

Primary Care Support England

Primary Care Dentistry

December 2015



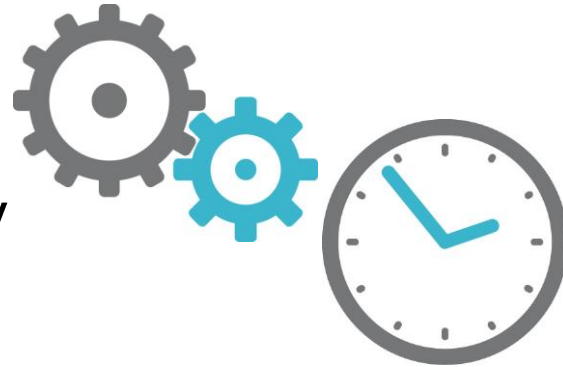
Today

1. What we are looking to achieve
2. Transforming pcs services
3. The timescales
4. What does this mean for Dentistry?
5. Our approach to transformation
6. New local support team
7. Get involved

What we are looking to achieve



Improved customer service



Safe and reliable service delivery



Significant cost savings

Transforming Primary Care Support Services

GPs
Practice staff
Patients & Carers
Pharmacists /Dentists
Opticians
Area Teams

User Portal and Service Desk
Face to face
Phone
Letters
Email
Portal
Text
Fax

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

Multi Disciplinary Service Centres

- Screening
- Payments & pensions
- Registrations

Specialist Services Centres

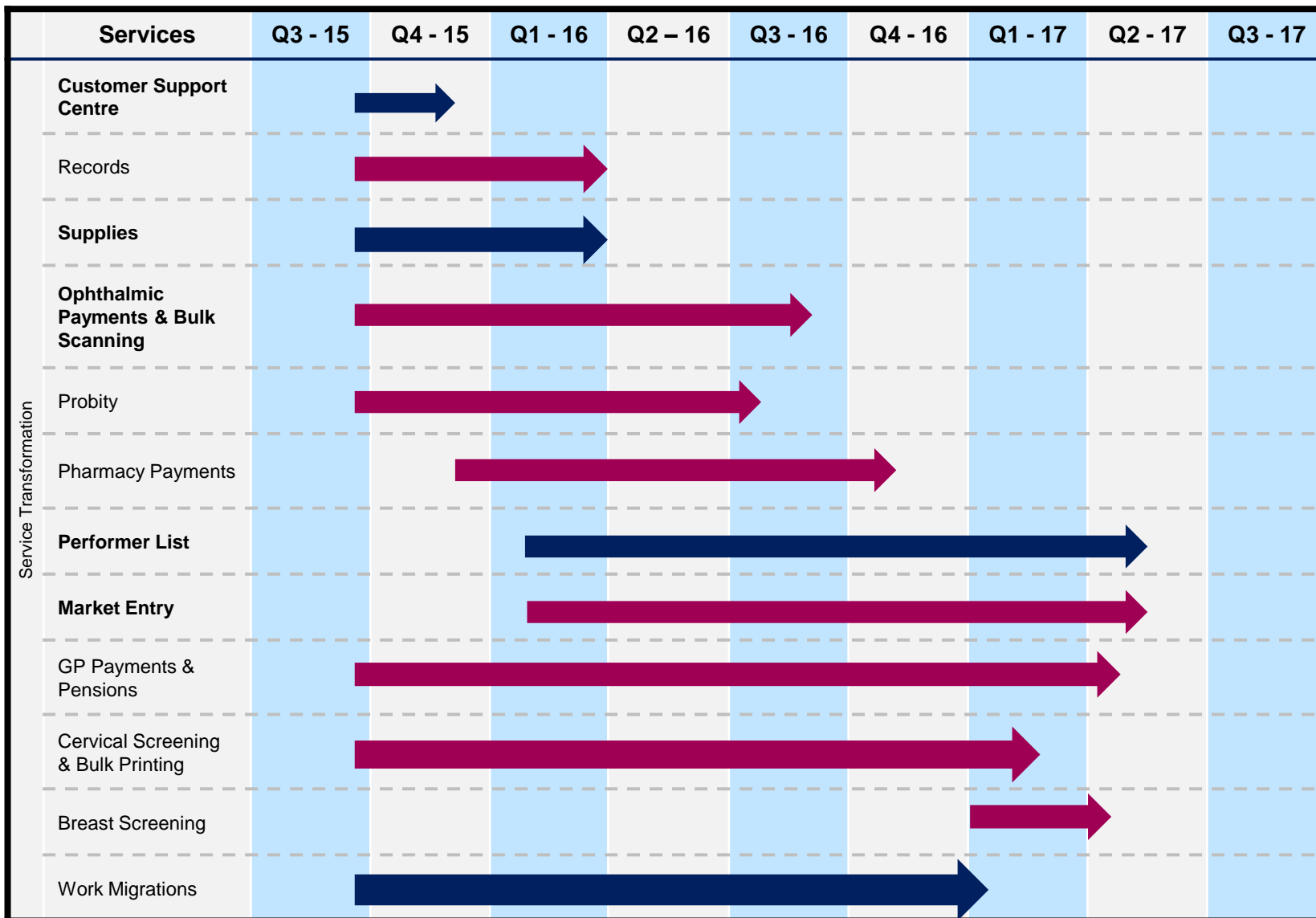
- Service Desk (Leeds)
- Market Entry (Leeds)
- Performer List (Leeds)
- DMS (Preston)
- Scanning (Darlington)
- Storage (Darlington)
- Printing (Mansfield)
- Probity (Preston)

Local Delivery Capability

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

Audit, Quality Assurance, Continuous Improvement, Transition and Transformation

Timescales



Primary Care Support England is delivered on behalf of NHS England by Capita

What does this mean for Primary Care Dentistry?



Supplies
March 2016



Performer lists
May 2017

New contact details

Local PCSE office	Proposed date for customer calls moving to the Customer Support Centre.
Chelmsford – Swift House Derby – Cardinal Square Huddersfield – Broad Lea House Lancing* - Brooklands House Leeds - Brunswick Court Lincoln – Cross O’Cliff Court Mansfield – Birch House Yeovil – Wynford House	Winter 2015
ACE – Clacton on Sea Chester – 1829 Building Coventry – Parkside Edgware Community Hospital Preston – Preston House York – Blue Beck House	By end March 2016
Walsall – Jubilee House	By end April 2016
Doncaster – White Rose House Ipswich – Rushbrook House Liverpool – Bevan House Maidstone – Faith House Maidstone – KPCA Distribution Centre York – Unit 3 Alpha Court	By end May 2016
London (Hillingdon) – Kirk House London (NW1) – Stephenson House Reading – Cremyll Road	By end June 2016
Surbiton – Ewell Road	By end July 2016
Bridgwater – Mallard Court Bristol – South Plaza Darlington – Old Exchange Hull – Health House	By end August 2016
Welwyn Garden City – Charter House	By end October 2016

Approach to transformation

- User Centric Design
- Only deploy transformed services into the 3 centres
- A 'progressive migration' approach
- Once proven - gradually migrate other customers & geographies
- Initial focus on transforming services which enable the break of existing geographical / local delivery model
- The key enabling services: **Customer Support Centre**, **Records Movement** and **Supplies**.

New local support team

- **Locally based staff** - providing on the ground support for customers and will enable any local service activity to continue
- **Team of regional stakeholder managers** - liaising directly with local representative committees



Get involved

BDA Forum Member: Brett Sinson

Stakeholder user panel:

- Contact preference: phone, work email, personal email
- Lots of ways to get involved: surveys, polls, phone interviews, workshops and testing early versions of services
- Receive regular communications on what we've done and what to expect soon

Email us at: PCSEpanel@capita.co.uk

Questions?

