

Primary Care Support England

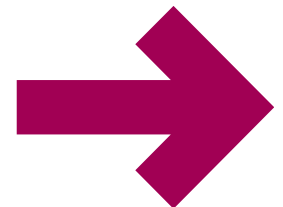
Primary Care Dentistry

June 2016



Today

1. What we are looking to achieve
2. Transforming primary care support services
3. The timescales
4. What does this mean for Dentistry?
5. Contacting PCSE:
 - Customer Support Centre
 - PCSE website
 - National Engagement Team (NET)
6. Get involved



What we are looking to achieve



Consistent, national services

Safe and reliable service delivery

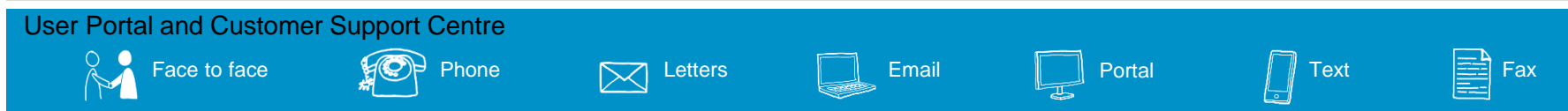


Cost savings

Ultimately - improved customer service



Transforming primary care support services



Business Support Functions (Leeds)

- Compliance
- Risk management
- Quality framework
- Change governance
- Metrics and reporting
- Process management
- People management
- Behavioural Science
- Clinical Governance
- Supplier Chain Management
- Workflow
- Controls

3 x multi Disciplinary Service Centres



- Screening
- Payments & pensions
- Registrations

Specialist Services Centres

- Support Centre (Leeds)
- Market Entry (Leeds)
- Performer List (Leeds)
- DMS (Preston)
- Scanning (Darlington)
- Storage (Darlington)
- Printing (Mansfield)
- Probity (Preston)

Local Delivery Capability



- Market Entry
- Performer Lists
- Training and Support
- Outsourced Logistics

What does this mean for Dentistry?



Supplies

March 2016



**Performer
Lists**

May 2017

Supplies management

Introducing a standardised approach for ordering supplies

- The PCSE Portal houses the national catalogue of approved items – including pre-printed forms, prescription pads and other NHS stationery.
- All orders can be placed online
- All orders placed can be viewed and tracked online
- CitySprint provide a secure weekly supplies delivery service



Contacting PCSE: Customer Support Centre

Local office	Proposed date for customer calls moving to the Customer Support Centre.
<p>Chelmsford – Swift House Derby (PCSE) – Cardinal Square Huddersfield – Broad Lea House Leeds - Brunswick Court Mansfield – Birch House Yeovil – Wynford House</p>	<p>December 2015</p>
<p>Bridgwater – Mallard Court Chester – 1829 Building Coventry – Parkside Edgware Community Hospital York – Blue Beck House Serco - Cambridge, Huntington, Ipswich, Norwich, Witham NHS SBS - Leeds, Exeter</p>	<p>By end March 2016</p>
<p>Walsall - Jubilee House</p>	<p>By end April 2016</p>
<p>Doncaster – White Rose House Ipswich – Rushbrook House Liverpool – Bevan House Maidstone – Faith House York – Unit 3 Alpha Court</p>	<p>By end May 2016</p>
<p>London (Hillingdon) – Kirk House London (NW1) – Stephenson House Reading – Cremyll Road NHS SBS Devizes, St Austell</p>	<p>By end June 2016</p>
<p>Surbiton – Ewell Road NHS SBS Derby, Ferndown, Gloucester</p>	<p>By end July 2016</p>
<p>Bristol – South Plaza Darlington – Old Exchange Hull – Health House</p>	<p>By end August 2016</p>
<p>Clacton-on-Sea - Carnarvon House Preston - Preston House, Fullwood Welwyn Garden City – Charter House NHS SBS Leicester, London</p>	<p>By end October 2016</p>

Contacting PCSE: National Engagement Team

- **Local training managers**- providing on the ground support for customers and enabling local service activity to continue
- **Regional liaison managers** – providing ongoing contact with local representative committees



Questions?

