



North East London Primary Care Clinical Information and Facilitation Service

**Contract Mobilisation Newsletter and FAQs for North East London
Primary Care providers – Number One**

July 1st, 2026

Introduction

From August 1st, Primary Care IT will be providing you with Primary Care Clinical Information and Facilitation Services – these services are currently provided by Queen Mary University London’s Clinical Effectiveness Group.

We wanted to take this opportunity to introduce ourselves and provide information about the services we will be providing you. This is the first of our weekly Newsletters and FAQs, and future FAQs will continue to reflect the common themes and trends we have gathered through ongoing engagement with North East London Place and PCN personnel.

Who is Primary Care IT?

Primary Care IT was formed by two EMIS web enthusiasts; we wanted to share many of the tools we had developed for use within our own practice.

We could see that every practice was trying to reinvent the wheel, but most practices didn’t have the time or resources to spend optimising EMIS to be most efficient.

As we began to share our tools, we realised that to do it properly we would need registration with appropriate regulatory authorities as well as developing a team who

could continue to evolve and grow the tools, embedding new guidelines and best practices.

Hence Primary Care IT was born and rest assured that we also work with practices using TPP SystemOne.

Primary Care IT currently provides its suite of clinical decision support tools to 360 General Practices across England and are commissioned to provide these services by more than 15 Integrated Care Boards. We are also running several pilots across the United Kingdom.

We recently ran a pilot with several North East London Practices in partnership with North East London ICB, so some of you will already be familiar with us and what we do.

At a high level, North East London ICB has commissioned Primary Care IT to provide practical support, tools and guidance that help practices, PCNs and neighbourhood teams make better use of clinical data.

This includes support to improve the quality and consistency of coding in GP practices, helping teams record care accurately and use their clinical systems more effectively. We will provide clinically informed advice on practice systems, data quality and coding, so that practices can feel confident that their records support safe care, accurate reporting and contractual delivery.

The service will also provide standardised searches, reports and data outputs to support a range of needs, including payment claims, data validation, call and recall, patient tracking, service planning, quality improvement and analysis. These resources are designed to help practices identify patients who may need review, spot coding gaps, monitor progress during the year, and identify areas of risk or under-performance early.

Primary Care IT will work with GP practices, PCNs, neighbourhood teams and commissioning colleagues to support delivery of nationally and locally commissioned services. The aim is to provide a consistent offer across North East London, while still allowing for appropriate local variation between practices, PCNs and places.

Overall, the service is intended to support better data, safer care, reduced unwarranted variation, improved contract delivery and a stronger learning health system across North East London.

Frequently Asked Questions

What does this mean for me in General Practice?

The Primary Care IT offering includes **templates, searches, protocols, alerts, reports and support guidance**. The resources are built to help clinicians and practice teams identify eligible patients, record activity correctly, meet local and national contract

requirements, improve data quality, and reduce the risk of missed reviews, coding gaps or safety issues.

For **practice managers**, the key benefit is that PCIT supports operational delivery. It helps practices understand what work needs doing, track achievement, evidence activity for payment, and reduce manual reconciliation. Searches and reports can highlight outstanding work, completed activity, coding issues and potential income opportunities.

For **clinicians**, the key benefit is that PCIT resources sit within normal clinical workflows. Templates support consistent consultation recording, alerts flag important clinical or coding issues at the point of care, and protocols help guide safe, accurate action without needing staff to manually remember every contract rule or coding requirement.

In practical terms, practices should know that PCIT is there to help them:

- deliver local and national enhanced services more reliably;
- identify patients who need review, coding or follow-up;
- use standardised templates and coding;
- support safer clinical decision-making;
- improve data quality;
- reduce missed income;
- access clear support articles and guidance for each resource.

The overall message is: **your ICB is funding PCIT to give your practice practical tools that save time, support safer care, and make contract delivery easier.**

What should practices expect during mobilisation?

We recognise that a change in provider may raise practical questions for practices and PCNs. Our aim is to make the transition as smooth as possible and to ensure that practices continue to receive clear, practical support.

In simple terms:

- **Existing support will not simply disappear.** Primary Care IT is working with North East London ICB to mobilise the new service in a planned way, with engagement and onboarding taking place before the service starts.
- **Practices will continue to receive practical tools and resources.** This will include templates, searches, protocols, alerts, reports and support guidance, aligned to the agreed service specification.
- **We will work with both EMIS Web and TPP SystemOne practices.** Primary Care IT already supports practices using both systems.
- **Practices will be told what action is needed.** As part of onboarding, we will explain any requirements around system access, Information Sharing Agreements, training, support materials and engagement sessions.

- **There will be named contacts for questions and support.** Vanessa Young, Customer Engagement Manager, and Robert Connor, Interim Programme Director for mobilisation, will be supporting practices and PCNs through the transition.

Our priority is to ensure that practices understand what is available, how to access it, what they need to do next, and who to contact if they need help.

Who will be able to access these services?

All General Practices and Primary Care Networks from the seven North East London Boroughs or 'Places':

- Barking & Dagenham
- City & Hackney
- Havering
- Newham
- Redbridge
- Tower Hamlets
- Waltham Forest

Can you work with Practices using TPP SystemOne?

Yes, we are currently working with Practices that use both EMIS Web and TPP SystemOne

My Practice currently has a subscription for Primary Care IT Services. What will happen once Primary Care IT begin providing services to all North East London Practices?

As North East London ICB is paying Primary Care IT to provide services at scale, any Practice that currently has an individual subscription for the services North East London will be paying for from when we start provision of services will be reimbursed for the period from PCIT's service commencement date and the end of its subscription contract. Reimbursement processes will be confirmed once contractual payment arrangements with North East London ICB are completed.

Why hasn't Primary Care IT contacted us before now?

We finally signed the contract with North East London ICB on June 18th, which meant we could begin engaging with North East London Practices and PCNs. We have already met with some PCN representatives and will be arranging to meet with others in the coming days and weeks. **Vanessa Young** is our Customer Service Manager and **Robert Connor** is our Interim Programme Director for the contract mobilisation, and they will be working to ensure you are provided with as much information as possible, including our

service user onboarding process and what you will need to do regarding Information Sharing Agreements and access to your systems.

We have some enhanced contracts that other Practices do not have. How will you support localisation?

Primary Care IT will work with all Practices and PCNs to support clinical leads and managers to implement and deliver all commissioned services (including those commissioned nationally, locally and by public health), and therefore support the provision of better care, reduce unwarranted variation, and monitor data quality and outcomes in-year.

- Primary Care IT will work to an agreed Service Specification, which covers:
 - Support for data entry and patient management
 - Facilitation and support for practices and PCNs
 - Provision of formatted data
 - Data validation
 - Communication, engagement and collaboration

How will I contact Primary Care IT if I have a problem?

Primary Care IT will provide contact access through telephone, email, MS Teams and direct face to face contact – we also regularly visit Practices and PCNs to provide training and attend network meetings.

Primary Care IT will be accessible during core Practice hours providing direct contact with the service and will also be able to address urgent issues during extended hours.

Primary Care IT will also ensure its online services (e.g. data dashboard) will be available continuously, and all e-mails from Practices will be acknowledged within one working day.

My Practice receives services from QMUL's CEG that are not included in Primary Care IT's Service Specification

While Primary Care IT has been contracted to provide a specific set of services, we have also ensured that there will be a formal process in place for requests for additional services, which will be considered and assessed by North East London ICB. More information about this process will be made available once we commence service provision.

Will my existing support disappear?

No. Primary Care IT is working with North East London ICB to support a planned transition from the current service to the new service. We will provide further

information during mobilisation so that practices understand what is changing, what is continuing, and what support will be available.

Will I still get searches, templates and other practical resources?

Yes. The Primary Care IT service includes practical resources such as searches, templates, protocols, alerts, reports and support guidance. These are designed to support contract delivery, data quality, coding, patient identification, clinical safety and day-to-day practice workflows.

What does my practice need to do?

We will provide clear onboarding information before the service starts. This will include any actions required around Information Sharing Agreements, access to clinical systems, training, engagement sessions and use of support materials. We are working closely with the ICB, your LMCs, and will also involve your PCNs' DPOs to assure our Information Governance processes.

Who Do I Contact If I Have More Questions?

Between now and when we commence service provision, if you have any questions about the new service, you can contact **Vanessa Young** at vanessa@primarycareit.co.uk and/or **Robert Connor** at robert@primarycareit.co.uk

We are also arranging further engagement sessions with Primary Care representatives in all seven Boroughs so watch this space!