

PCSE Update

GP payments and pensions

- End of year pensions submissions reminder -28th February 2022.
- If a Total Rewards Statement has not been updated beyond a specific point in time, this means PCSE do not have the certificate for that year. Please check and fill in any gaps in your pensions contribution statements to make sure this matches with what PCSE have online. PCSE will process successfully if it matches.

Guides for all PCSE Online processes relating to GP Payment and GP Pensions, including GP Joiners and Leavers, Contract Variations and Solo contributions, can be found on the PCSE website [here](#).

Webinars

- Webinars demonstrating how to complete Type 1 and Type 2 pensions certificates in PCSE Online, will take place 15th and 16th February. Places will be offered to all GPs via a PCSE bulletin with recordings made available for those who cannot attend live.

Patient Registrations

- NHSEI have requested that PCSE pause all List reconciliation activities in January to support the BMA and the pressures at practices and CCGs. PCSE are currently waiting on further instruction from NHSEI.
- List cleansing has been paused since June 2021 and PCSE are waiting for further instruction from NHSEI.
- If a practice has concerns regarding patient list size, you can request this and PCSE will review and undertake an ad hoc List Reconciliation as appropriate (not list cleansing).

Performers list

- PCSE have a number of approvals stuck with CCGs, regional teams and practices; they are working with NHSEI colleagues on areas they can improve the process.

Contacting PCSE

- PCSE are leaving pensions queries open for 5 days after resolution so customers can query a response without needing to open a new case. This is the same approach for complaints.
- The pensions team are looking to extend their closing time where there has been no response from a customer, this is currently 14 days, but they are looking to extend this to 30 days.
- Processing leavers in PCSE Online, reduce the amount of admin to process these by submitting leavers before the end of the current financial year.

Useful links including YouTube webinars/ overviews [Support - Primary Care Support England](#)