

PLEASE READ - IMPORTANT CHANGES TO PRIMARY CARE SUPPORT SERVICES

To all Opticians in the Lambeth, Southwark and Lewisham; Bromley; and Bexley and Greenwich Areas.

Dear Colleague

As you will be aware from my letter dated 5th May 2015, as part of PCS Procurement and the associated efficiencies programme it has been decided to:

1. close the PCS site at Cantilever House, Lee, and relocate the services to the PCSS offices at Surbiton.
2. centralise all Bexley & Greenwich services, currently provided by the Kent PCSS at Faith House, Maidstone, to the PCSS offices at Surbiton.

We are now about to start a phased programme of service transfers. All forms, returns etc. that you have previously submitted to Cantilever House, Lee or Faith House, Maidstone will in future need to be sent to:

**Primary Care Support Service (PCSS)
187 Ewell Road
Surbiton
Surrey KT6 6AU**

The information contained on the following pages details where and when you should send each type of form/return. Please note that both the offices at Lee and Maidstone will remain open following the transfer of the service. So any forms and returns sent to these addresses in error will be redirected to the PCSS at Surbiton.

If you experience any teething problems, or have any queries about the new arrangements, please contact either Ann Crysell or Tricia Hosier on our transition helpline on 0208 335 1469 (between the hours of 9.00am and 5.00pm), or email pcss.transition@nhs.net or visit our website www.pcss.nhs.uk/transition.aspx

Thank you for your cooperation.

Yours sincerely

Penny Thorpe
Regional Lead South
PCS Operational Management Team

May 2015

You should address all correspondence to the relevant department at:

- PCSS 187 Ewell Road, Surbiton, Surrey, KT6 6AU

GOS Stationery Order Forms

- Cantilever House: Existing services provided by Essentia will continue as usual.
- Faith House: Existing services provided by Kent PCSS will continue as usual for an interim period. Separate communication regarding the future provision of the service will be provided soon.

Performer List and Contract Administration Enquiries

- Pam Griffin: Tel 020 8335 1451
Email: pam.griffin@nhs.net
 - Transfer date(s): Cantilever House = 26th May 2015
Faith House = 7th May 2015

GOS Practice Payments

- Peter Walter: Tel 020 8335 1375
Email: peter.walter@nhs.net or
- Andrew Shaw: Tel 020 8335 1410
Email: andrew-shaw@nhs.net

- Transfer date(s):

	Bexley & Greenwich	Lambeth, Southwark Lewisham	&	Bromley
	22/5/15	15/6/15		18/6/15

Post Payment Verification and Probity Enquiries

- Kevin Oliver Tel: 0208 335 1461
Email kevin.oliver@nhs.net
 - Transfer date(s): Cantilever House = 15th June 2015
Faith House = 22nd May 2015

Patient enquiries about PCSS specific services

- Contact PCSS switchboard 0208 335 1400 or visit the PCSS website:
www.pcss.nhs.uk