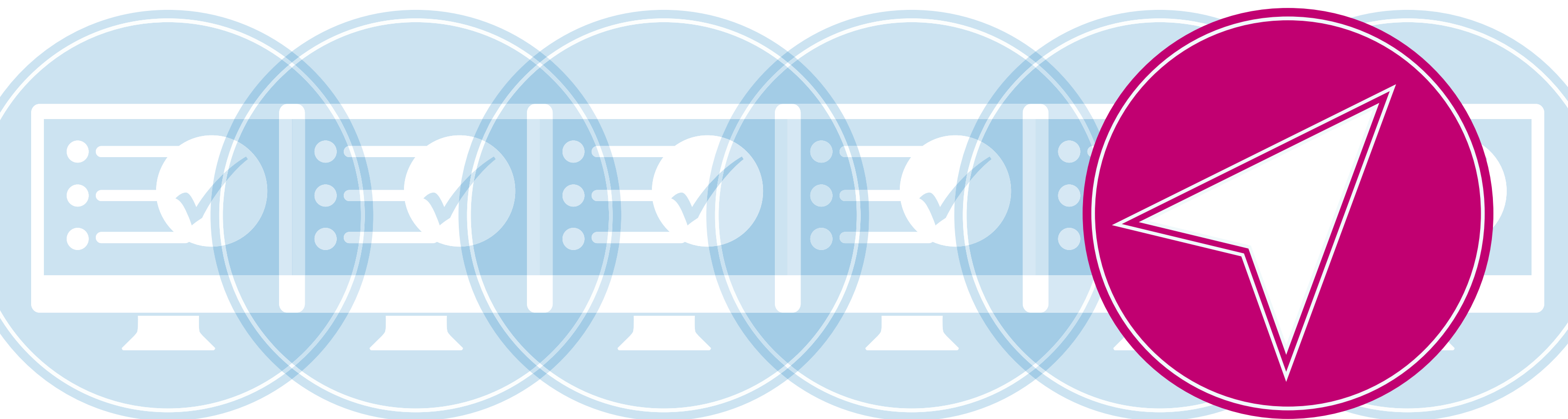


Performer Management User Guide

To change your name, contact details, address, status, local office or practice for Performer List for England using PCSE Online



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Introduction

In line with The National Health Service (Performers Lists) (England) Regulations 2013, as amended, you are required to keep your details on the National Performers List for England is up to date. This guide will provide step by step instructions on:

- Changing your name or contact details
- Changing your employer
- Changing your status
- Changing your local office
- If you need to make any changes to your details you will need to do this via PCSE Online, click here for more information about registering.

Important information before you start

Are you changing your name or address?
Please ensure that you have updated your details with your regulatory body before updating the National Performers List via PCSE Online.

Important to Note

If your performer record has been reinstated, following removal or suspension, please check your Employment details carefully. You may need to reset your practice details by following the '**Change Employment Details**' process.

Change of personal details

- About the Personal Details section
- How to change your name
- How to update your date of birth
- How to change your contact telephone number(s)
- How to update your address
- How to update your National Insurance Number

About the personal details section

You can update your name, address and telephone number via the **Personal Details** section.

In this section you can view the existing personal details held for you on the Performers List for England.

test06@mastek.com0 MessagesSettingsLog out

PCSE Online

NHS England

HOMEPERFORMERS LISTHELP

Primary Care Support England Online Performer Home Page

Home

Personal Details

Employment Details

Local Office Details

Withdrawal From Performer List

24 Hour Retirement

Personal Details

TITLE

Dr.

FIRST NAME

Pankaj

SURNAME

Par

PREVIOUS SURNAME ⓘ

Par

DATE OF BIRTH

05/02/2018

GENDER

☒ Male☐ Female

RESIDENTIAL ADDRESS

Search for your residential address by entering your postcode.

PostCode

Q

Fiat 4 8, St. Andrews Cross,PLYMOUTH,United Kingdom,PL1 1DN

GMC/GDC/GOC ADDRESS ⓘ

Search for GMC/GDC/GOC registered address (if different from residential address).

PostCode

Q

Fiat 6 8, St. Andrews Cross,PLYMOUTH,United Kingdom,PL1 1DN

NATIONAL INSURANCE NUMBER

National Insurance Number

CONTACT TELEPHONE NUMBER

123456789

ALTERNATE TELEPHONE NUMBER

Alternate Telephone Number

☐ NHS England will routinely share email addresses and contact details with the relevant local representative committee. In the event that you wish for your information NOT to be shared in this way. Please tick the box.

Change Name

Change Telephone Number

Change Address


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Version: 1.5.0.0 | 30 Nov, 2017

2

3

How to change your name



Please ensure that you have updated your regulatory body details with your regulatory body before you update the National Performers List

In the **Personal Details** section, scroll to the bottom of the page and click on Change Name to open an extended part of the **Personal Details** section.

Your existing details will be shown above the blue boxes. If you wish to update your name you can enter the new details into the blue boxes.

Then click **Submit**.

National Insurance Number

CONTACT TELEPHONE NUMBER

123456789

ALTERNATE TELEPHONE NUMBER

Alternate Telephone Number

☐ NHS England will routinely share email addresses and contact details with the relevant local representative committee. In the event that you wish for your information NOT to be shared in this way. Please tick the box.

Change Name

Change Telephone Number

Change Address

[Privacy](#) | [Accessibility](#) | [Cookies](#)

A pop-up box will appear to prompt you to confirm the change. Click **OK** to submit the change request, or click **Cancel** to cancel the update.

Once you have submitted your change request, a **Case ID** will automatically be generated by the system, which you should use if you need to follow – up with PCSE on the request. You will receive a letter from PCSE when the change has been completed.

Change Name

Please enter your new name and or title. Please note that this will be checked against the name displayed on the website of your professional body. If it is different the change will be rejected.

CURRENT TITLE : Dr.

Please Select

CURRENT FORENAME(S) : Pankaj

New Forename

CURRENT SURNAME : Par

New Surname

Cancel

Submit

Update your Date of Birth

If your date of birth is incorrect, you are able to correct this.

Click on the calendar icon in the **Date of Birth** field and select the correct date.

Home

Personal Details

Employment Details

Local Office Details

Performer Type

Withdrawal From Performer List

Personal Details

TITLE

Dr.

FIRST NAME

Patrick

SURNAME

Test

PREVIOUS SURNAME ⓘ

Previous Surname

DATE OF BIRTH

28/08/1968

GENDER

☒ Male ☐ Female

Click **Save** at the bottom of the page to save your change, and click **OK** when prompted “Are you sure you want to update your Date of Birth and/or NI number?”

How to change your telephone number(s)

In the **Personal Details** section, scroll to the bottom of the page and click on **Change Name** to open an extended part of the **Personal Details** section.

Click on **Change Telephone Number** to open an extended part of the **Personal Details** section.

Your existing details will be shown above the blue boxes. If you wish to update your details you can enter your new contact number(s) into the blue box(es).

Then click **OK**.

The screenshot shows the 'Performer Management details' page. At the top is a 'National Insurance Number' field. Below it are two sections: 'CONTACT TELEPHONE NUMBER' with a field containing '123456789' and 'ALTERNATE TELEPHONE NUMBER' with a field containing 'Alternate Telephone Number'. Below these is a checkbox labeled 'NHS England will routinely share email addresses and contact details with the relevant local representative committee. In the event that you wish for your information NOT to be shared in this way. Please tick the box.' At the bottom are three buttons: 'Change Name', 'Change Telephone Number' (highlighted with a red circle), and 'Change Address'. The footer contains links for 'Privacy', 'Accessibility', and 'Cookies'.

A pop-up box will appear to prompt you to confirm the change.

Click **OK** to submit the change request, or click **Cancel** to cancel the update.

Once you have submitted your change request, a **Case ID** will automatically be generated by the system, which you should use if you need to follow – up with PCSE on the request.

You will receive a letter from PCSE when the change has been completed.

The screenshot shows a 'Change Telephone Number' pop-up box. It has a title bar 'Change Telephone Number'. Inside, it says 'Please enter your new telephone contact details.' Below this are two fields: 'CURRENT CONTACT TELEPHONE NUMBER : 789465123' and 'CURRENT ALTERNATE NUMBER : NA'. Below these are two input fields: 'New Telephone Number' and 'New Alternate Number'. At the bottom are two buttons: 'Cancel' and 'Ok'.

How to change your address

In the **Personal Details** section, scroll to the bottom of the page and click on **Change Address** to open an extended part of the **Personal Details** section.

You will need to confirm whether you wish to change your residential address or the address you have registered with your regulatory body. PCSE records both addresses.

For example, some performers register the address for their place of work with their regulatory body, instead of their residential address. Please only update your GMC/GDC/ GOC address via PCSE Online after you have updated it with your regulatory body.

The screenshot shows the 'Performer Management details' page. At the top is a 'National Insurance Number' field. Below it are two sections: 'CONTACT TELEPHONE NUMBER' with a field containing '123456789' and 'ALTERNATE TELEPHONE NUMBER' with a field containing 'Alternate Telephone Number'. Below these is a checkbox labeled 'NHS England will routinely share email addresses and contact details with the relevant local representative committee. In the event that you wish for your information NOT to be shared in this way. Please tick the box.' At the bottom are three buttons: 'Change Name', 'Change Telephone Number', and 'Change Address' (highlighted with a red circle). The footer contains links for 'Privacy', 'Accessibility', and 'Cookies'.

You can enter details of your new residential address using the postcode search facility, or you can enter your address manually, by selecting **Enter Address Manually**.

To use the postcode search facility, enter your postcode into the blue box and click on the magnifying glass icon next to it; on some browsers this may just show as a box. A list of addresses corresponding to the postcode you have entered will be displayed. Select the correct address from the list.

When you have found the correct address, or entered it manually, click OK to submit the change request, or alternatively, click Cancel to cancel the request.

A pop-up box will appear to prompt you to confirm the change.

Click **OK** to submit the change request, or click **Cancel** to cancel the update.

Once you have submitted your change request, a Case ID will automatically be generated by the system, which you should use if you need to follow-up with PCSE on the request.

You will receive a letter from PCSE when the change has been completed.

How to change your email address

- Log in to **PCSE Online** and navigate to the Home page
- Click on **Settings** in the top right hand corner



- Choose **My Details**
- The email address you registered with is displayed

- Type your new email address over the old in the '**Username**' field
- Click **Update**

Updating your email address this way will change your username to your new email address.

Update your National Insurance Number

If your National Insurance Number is incorrect or missing, you can update this.

Click in National Insurance Number field and enter the correct/missing information.

Click Save at the bottom of the page to save your change, and click OK when prompted "Are you sure you want to update your Date of Birth and/or NI number?"

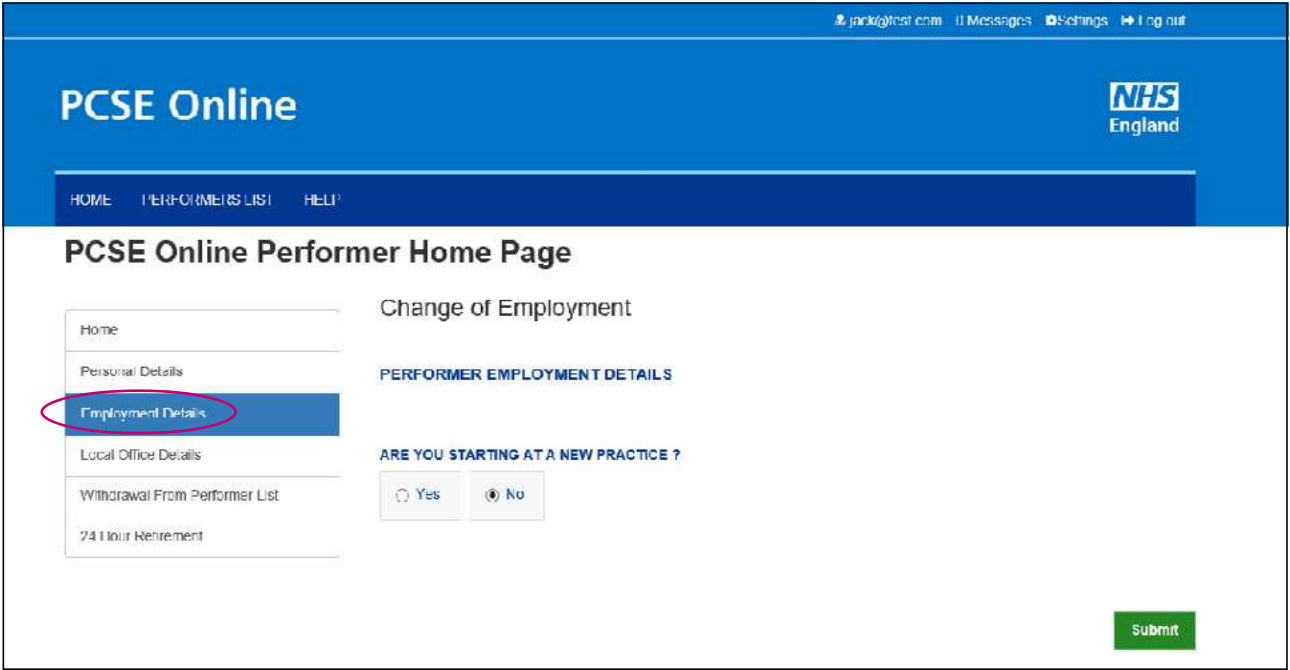
Change of employment details

Contents

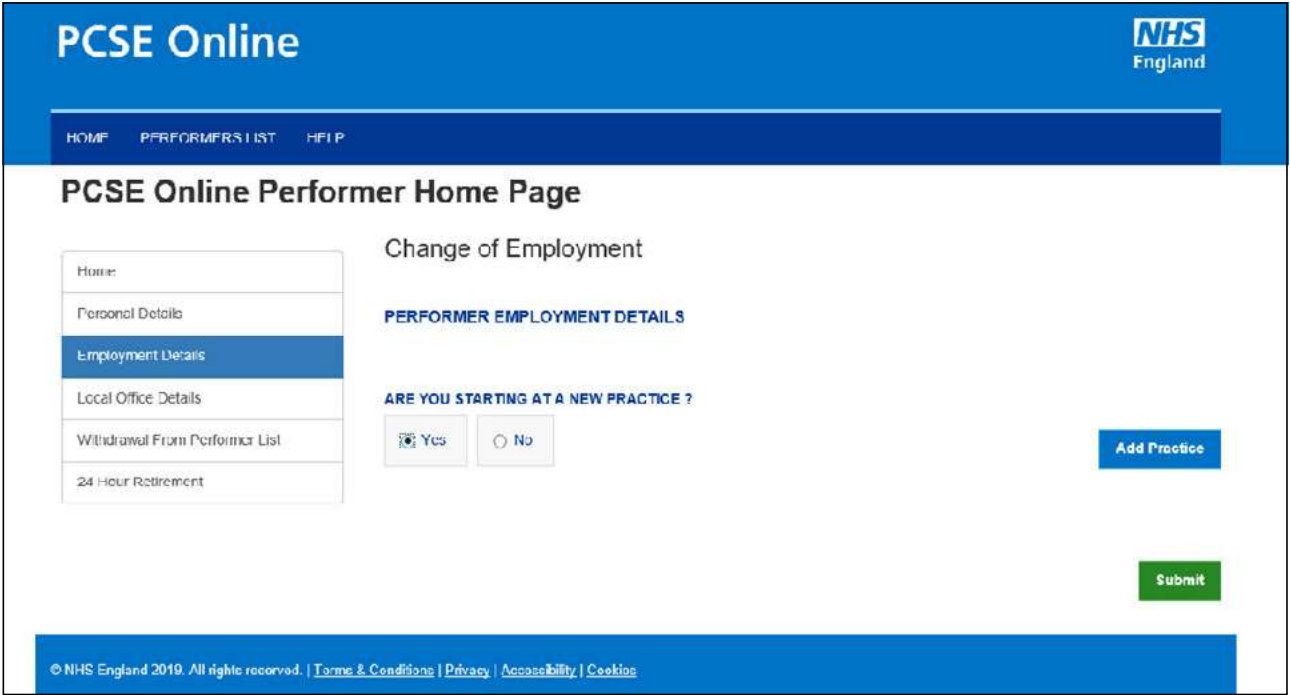
- About the Employment Details section
- Adding a new practice
- Changing your existing practice details
- Changing your status

About the employment details section

To add new practice details, or change your existing practice details click on Employment Details on the left hand menu.



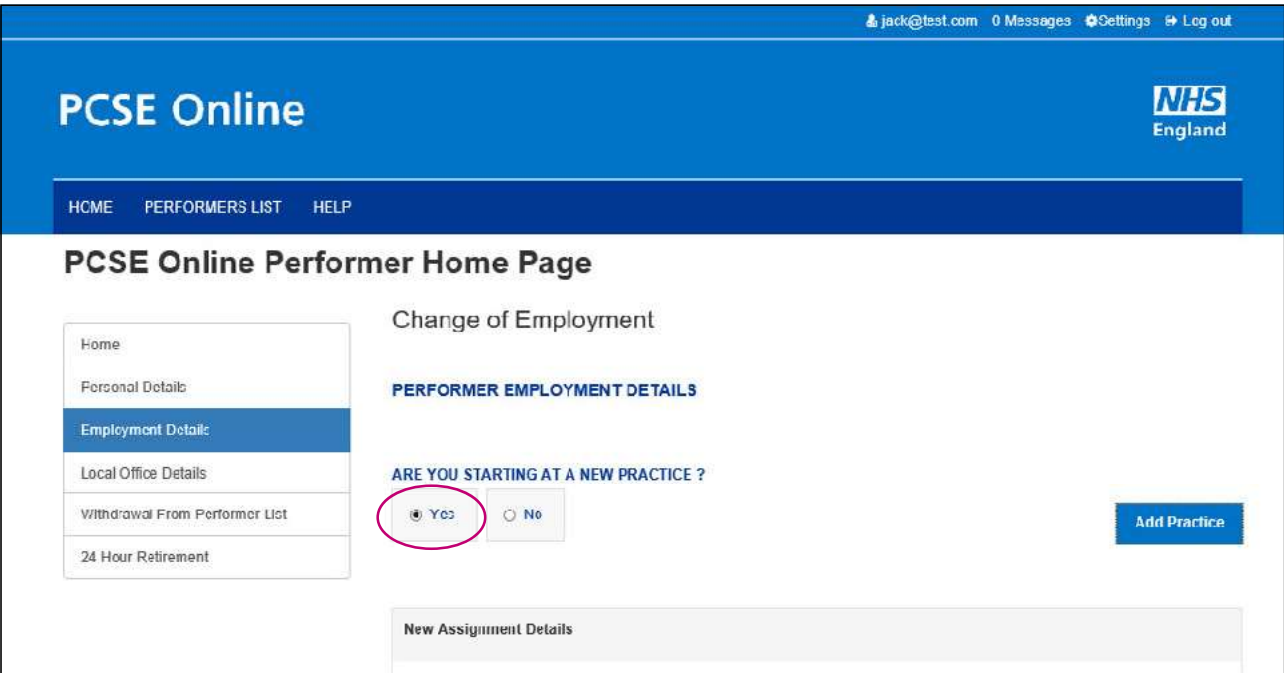
The next screen will show your current employment details.



Adding a new practice

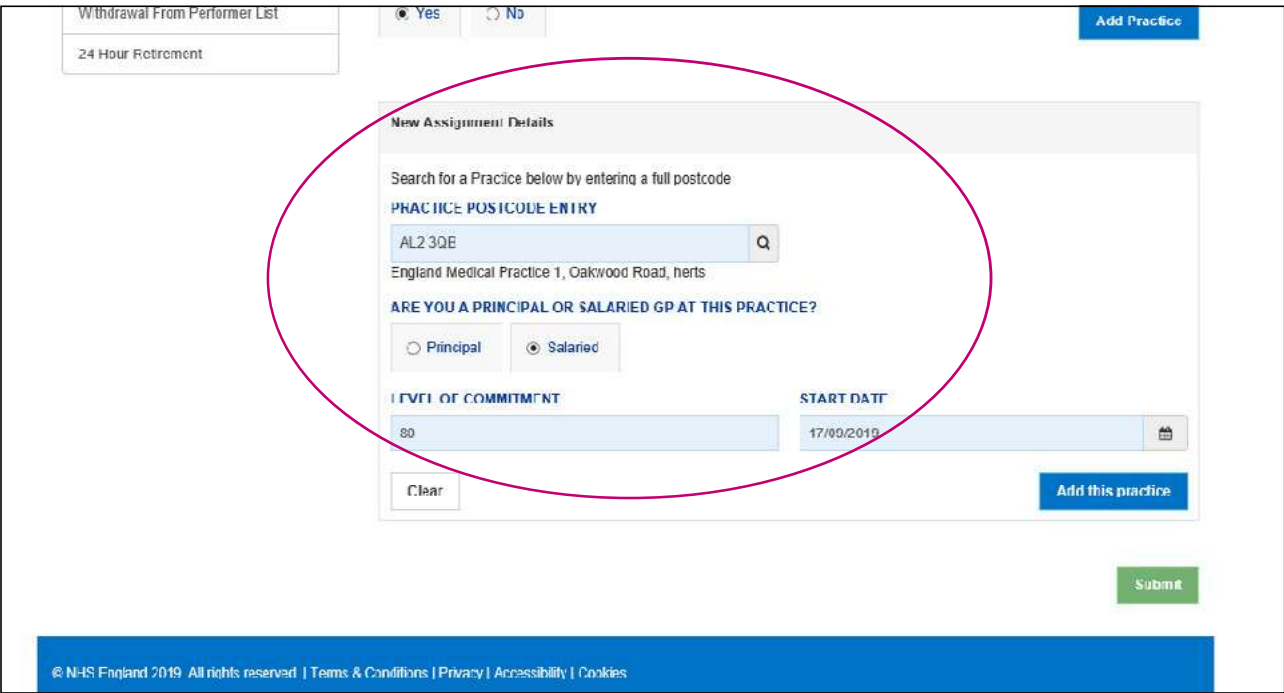
If you are changing practice, select **Yes** where it says **Are you starting at a new practice?**

Then click on **Add Practice**.



The screen will expand to show additional fields. Enter the post code for your new practice into the box titled Practice **Post Code Entry**, then click on the magnifying glass symbol to search for your new practice.

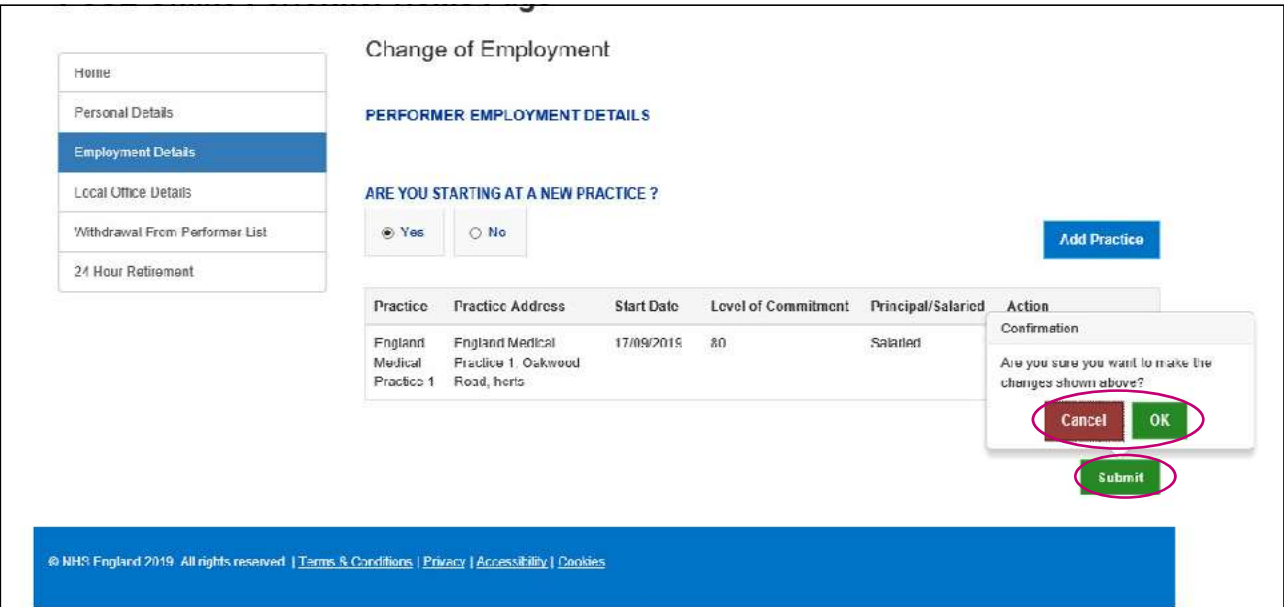
Select whether you are a Principal/Partner or Salaried GP at the new practice.



Enter your level of commitment at this practice as a percentage of all of your employment. Maximum commitment cannot be more than 100% across all employment. Please only enter numbers and not the % character.

Enter/select the date you started at the practice from the pop-up calendar.

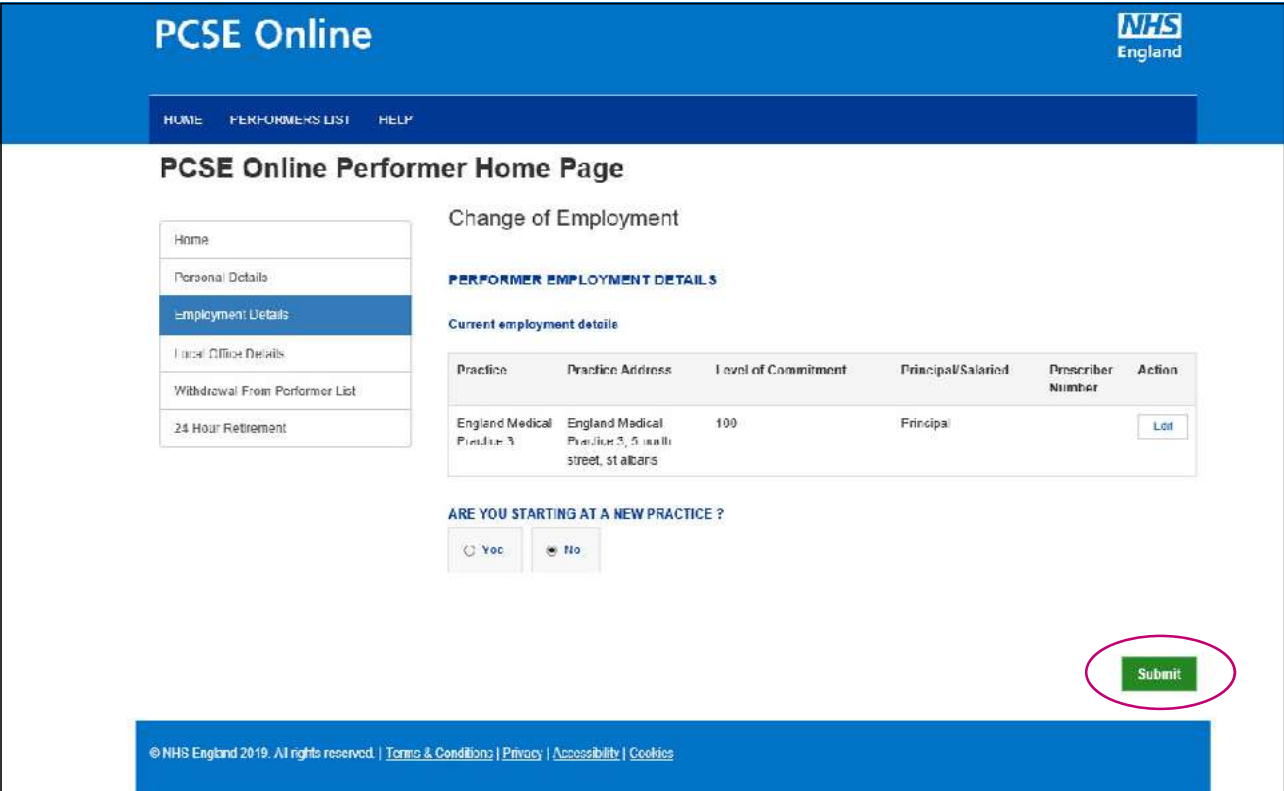
Then click **Add Practice** to add the practice details, or click **Clear** to clear the form fields. Click **Submit** to submit the change request.



A pop-up box will appear to prompt you to confirm the change request. Click **OK** to confirm, or **Cancel** to return to the previous screen.

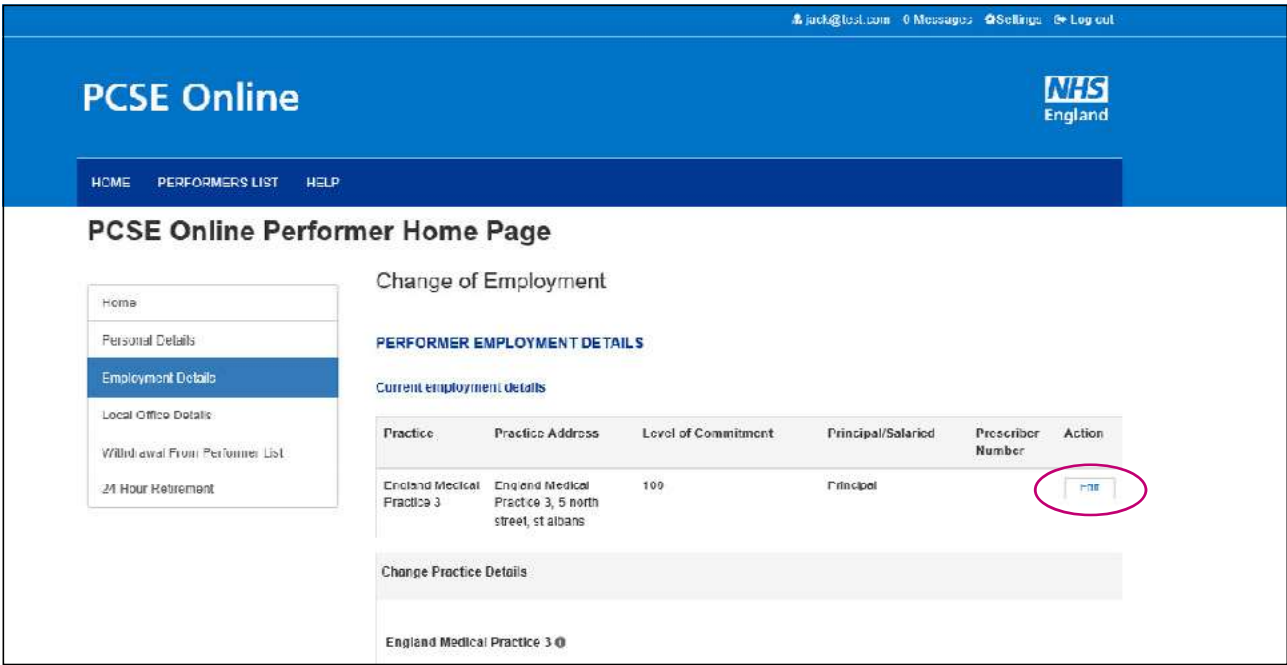
Once you have submitted your change request, a **Case ID** will automatically be generated by the system. You should use this in any correspondence with PCSE regarding the change request.

You will receive a letter from PCSE when the change has been completed.

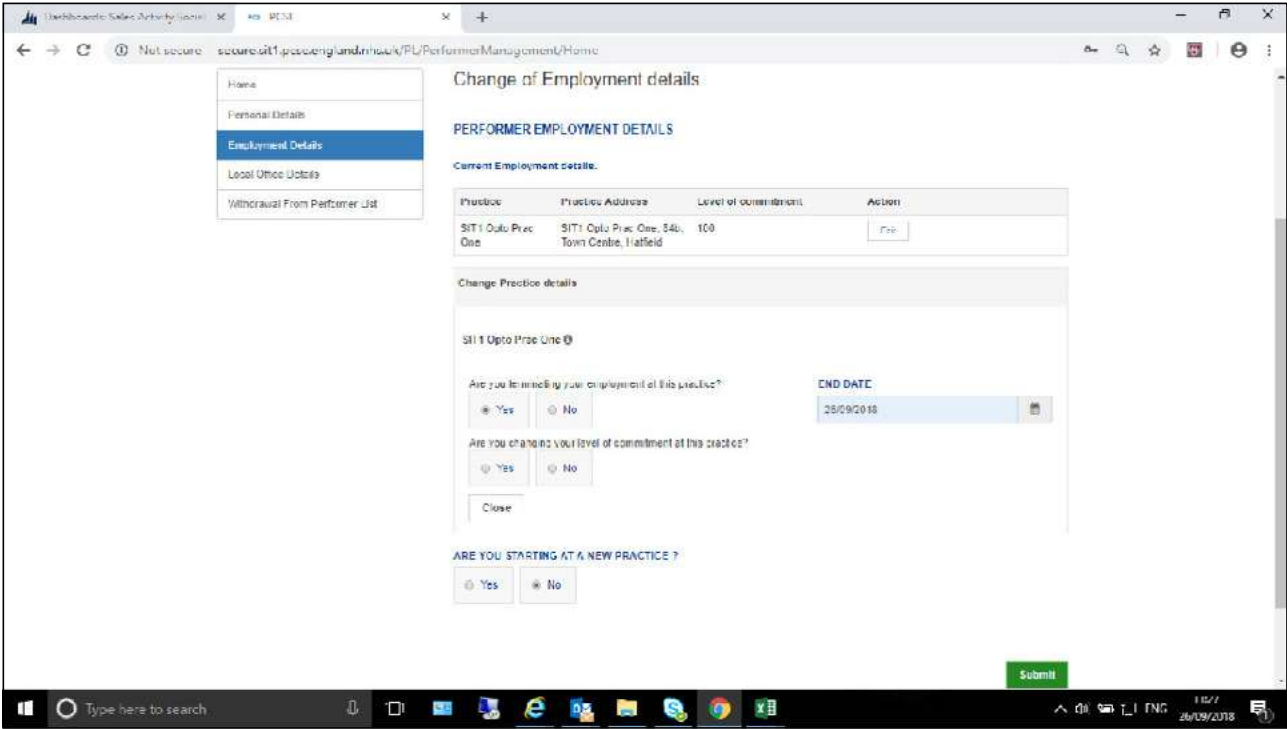


Changing Existing Practice Details

To change your existing practice details, in the Employment Details section, click on Edit in the Action column next to your current practice details.



The following screen will open:



If you are terminating your employment at your existing practice, select Yes and select the end date for your employment there.

If you are not terminating your employment at your existing practice, you will be asked if you are changing your level of commitment at the practice. Select **Yes** or **No**.

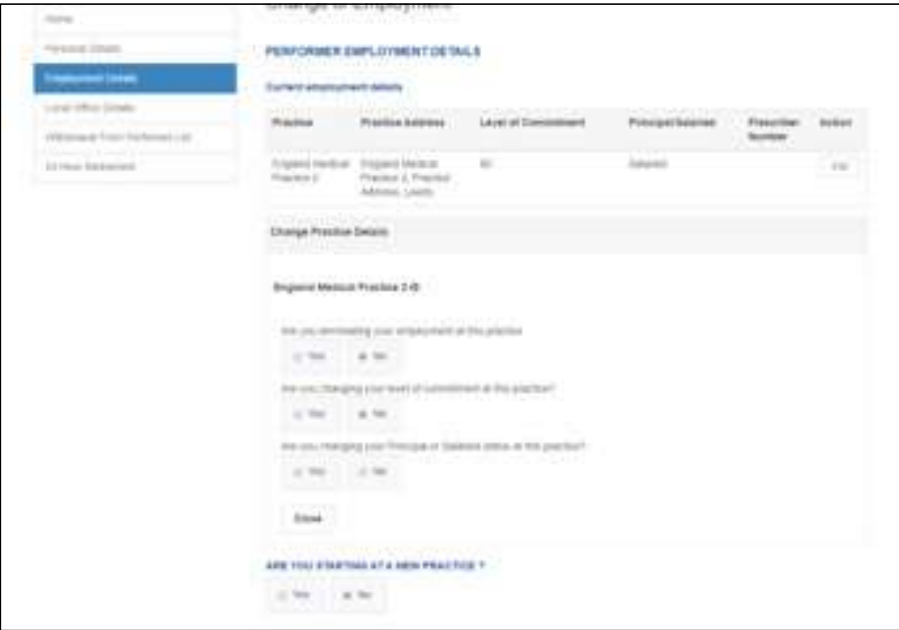
If you are changing your level of commitment to your existing practice, please enter your new level of commitment as a percentage of all of your employment. Maximum commitment cannot be more than 100% across all employment. Please only enter numbers and not the % character.

Click **Submit** to submit the change request.

Once you have submitted your change request, a **Case ID** will automatically be generated by the system, which you should use if you need to correspond with PCSE regarding the change request.

You will receive a letter from PCSE when the change has been completed.

Change of Status



If you want to change your performer type to GP contractor (i.e. principal or partner) you should do this on the employment details section.

If you want to tell us about becoming a locum please change your employment to reflect this using employment section. To change your GP status click **Employment Details**. Your current role will be displayed.

Click **Edit** in the Action column.

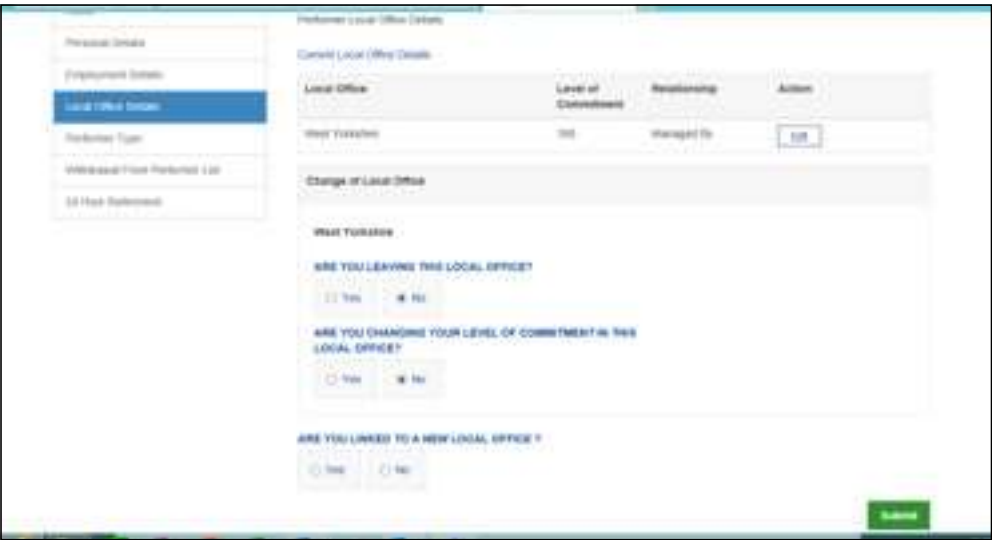
Answer the questions in **Change Practice Details**

Click **Submit** to submit the change request.

Once you have submitted your change request, a **Case ID** will automatically be generated by the system, which you should use if you need to correspond with PCSE regarding the change request.

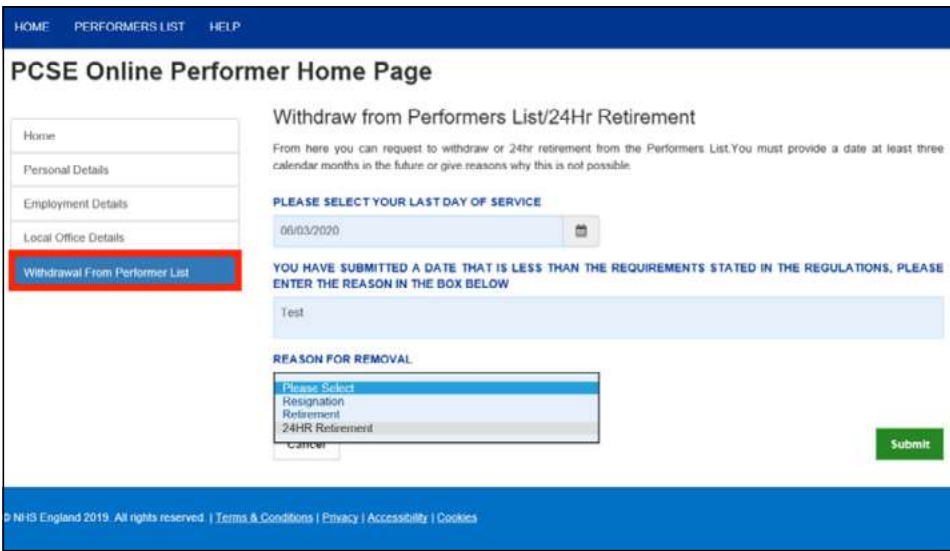
You will receive a letter from PCSE when the change has been successfully updated on the National Performers List.

Change of NHS England Local Office



If you are changing practice and moving to a different NHS England local office
Select **Local Office Details**.
Select **Edit** in the Action column.
Your current local office will be displayed.
Answer the questions relating to the local office
Click **Submit** to submit the change request.
Once you have submitted your change request, a Case ID will automatically be generated by the system, which you should use if you need to correspond with PCSE regarding the change request.
You will receive a letter from PCSE when the change has been completed.

Withdrawal from Performer List



Select '**Withdrawal from Performer List**' from the left hand menu.
From this screen you can request to withdraw from the Performers List for one of the following reasons:

- Resignation
- Retirement
- 24hr Retirement

24 Hour Retirement

PCSE Online Performer Home Page

Withdraw from Performers List/24Hr Retirement

From here you can request to withdraw or 24hr retirement from the Performers List. You must provide a date at least three calendar months in the future or give reasons why this is not possible.

PLEASE SELECT YOUR LAST DAY OF SERVICE

09/03/2020

YOU HAVE SUBMITTED A DATE THAT IS LESS THAN THE REQUIREMENTS STATED IN THE REGULATIONS, PLEASE ENTER THE REASON IN THE BOX BELOW

Test

REASON FOR REMOVAL

24Hr Retirement

PLEASE SELECT THE DATE WHEN YOU WILL RETURN TO SERVICE

07/03/2020

YOU SHOULD UPLOAD DULY COMPLETED NHS PENSION S - RETIREMENT BENEFITS CLAIM FORM (AW8)

Upload

File Name: AW8 1.8008 Action: Delete

YOU SHOULD UPLOAD RELEVANT SUPPORTING DOCUMENTS. ONLY ORIGINAL OR CERTIFIED COPIES OF ORIGINAL DOCUMENTS ARE ACCEPTABLE. PLEASE ASK YOUR PRACTICE MANAGER OR OTHER GP TO SIGN A COPY TO SAY THEY HAVE SEEN THE ORIGINAL. TO BE CONSIDERED FOR ILL HEALTH RETIREMENT, YOU SHOULD DOWNLOAD AND COMPLETE THE AW33E FORM AND SUBMIT VIA THE PRIMARY CARE SUPPORT ENGLAND WEBSITE: PCSE-ENGLAND.NHS.UK

Upload

Cancel Submit

- For 24hr Retirement, you must give at least three months' notice.
- Select your **'Last Day of Service'** from the calendar.
- If you have chosen a date less than the requirements stated in the regulations, please enter the reason in the box.
- Choose your **'Reason for Removal'** as 24Hr Retirement from the drop down list.
- You have the option to upload your **completed AW8 form only*** here.
- Upload any relevant supporting documents
- Click on **'Submit'**.
- Read the confirmation statement and click **'OK'** to submit your 24hr Retirement request

* Please note, if you are retiring due to ill health, you can only upload your AW33E form via the [enquiry form on the PCSE website](#)

Once you have submitted your 24 hr retirement request, you will receive an email acknowledgement.

You can see the status of your 24hr Retirement request at any time by going to your Performer Home page in PCSE Online, and click on **'Change History'**.

Confirmation

You are about to submit a request which will result in your status in the Performers List being updated. This will mean you cannot work for NHS England during these selected dates. You can retract this request at any time up to the date selected by logging into PCSE Online and returning to this screen.

Cancel OK

Submit

Initially the status is set as **'Pending'**.

PCSE Online Performer Home Page

Performer Management

Here you can manage the information held about you by Primary Care Support England on behalf of NHS England. Please note, only applications and change requests made via PCSE Online will be displayed below:

1. View previously submitted applications and decisions
2. View the status of all change requests that you have submitted
3. View all notifications that have been sent by NHS England

Application History

Change History

Notifications From NHS England

Ref No	Status	Date Submitted	Change Type	Action
CAS-30687-F3H4L4	Pending	27/02/2020	Performer Management-24 Hour Retirement	Retract
CAS-38726-M3F6D7	Pending	07/01/2020	GMC Inbound - Missing Performer	
CAS-39250-K4D8Z7	Pending	07/01/2020	GMC Inbound - Missing Performer	

Your request needs approval from the following parties, and you will see the status change at each stage of the process:

- Practice - **'Awaiting Practice Approval'**
- CCG - **'Awaiting CCG Approval'**
- NHS England – **'Awaiting NHSE Approval'**

The status will show as **'Approved'** once complete

PCSE Online Performer Home Page

Performer Management

Here you can manage the information held about you by Primary Care Support England on behalf of NHS England. Please note, only applications and change requests made via PCSE Online will be displayed below:

1. View previously submitted applications and decisions
2. View the status of all change requests that you have submitted
3. View all notifications that have been sent by NHS England

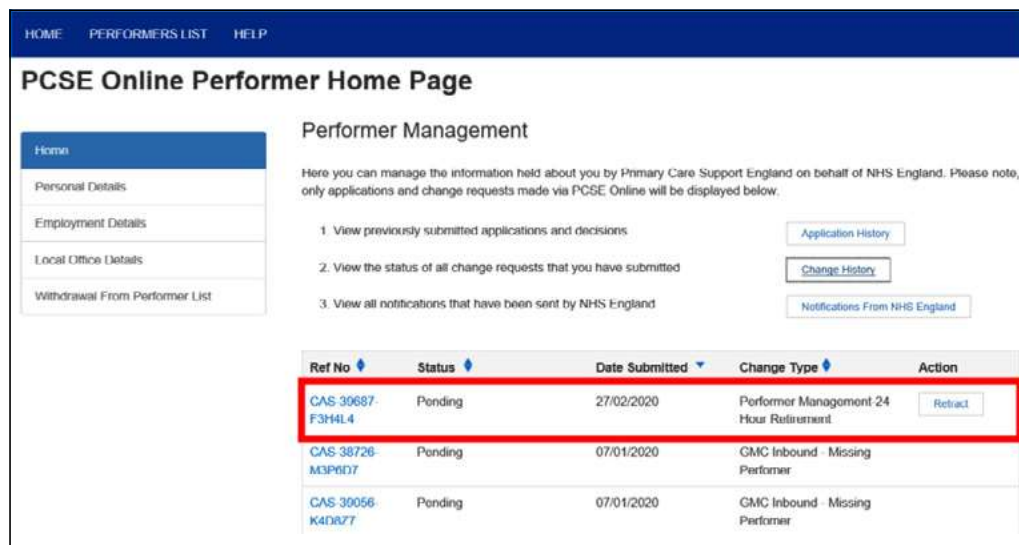
Application History

Change History

Notifications From NHS England

Ref No	Status	Date Submitted	Change Type	Action
CAS-37934-B0R9T6	Approved	19/02/2020	Performer Management-24 Hour Retirement	Retract

Retract Withdrawal Request



PCSE Online Performer Home Page

Performer Management

Here you can manage the information held about you by Primary Care Support England on behalf of NHS England. Please note, only applications and change requests made via PCSE Online will be displayed below.

1. View previously submitted applications and decisions [Application History](#)
2. View the status of all change requests that you have submitted [Change History](#)
3. View all notifications that have been sent by NHS England [Notifications From NHS England](#)

Ref No	Status	Date Submitted	Change Type	Action
CAS: 30687- F3H4L4	Pending	27/02/2020	Performer Management 24 Hour Retirement	Retract
CAS: 38726- M3P6D7	Pending	07/01/2020	GMC Inbound - Missing Performer	
CAS: 30056- K4D2Z7	Pending	07/01/2020	GMC Inbound - Missing Performer	

If you need to retract your withdrawal request, you can do so any time **after** the request submission and **before** the **last day of service**.

Retract is not allowed on the **last day of service** irrespective of the withdrawal request status.

To retract your withdrawal request, go to your Performer Home page on PCSE Online and you will see listed your 24hr retirement request.

- Click on the '**Retract**' button in the '**Action**' column
- You will receive notification of your retraction and notification will also be sent to your practice manager, CCG and local office, as applicable.