

Capita and the NHS pension fiasco – what is going on?Part 2!

Rather than a normal blog, I am again providing below, a few brief notes from the follow up meeting that we had on 9 February 2017 with NHS England and Capita (PCSE) regarding Sessional issues.

I felt that in this format it may be easier for you to see the issues that were raised and how we are progressing with them.

1. Clarity of where to find the correct information.

NHS England have now further updated the [PCSE website](#) and the [GP locum section](#).

All individuals should now be forwarding their paperwork to the Darlington office. We highlighted that we were not made aware of this change and have reiterated the importance of communicating with Sessional GPs and the GPC Subcommittee.

If individuals have sent paperwork and/or cheques to the Preston or Clacton Office, we have been assured it will automatically be forwarded to the Darlington office and this will not affect the 10 week rule for Pension Contributions.

2. Clarity of how to send future pension contributions.

BACS is now the preferred method of making future pension contributions. NHSE/Capita have also finally agreed to use a BACS reference based on the SD number. They have agreed to have this finalised imminently, after which their website will be updated. We have offered the help of the BMA GP twitter feed, personal feeds and the Sessional GPC newsletter to communicate this to our members.

3. Unallocated Money

As mentioned last time PCSE are going through unallocated monies and trying to match them to Locum A&B Forms. They have advised that they are on track and state it will be completed by 31 March 2017.

Due to confidentiality, we cannot explain all here however, we are seeking assurances that this will be done.

4. Confirmation payments that have been made where cheques have not been cashed will be honoured and back dated correctly.

As mentioned above, PCSE are going through unallocated monies and trying to match them to Locum A&B Forms.

For those that have paid by cheques and the cheques have expired, the cheques are being returned to the issuing bank or individuals. The GP will then need to resubmit (via Cheque or BACS). NHSE have assured that these payments will be honoured and back dated correctly.

We have provided a few examples where this has not occurred. We were assured that these will be investigated and we will follow this up at the next meeting.

5. Currently there is no mechanism of receipt of:

a. Locum A, B forms and Payment.

b. SOLO Forms

c. Type 2 annual self assessment form

d. Appraisers Pension Contributions

This is probably the biggest concern I hear from Sessional GPs. It seems illogical that we pay money in to a pension scheme each month and do not receive any form of receipt that the correct amount has been entered for the correct month.

Considering the chaos that has occurred over the past year, we have advised Capita that members would need assurances that pension contributions have been added correctly to their pension record and to increase their confidence in Capita.

Moving forward we think this is an extremely important issue and we will continue to raise it.

6. Type 2 Annual Self Assessment Form –

a. Many Sessionals unaware of the requirement to complete these forms.

b. What happens to those that have not completed one?

We have raised this again. Many members who are [Type 2 Practitioners](#) are not aware of this requirement and that it has been a legal requirement since 2010. The deadline for year end 31 March 2016 is fast approaching, it is 28 February 2017.

NHSE have advised that members should receive reminder letters to complete these. We have stated that this does not occur for many Sessionals.

We have asked for an amnesty for those individuals who have not completed these forms as this is in the best interest for all of us. In addition, we have offered two test cases to see the implications of not having completed these forms for the past six years!

Another one that I will keep you updated on!

There is more info [here](#) on the NHS Pensions Webpage.

7. The Ability to complete Locum A and B forms online

This is not yet the case however, forms can be scanned and emailed to pcse.enquires@nhs.net stating LOCUM in the subject line of the email. If individuals are using NHS mail they can send the forms with a delivery confirmation.

8. Performers List

We have sought clarity from NHSE/Capita that the responsibility for you being able to work lies with your RO and not Capita. If you have concerns about being on the Performers List for work, contact your RO for confirmation in writing that they are on the Performers List.

9. Capita Updates

There have been Capita updates that have been sent to directly to practices, with little to no information for Sessionals. We have suggested that this update has a Sessional Section and advise practices to share it with their Sessional GPs. We have also suggested that they improve their comms and create a separate update with the same information that can be communicated directly to Sessional GPs.

That is all for now.

Overall again, we felt it was a very productive meeting. Capita acknowledges the issues above, and have expressed that they are ready to work with us both now and in the future. NHSE and Capita have agreed to have another meeting in three weeks time to pick up the ongoing issues.

I will update you following the next meeting.

Krishan Aggarwal is deputy chair of the sessional subcommittee, GPC UK.

Follow him on Twitter [@Krishanx](#)

Read Krishan's [first blog](#) on Capita and pensions