

Escalating a case to PCSE through Essex LMCs

A guidance document for GP practices

Background

As practices will no doubt be aware, it is extremely difficult to escalate outstanding issues with PCSE. Whilst the LMC has previously had some success with escalations via GPC, it is not ideal.

GPC has been working for some months with PCSE to agree an escalation process for LMCs and at the beginning of March 2022, PCSE proposed a solution. They rolled out a pilot scheme requesting that GPC identify a small number of LMCs to trial the process for a month and Essex LMCs agreed to participate along with three other LMCs nationally.

The trial period has long since surpassed one month and Essex LMCs continue to trial this process. It is expected that this scheme will soon be rolled out nationwide.

Essex LMCs continue to escalate cases to PCSE on a regular basis.

When is it time to escalate a constituent's case?

PCSE aims to get things right, first time. On occasions though, a constituent (that is a GP or practice staff member) may ask the LMC for support in seeking resolution of their case(s). Essex LMCs can escalate a query if one of the following situations applies:

- The constituent is experiencing severe financial hardship, or
- There is a potential risk to patient safety, or
- The constituent has been waiting for over 40 days since first raising the issue with PCSE, has a valid CAS number, and has reason to believe that resolution is not imminent.

For any cases that were first raised less than 40 days ago or are not causing financial hardship or a risk to patient safety, the constituent should still follow the usual Contact Us process with PCSE.

Escalating cases that have been unresolved for over 40 days

If the constituent has been waiting for over 40 days since first raising the issue with PCSE, has a valid CAS number, and has reason to believe that resolution is not imminent, please follow the following process.

- 1) Ensure you have all details of the issue together with the latest case reference number (the correct format is CAS-XXXXXXXX-XXXXXX).
- 2) Complete an Essex LMCs escalation form (as shown on the right), and forward to the LMC.
- 3) The LMC will then **escalate your form to PCSE.**

What happens next?

When you have completed the escalation form, please send it to the LMC at:
karl@essexlmc.org.uk

Your form will then be escalated to PCSE as a high priority and they will then respond back to the LMC confirming receipt of form with a new unique reference number allocated which should be used for all future correspondence.

During their investigation, PCSE may need to contact the LMC/practice for clarity of information or to request additional information. PCSE ask that if further clarity or information is required that a response is returned as soon as possible to enable them to resolve your concerns efficiently.

Usually, the PCSE target date to provide a resolution is within 40 days of receipt. However, due to the nature of the concerns raised, they understand that an urgent response is required. Therefore, your case will be prioritised to resolve ahead of this timescale and they aim to resolve this as quickly as possible. They do keep us updated about the progress of cases.

Summary

Remember, if you find yourself in one of these three situations:

- You are experiencing severe financial hardship
- There is a potential risk to patient safety
- You have been waiting for over 40 days since first raising an issue with PCSE, have a valid CAS number, and have reason to believe that resolution is not imminent. Please complete the escalation

Please complete an escalation form, and send it to the LMC at: karl@essexlmc.org.uk