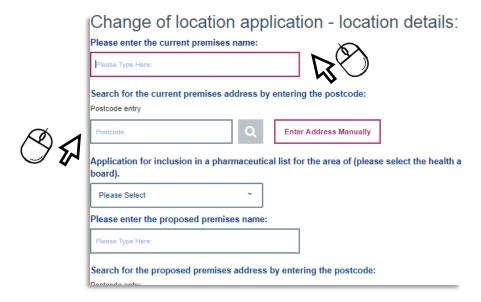
Confirm Superintendent details:



Change of location

There are two options available for entering the Current and proposed premises address:

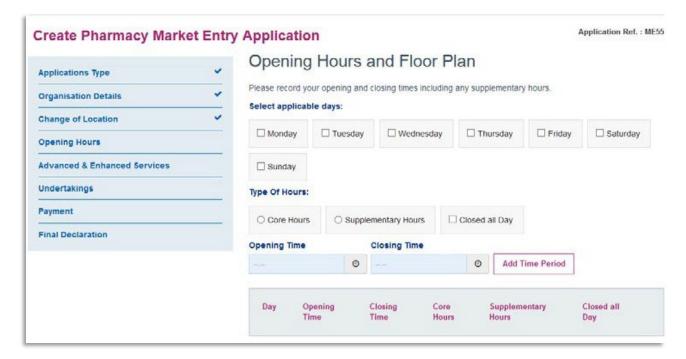
Manually by clicking the Enter Address Manually button & then completing the fields By postcode look up



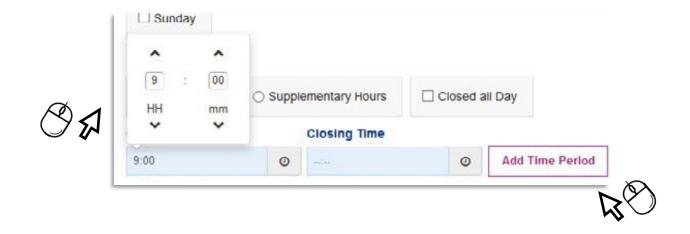
Then complete the remaining Tick Box questions and free text fields before clicking "Save & Next"



Opening Hours



- Select applicable days by clicking on the relevant boxes.
- Select the type of hours
- Add in opening and closing times: clicking on the clock icon opens up the pop up as shown here



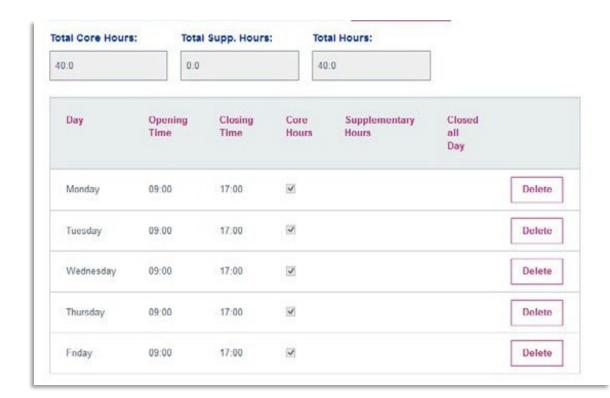
Opening Hours

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Once opening and closing hours are entered click on Add Time Period Doing so auto populates the Total Core Hours, Total Supplementary Hours (if applicable) and calculates the Total Hours.

Note: You must also include any days on which you are closed and indicate these as such by selecting the days and the Closed All Day option, then click Add Time Period, in order to complete this section.

Note: Hours cannot be edited once added to change please delete and add revised time period.

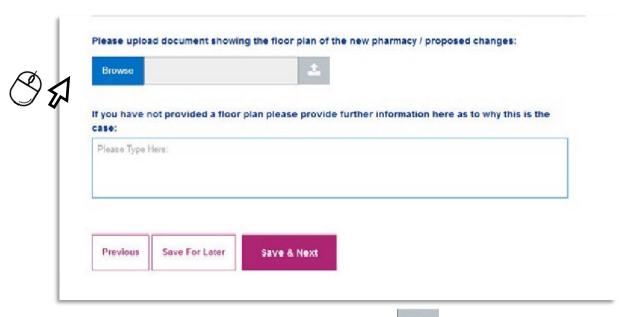


Floor Plan

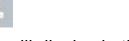
The Opening hours section also provides the opportunity to upload floorplans.

Select the "Browse" button to find the relevant file from your device.

Once you have selected the file, click "open".



Please then click on the upload file button

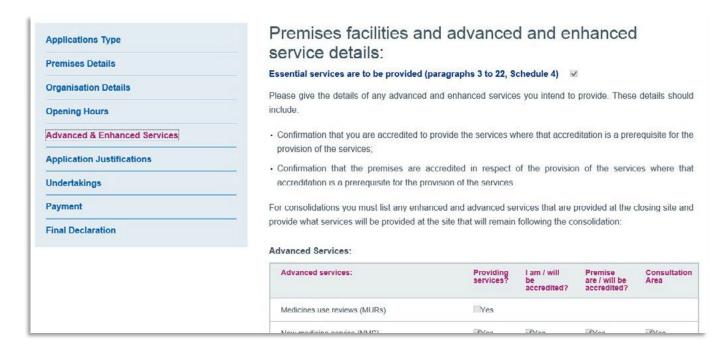


Upon successful upload the following message will display in the top right of the screen

Select "Save & Next" to move on to the next section of the Application/ Notification.

PLEASE NOTE: The system will not accept files if they have special characters within the file name such as: *_@`¬!;{}'#~,£\$%^&()

Advanced & Enhanced Services



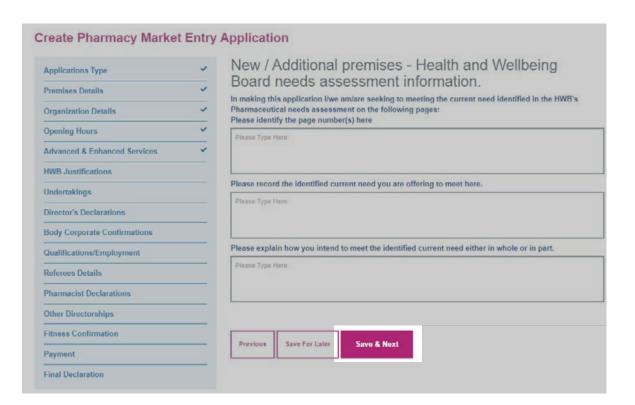
Complete all relevant fields by selecting the tick boxes as appropriate.

Any services not listed that you wish to include please upload a supporting document at the end of the application/notification which details these.



Health and Wellbeing Board Justifications

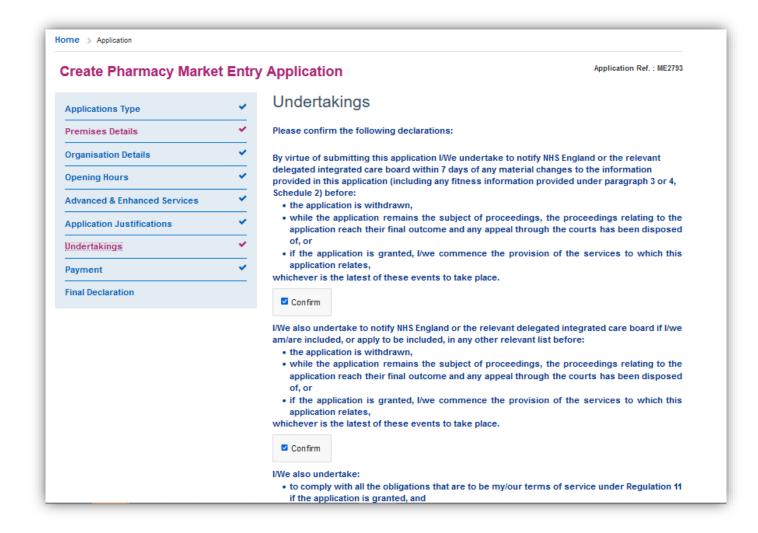
Complete the required fields and select "Save & Next" to progress to the next section.





Undertakings

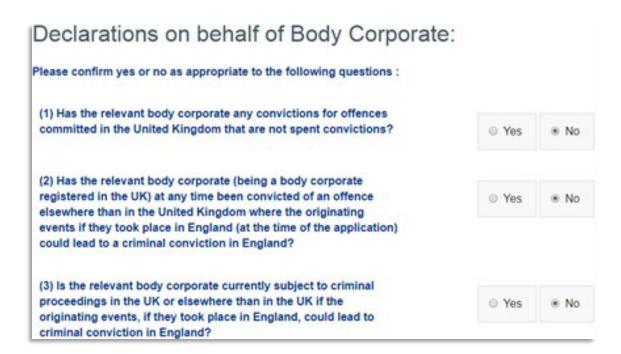
In order to complete this section, you must select the tick box declarations as indicated to confirm.



Then choose "Save & Next" to move on to the next section.

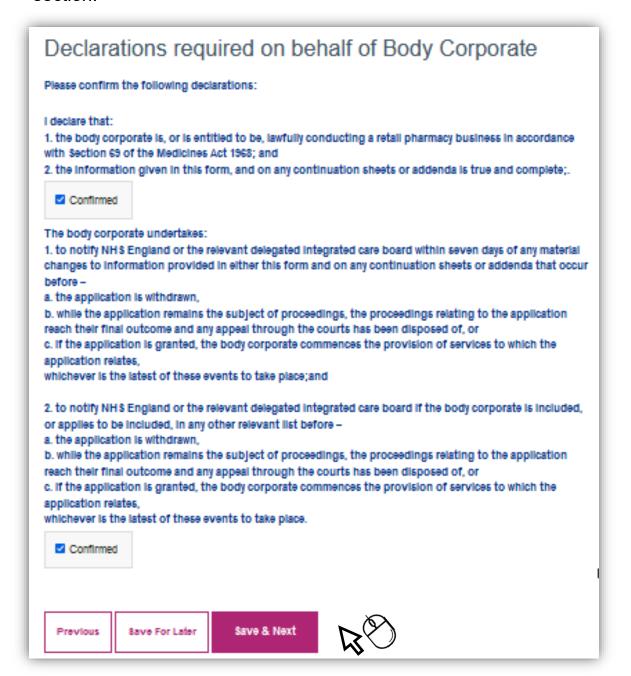
Declarations

In order to complete this section you must select the tick box declarations as indicated to confirm. Then choose "Save & Next" to move on to the next section.



Body Corporate Confirmations

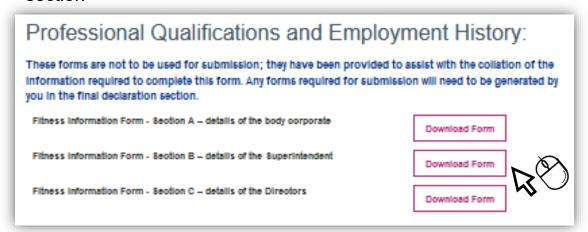
In order to complete this section, you must select the tick box declarations as indicated to confirm. Then choose "Save & Next" to move on to the next section.



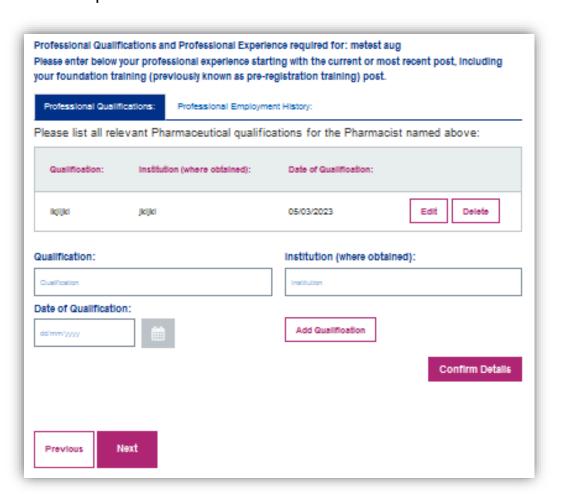
Qualifications and Employment

To help you to complete this section, forms are available for you to download. These forms are NOT to be used for submission, they have been provided to assist with the collation of the information required to complete the online form (if you wish to do so)

Any forms required for submission will need to be generated in the final declaration section



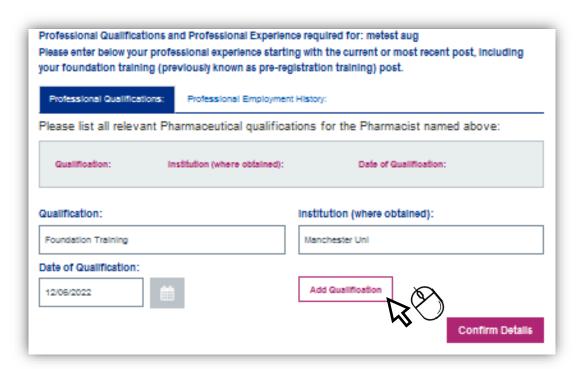
Select the individual who's details you wish to input by clicking on their name. A further box will open underneath.



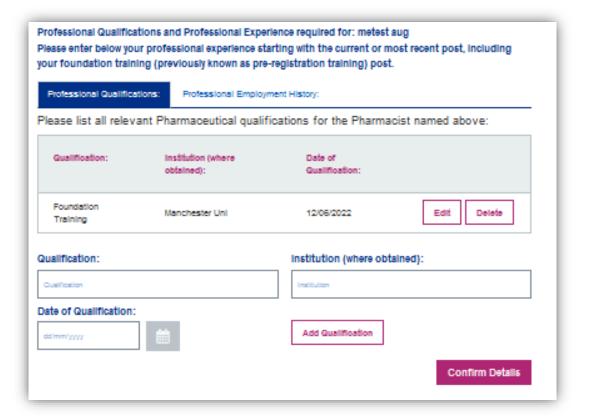


Qualifications

Enter qualification details (example below) and then select 'Add Qualification'

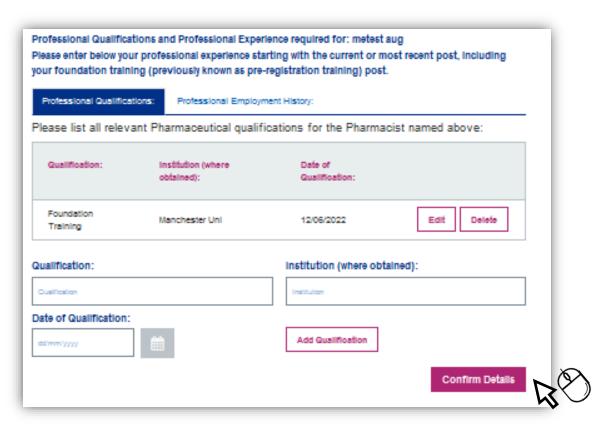


The qualification details will then be captured and then displayed. Example below:



Qualifications

Please continue to input each relevant qualification within this section and then select 'Confirm Details'



When records have been saved successfully, a green pop up will display in the top right hand corner of the screen.



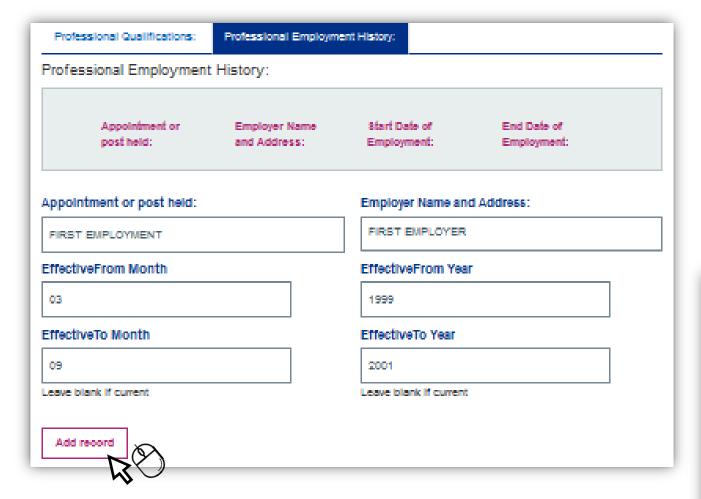


Employment History

After completing the qualifications section successfully, please select the 'Professional Employment History' tab



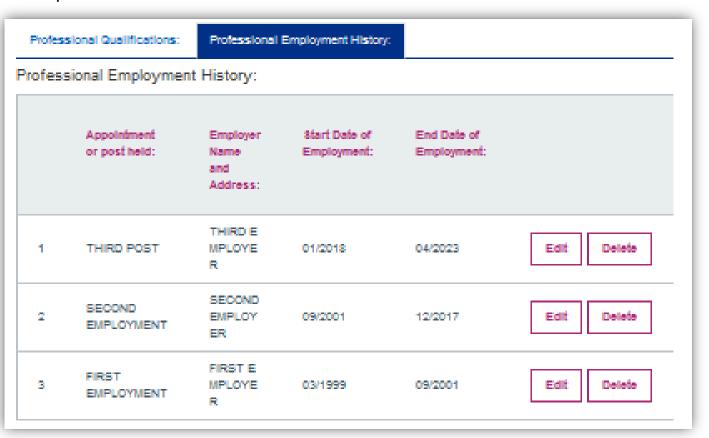
Enter the employment history details (example below) and then select 'Add Record'



Employment History

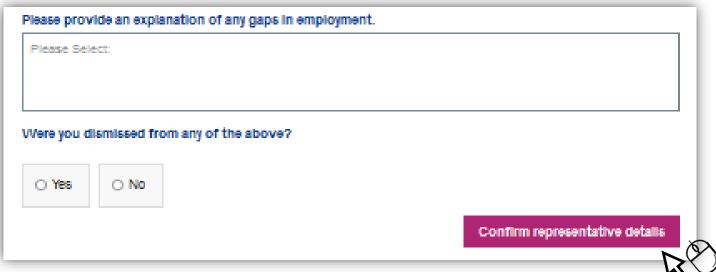
The employment details will then be captured and will display, in date order, most recent post first.

Example below:



You must provide an explanation of any gaps in employment and confirm whether you/relevant individual have ever been dismissed from any of the posts (if applicable).

When all relevant information has been provided, please select 'Confirm representative details'







Referee Details

To provide referee details you must select the relevant individual displayed in the box (example below)



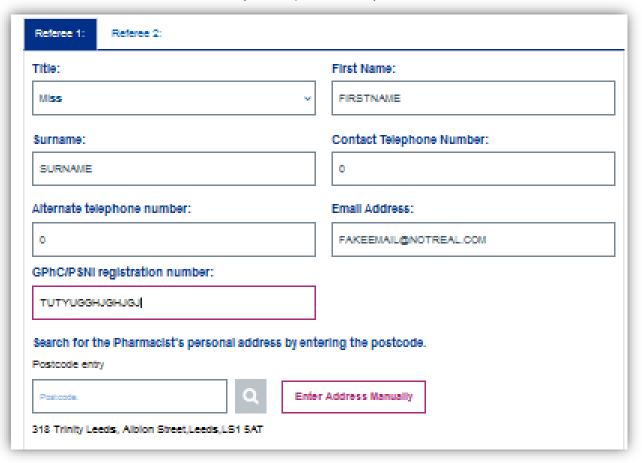
Once selected, guidance around acceptable referees will appear. Please read this guidance and provide the relevant suggested referees (if applicable)

Name and Role	Required	Entered
metest aug - Director (pharmacist)	. 🖾	. 🗵
me test - Superintendent Pharmacist	. 🗵	- 0
Referees details for : metest aug		
Please provide details of two referees who are willing	to provide references in res	pect of two recent posts you
have held as a pharmacist (which may include any ci significant break. The referee should be a pharmaci	urrent post) which lasted at it is tregistered with the GPhC of	east three months without a
have held as a pharmacist (which may include any c significant break. The referee should be a pharmaci comment on the pharmacist's knowledge, skills and	urrent post) which lasted at le st registered with the GPhC o competence.	east three months without a or PSNI and must be able to
have held as a pharmacist (which may include any consistent break. The referee should be a pharmacist comment on the pharmacist's knowledge, skills and NHS England or the relevant delegated integrate.	urrent post) which lasted at le st registered with the GPhC o competence.	east three months without a or PSNI and must be able to
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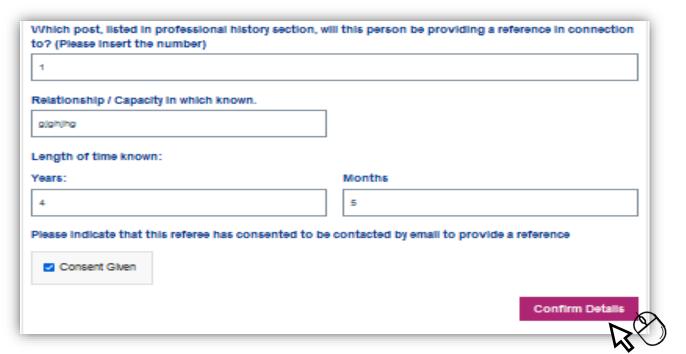
Referee Details

To enter the referee details, please select the relevant tabs i.e. Referee 1 & Referee 2.

Enter the relevant details (Example below)



Once all the information has been provided, select 'Confirm Details'

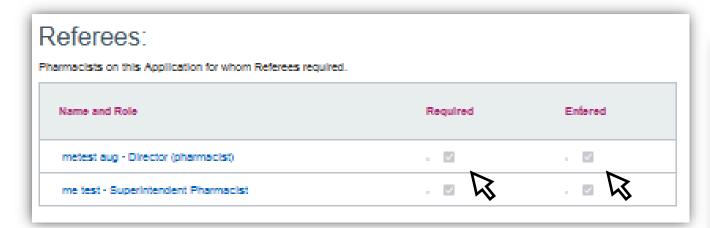






Referee Details Continued

When all the referee details have been provided, the 'required' and 'entered' sections will display two ticks to confirm. Example below:

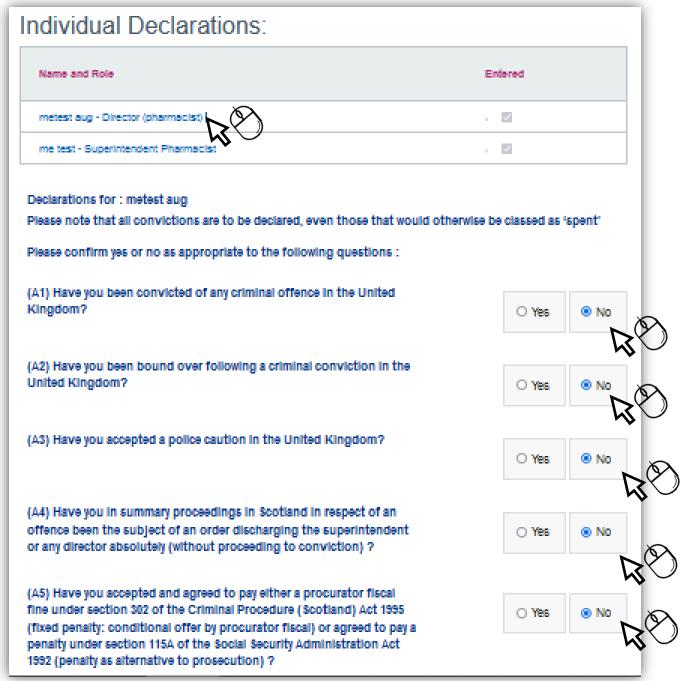


To progress to the next section please select 'Next'



Individual Declarations

Select each individual to display the declarations. Please complete this section by selecting 'Yes' or 'No' and provide any relevant details where necessary.



To progress to the next section please select 'Next'

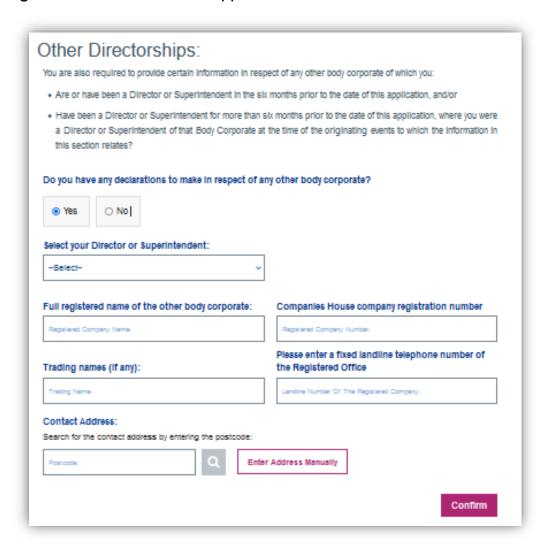




Other Directorships

Select whether you have any declarations in respect of other directorships.

If the answer is **Yes**, please confirm the details of any other body corporate details using the Free Text boxes that appear and then select **Confirm**



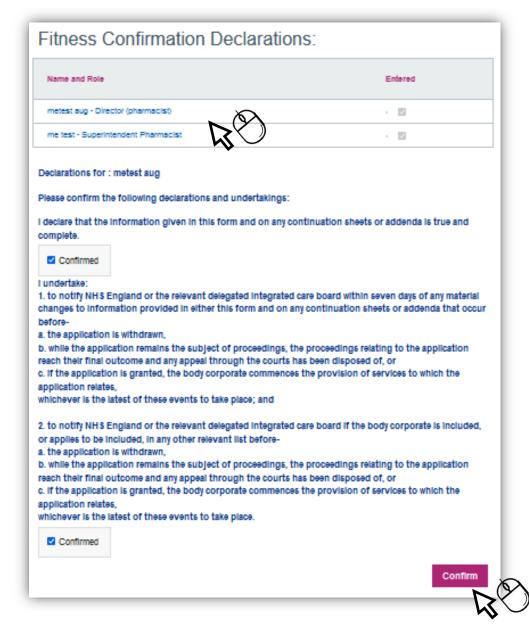


Remember!! – Only provide details of any body corporate where declarations are to be made. If no declarations are to be made, please select 'Save & Next' to progress to the next section.



Fitness Confirmation

Select each individual listed and then use the tick boxes to confirm their fitness declarations. Please ensure you click the "Confirm" button when these are complete.



Once each Individuals confirmations have been selected, you will be able to select **Next** to move on to the next section.



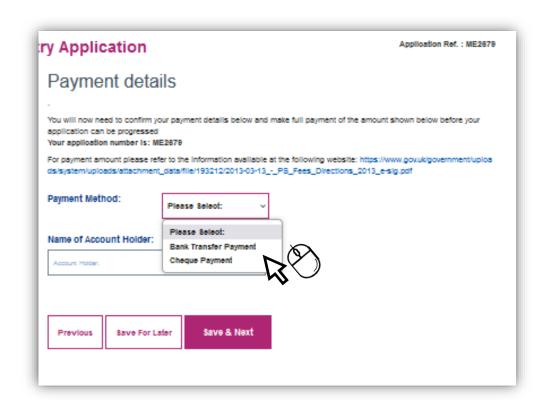
Payment

As of 1st April 2024, PCSE will no longer accept payments made by **cheque**.

Please select the **bank transfer** payment option from the dropdown menu:



Bank Transfer Payment





Please Note - We have provided a link on this page which should help you determine the application fee (if applicable)

For payment amount please refer to the information available at the following website: https://www.gov.uk/government/upload s/system/uploads/attachment_data/file/193212/2013-03-13_-_PS_Fees_Directions_2013_e-sig.pdf

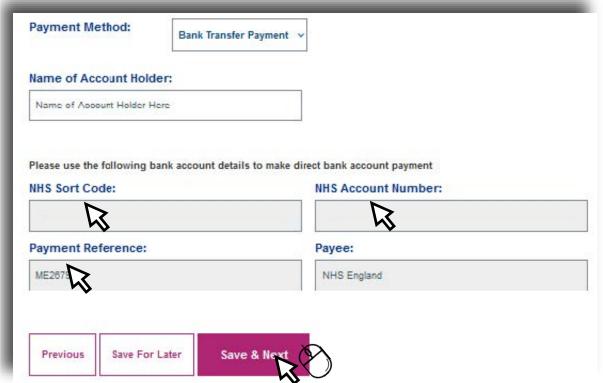
Payment – Bank Transfer

To pay by bank transfer, please complete the fields below. This will ensure the payment/fee is matched against your application submission.

Please Note this is not an online payment, you are required to complete the transfer from your own online banking service.

The relevant sort code and account numbers are displayed in this section in PCSE Online. We are unable to display them in this guide.

Please <u>ALWAYS</u> include the Application reference number. Shown on the example below as <u>ME2679</u>.





Please Note – You must provide proof of payment with your online submission. You can upload proof at the end of the application in the 'Final Declaration Section'

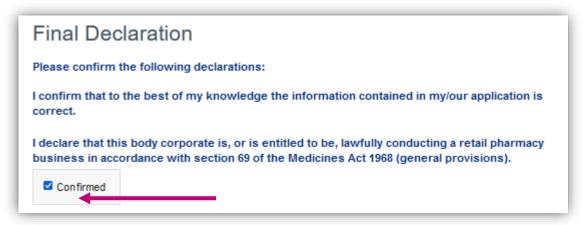
Once this section is complete, please select **Save and Next** to move to the next section.

Payment - Cheque

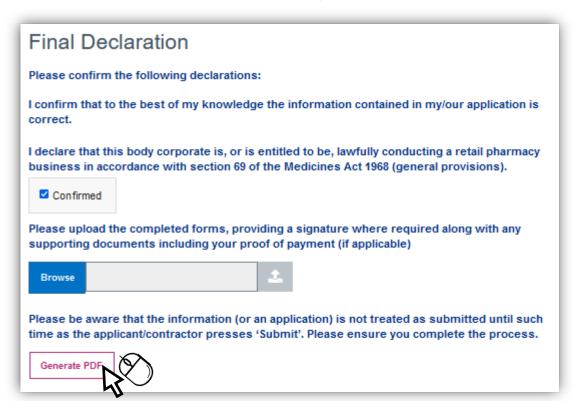
As of 1st April 2024, PCSE will no longer accept payments made by **cheque**. Please refer to page 43

Final Declaration

Complete the declaration as required by clicking the tick box

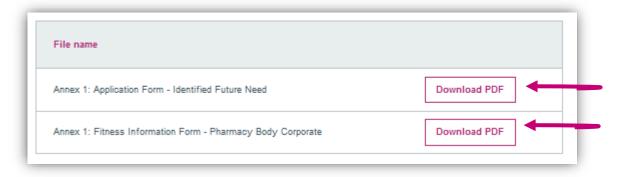


Please click the "Generate PDF" button as displayed below to generate a copy of the completed Application/Notification and any applicable Annex.



Final Declaration Page & Signatures

Once the PDF is generated this allows you to download the application and sign the relevant pages.

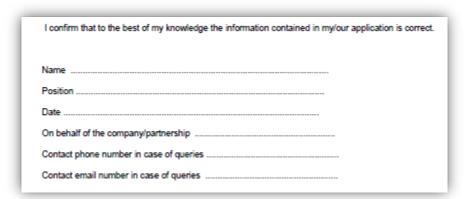


Signatures are no longer required unless a change of ownership has taken place in relation to certain application types.

For the following application types, the current owner **MUST** sign the relevant page:

- Change of Ownership
- Combined Change of Ownership & Relocation (within the same HWB)
- Combined Change of Ownership & Relocation (Neighbouring HWB)
- Consolidation onto an existing site

Other details are still required i.e. Name, contact details etc. Example below:



Submitting an Application/Notification

Please ensure that each section of your application/notification has been completed. Each section will have a tick which confirms the section is complete. If the tick isn't visible, you will need to go to this section and provide relevant information that has been omitted.



Before you submit, please ensure to complete the following:

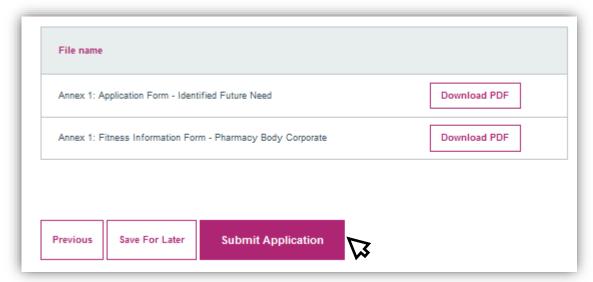
- Generate PDF version
- Download & capture current owner signature (where applicable)
- Download & complete undertakings section providing name, contact details etc.
- Upload your application in full to the 'Final Declaration' section
- Upload any relevant supporting information and proof of payment (if applicable)

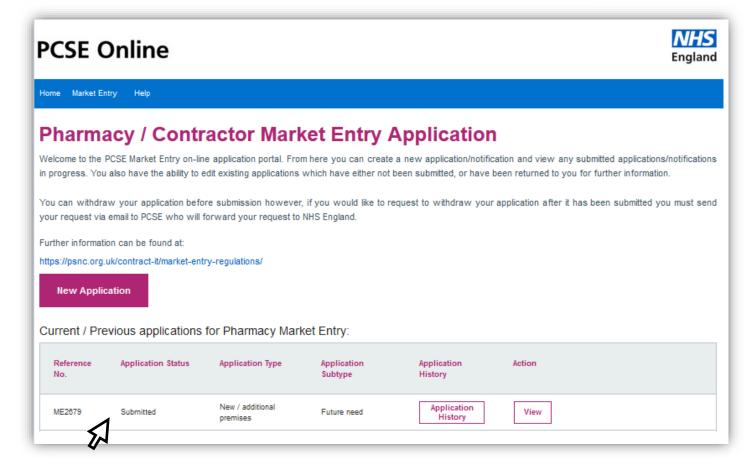


PLEASE NOTE: The system will not accept files if they have special characters within the file name such as: *_@`¬!;{}'#~,£\$%^&()

Submitting an Application/Notification

Once you click on the "Submit Application" button, you will be redirected to the Application/Notification dashboard and your Application/Notification status will be displayed as "Submitted".





Applicant User Guide

After Submission

After Application/Notification submission you can take the following actions:

- View Application/Notification status
- View Application/Notification history
- View the Application/Notification
- Download a pdf of the Application/Notification

At this point the Application/Notification is read only and cannot be edited. The applicant Dashboard displays the following columns:

- Reference no.
- Application/Notification status
- Application/Notification Type
- Application/Notification Subtype
- Application/Notification History
- Action





Progress Line Feature

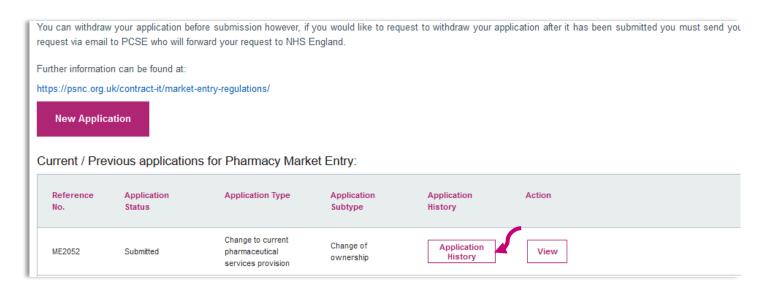
SYSTEM CHANGE ALERT! - A new feature has been added to the Market Entry Online Portal. The feature is a progress line which has been designed to give you live progress of your application/notifications in a percentage format.

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

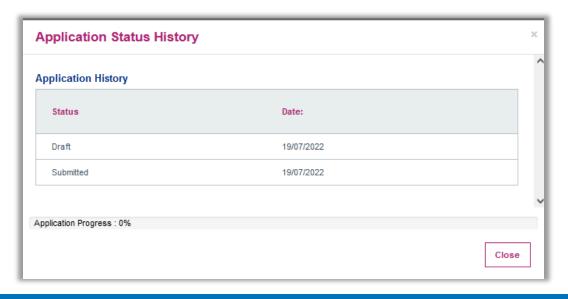
Please note – the progress line will only show you progress of your Market Entry application (not including Fitness to Practise) and a Change of Superintendent and/or Director

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

Applicant clicks on 'Application History' in dashboard

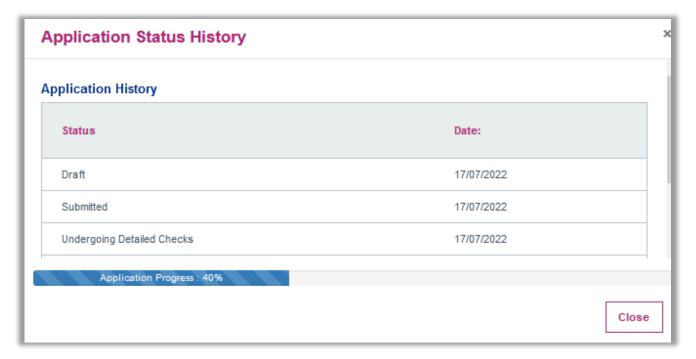


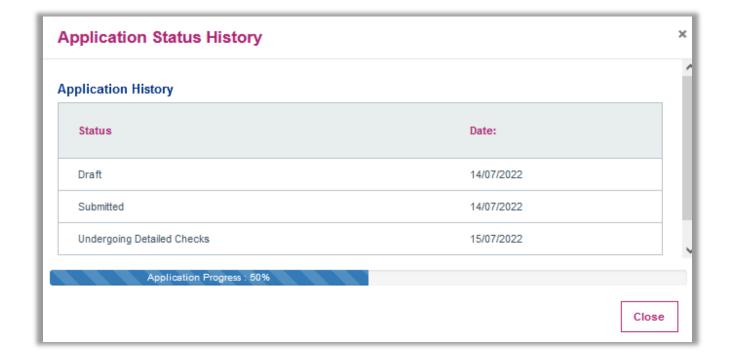
Progress shown as percentage – Submitted 0%



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.









What Happens Next?

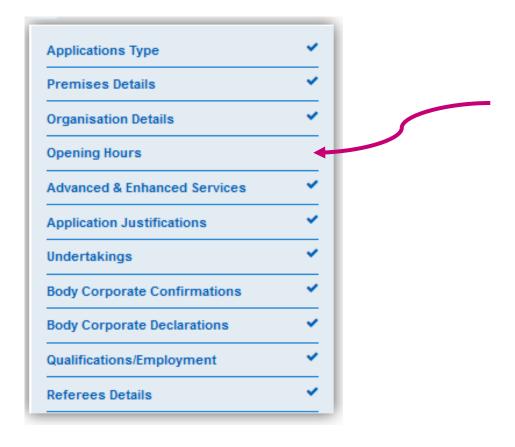
Once you have submitted your Market Entry Application/Notification, it will be reviewed by PCSE and will undergo first referral with NHS England/ICB.

Should NHS England/ICB require additional information, the Application/Notification will be returned via PCSE online for action and resubmission.

If your application/notification is returned you will receive an automated email requesting that you log on the portal and review the form.

You will also receive an email from PCSE with a formal letter listing the relevant missing information that is required.

The section that requires further information will have no tick next to it, example below:



To resubmit the updated form, please follow the steps again on pages 46 - 49

Applicant User Guide

What Happens Next?

PCSE will review the amended form and send to the commissioner for their review. Once a complete form is received the following actions are taken:

- The missing information (if applicable) is formally acknowledged via email.
- Any fitness to practise related regulatory checks are undertaken.
- Some types of applications are notified to interested parties.
- All relevant information is collated into a report and submitted to the commissioner for determination.
- A decision will be made and sent to PCSE who in turn, will notify you and any relevant parties of that decision, giving appeal rights where applicable.
- Valid notices of commencement/consolidations are processed. New ODS codes issued (where relevant)
- Pharmacy change memos are notified to relevant bodies





Status Descriptions for Applications/Notifications

Number	Application/Notification status	Description
1	Draft	Application/Notification is not yet submitted for review. You can make changes to the Application/Notification at any point of time on any of the pages until and unless you have submitted the Application/Notification.
2	Submitted	You have already submitted the Application/Notification for review. The Application/Notification will be available to you as read only, thus restricting you from making any amendments to it.
3	Undergoing Detailed Checks	Application/Notification is under PCSE review, PCSE Case Officer is reviewing your Application/ Notification, your Application/Notification is being notified to interested parties or representations have been circulated. PCSE have not yet sent the Application/ Notification/notification for NHS England/ICB decision.
4	Returned	PCSE Case Officer has returned the Application/Notification to you for some corrections or amendments on some particular screens.
5	Redraft	The application/notification is with the applicant and in the process of being amended.
6	Under Consideration	PCSE Case Officer has sent the Application/Notification for NHS England/ICB decision.
7	Application Considered	Application/Notification has been considered by NHS England/ICB. The applicant will receive full documentation of the decision via email.
8	Commencement in Progress	Commencement/Consolidation forms have been submitted and are being processed.
9	Commencement Complete	Commencement/Consolidation forms have been processed.







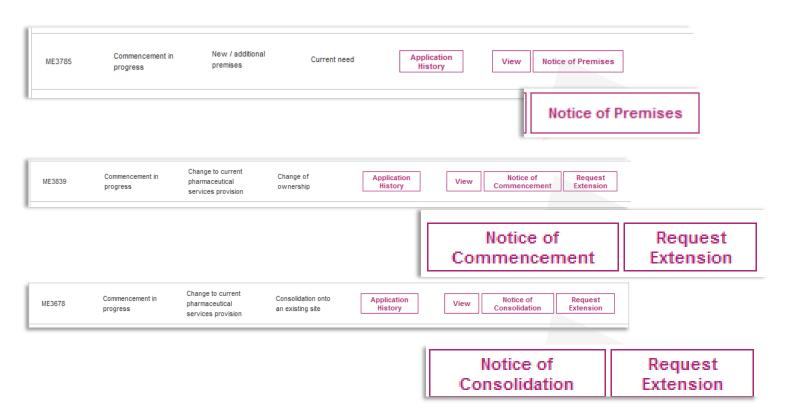
Notices of Commencement/Consolidation

You will receive an automated email from PCSE informing you that your Notice of Premises, Notice of Commencement and Notice of Consolidation can now be completed online.

Please Note that a Notice of Premises only applies to a Routine application where a best estimate was provided.

You can also request an extension of up to 3 months.

Once you receive the automated email, you can log into PCSE Online and select whichever form applies.

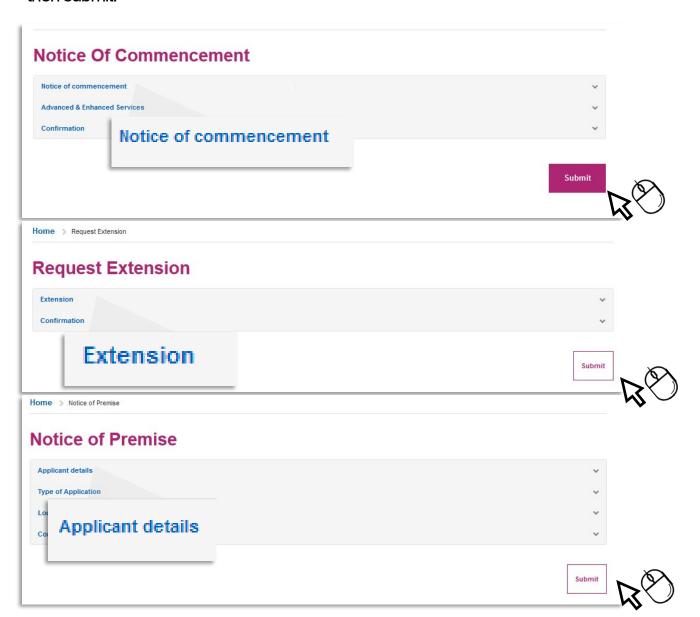


Applicant User Guide

Notices of Commencement/Consolidation

You can select each section of the relevant form to open the required fields.

You are required to complete each section of the online form, sign via electronic signature and then submit.



Once received by PCSE, we will check for any omissions and send to NHS England/ICB who will determine whether the forms are valid or make a decision on any extension requests.

You will receive an automated email If the form requires re-work or resubmission you will receive an automated email. You will also receive relevant annex letters via email if the forms are invalid.



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