**Primary Care Support England (PSCE) and GOS Payments**

Simon England the New Managing Director of Captia’s PCSE opened his talk stating they had experienced a ‘less than great set of circumstances’. He apologized on behalf of Capita for not delivering a good service.

He said that following a long procurement process to award the service to Capita, the service was intended to reduce the need for millions of GOS forms being sent around the country in order to get payment. The new service is not good enough and they will now work hard to provide a better service. The solution and way to resolve the current issues is being worked on at present.

Simon has visited a number of practices to see the problems first hand. Capita will now work to sort these out. He said some could be solved quickly, some in moderate timescales and others in a longer timescale.

To solve payment issues they are putting in new staff and leadership to own and fix the processes. There is a lack of detail on GOS batch forms and this needs to be changed to help reconcile payments.

To solve Performers’ List issues they are working hard to add cohorts from the July and September 2016 passes (OSCE Optometrists) to the Performers’ List. New processes and staff being brought on board.

The Customer Support Centre will assign a new case number to all queries to allow tracking of these. New processes and new staff are being put in place.

A new ordering porthole for getting forms etc. will be set up, and 60% new delivery routes also.

The next steps for Capita will to be deliver all the above with short term improvements and longer term development. Simon will stay in close touch with the practices.

At the end of the talk by Simon England a number of questions were raised.

Q. Why after the length of procurement did this happen?

A. 40 Offices closed and moved without understanding the subtle differences between the various office procedures and these fine details were lost. The expert knowledge was lost in the move to the 5 new strategic sites.

Q. Why when get the original payment reconciliation detail file is it in an Encrypted Java format, but if telephone with a query then get sent details in a standard pdf?

A. Not sure, he will look into this.

Q. What are the timescales for the redesign of the GOS forms for scanning and a new strategic solution?

A. This has been delayed due to the problems.

Q. Regional teams from England are trying to help out but are getting no response from the call centre.

A. A triage system is in place to identify the harm to patient safety by a performer list issue. A triage system to help practices in financial difficulties due to the delays to payments. New information on how to contact Capita will be made available.

Q. What will be looked at to put someone on the OPL?

A. Same rigour as before.

Q. Historic Reconciliation- What if practices have been overpaid? Will the money be requested to be re-paid?

A. Reconciliation needs to happen and then the repayment may be recalled, there may be a tolerance of how much is actually requested for repayment.

Simon added that paying money to LOC was quite far down the priority list, now has a dedicated person dealing with delayed payments.

He also added the new staff are being trained by a bigger training team and using industry experts to help, this in order to avoid a bottleneck of getting new staff up to speed in quick timescales.

Katrina added that LOCSU are working closely with Capita to help solve the current problems and to aid with moving forward. They will stay involved until they service delivers as expected.