

Welcome to the December 2018 PCSE General Practice Screening Update

For the attention of colleagues delivering Cervical Screening services

This bulletin has been emailed to the main contact we hold at your practice only.
Please share with your practice nurse.

In this bulletin, you will find updates on:

[New online forms for all screening queries](#)
[Standardised forms for cease, defer and reinstate requests](#)
[Keeping your Open Exeter contact email addresses up to date](#)
[Customer Support Centre \(CSC\) opening hours](#)

New online enquiry form for all screening queries and requests

The tailor-made [screening forms](#) contain different options to ensure the quickest possible response time to enquiries. It offers different categories according to the query-type, for example:

- Cease, reinstate and deferral requests
- Colposcopy discharge lists
- Cancer Research UK (CRUK) requests
- Laboratory queries
- Cervical screening test results
- General enquiries

When you have selected the category relevant to your enquiry, the intuitive form will guide you to submit the details PCSE needs to ensure the quickest possible response time. There is the facility to upload relevant attachments to support your enquiry or submission. Once you send your form, you will receive an acknowledgement email confirming your submission, along with a case reference number which you can use to follow-up on your enquiry if needed.

Accessing the online form

- Please visit the '[Contact us](#)' page on the PCSE website
- Select the relevant option for your screening query type from the drop down menu under Enquiries
- Enter the required details as requested on the form
- Keep a record of your reference number and use it in any subsequent correspondence about your query.

Details you will need to submit a query

You will be required to enter different details depending on the type of query you submit. The information could include:

- Name and email (where indicated this should be an nhs.net email)
- Organisation Code e.g. Practice or Laboratory National Code (which can be found on the [NHS Digital](#) website)

- Organisation name and address, including postcode – please ensure you select the correct address for your practice, clinic or laboratory from the dropdown list if more than one is available.
- Patient's NHS Number, NHS Trust Name and related NHAIS area (for laboratories and Scottish Health Boards).

You can find more information and FAQs about the online enquiry forms [here](#).

IMPORTANT: Please check you are registered with PCSE to ensure you can submit enquiries

In order for the online form to be used securely and for PCSE to respond to questions and queries in a timely way, you need to be registered with us.

For data security reasons, PCSE can only respond to queries from people who have registered.

GP practices can register with PCSE Online to enable us to carry out the necessary identification and verification checks and ensure we only respond to authorised contacts in your organisation.

If your GP practice is already registered on PCSE Online, the main contact/super user will be able to add or amend additional users. We would encourage you to check the named contacts that are currently included under your organisation registration and update accordingly. Visit the PCSE website for further information about how to [add or amend users](#) for PCSE Online.

Standardised forms for cease, defer and reinstate requests

Standardised [cease, defer and reinstate forms](#) have been approved and agreed with Public Health England (PHE).

They are now available to download on the PCSE website. Once you have completed the necessary form with the relevant signatures as required, please submit them to PCSE via the new online form by selecting the 'Screening – Cease/reinstate/defer' option.

To ensure we can create a unique case reference number for each enquiry please only attach one cease/defer/reinstate request per online form. Please do not attach more than one request per form.

Keeping your practice Open Exeter contact email addresses up to date

It is important that your practice keeps the email addresses registered for your practice on Open Exeter up to date. The email addresses are used by NHS England to send your practice important notifications, including Cervical Screening prior notification lists.

[How to check that your practice email addresses are up to date](#)

Your practice primary contact for Open Exeter can view the current email address registered for each service in the 'Organisation Maintenance' section of Open Exeter by selecting 'View OO screen Settings'.

Up to date email addresses should be provided to receive important notifications regarding the following services:

- Cervical Screening (up to two email addresses can be added)
- GP Statements (one email address can be added)
- Childhood immunisation lists (up to two email addresses can be added)

Please check the email addresses to see if they are still current. If any need to be updated, please email pcse.openexeter@nhs.net, stating you would like to update one or more of your Open Exeter email addresses.

In your email please include:

- Your name
- Your ODS/Practice code (if you do not know this please contact the Exeter Helpdesk on 0300 3034 034 or e-mail: exeter.helpdesk@nhs.net)
- The email addresses you would like to update on Open Exeter and the service(s) they relate to

It is advised to use generic email addresses, so that access to mailboxes can be maintained when members of staff leave the practice.

If you do not know who your primary contact for Open Exeter is, or if they are not available to update the details, the PCSE Open Exeter team can accept email address updates from other practice contacts providing they are sent from an nhs.net email address.

Customer Support Centre (CSC) opening hours

The normal opening hours for the Customer Support Centre are:

08.00 – 17.00 Monday – Friday.

Over the Christmas period the contact centre will be open as usual with the exception of **Tuesday 25** and **Wednesday 26 December 2018** and **Tuesday 1 January 2018**, when we are closed for the bank holidays.

Best wishes

Primary Care Support England