

Medical Records Movement and Supplies Update – 27 May 2016

Dear Colleague,

Medical records - what's happening for my practice next week?

For the week starting **30 May 2016**, CitySprint will continue to collect and deliver medical records from and to practices.

If you haven't had a collection of records from CitySprint, and have previously had a collection service from PCSE, please call us on: 0333 014 2884.

Records should be placed individually into the new shipping bags, but we are not using tracking labels at this stage. You'll receive tracking labels when the new service is fully rolled out nationally.

Changes are being introduced in stages. As we work to implement the full new service, we recognise that the interim process does take longer, and the volume of records you receive may not yet be at your expected levels. We're making continuous enhancements to the interim process to improve the service, and you'll see a gradual increase in records received over the coming weeks. When the new service is fully implemented the process will be more consistent and efficient.

We're continuing to pilot the full service in West Yorkshire, where individually bagged and labelled records are being collected from practices and delivered directly to the new practice, or into long-term storage. Shipping bags are sealed and not opened until they reach their final destination, improving security and assuring patient confidentiality. Once the pilot has completed, we'll roll out this full service nationally.

Supplies - improvements made to the online portal

The PCSE Portal houses the new national catalogue of approved items – including stationery, prescriptions pads, needles and syringes.

In response to customer feedback, we've recently updated the catalogue to improve the description of items, and refined unit quantities to ensure more appropriate amounts are provided.

PCSE only supply items included in this catalogue. Your practice should continue to source any other items through existing arrangements.

Further information

Please see the [help](#) section of our website for answers to the frequently asked questions from our customers.

Best wishes

Primary Care Support England