PSA Monitoring in Primary Care

Frequently Asked Questions (FAQs)

Q1. When will patients start transferring from Secondary Care?

1. It is expected that patients will begin transferring to primary care from mid-June/early July 2022.

Q2. When does the practice get paid?

A. Payment is on the completion of the annual review. Provider remuneration is £50.00 per patient per annum.

Q3. How do I claim for providing the PSA service?

A. Claiming will be done monthly via APEX – APEX will automatically extract data for providers to review and submit for commissioner approval – once approved the provider can create an invoice via APEX for submitting. Claims submitted post 3 months completed activity will not be paid.

Q4. Who do I contact if I’m having problems with APEX?

A. APEX support team - Tel: 01924 900 177 or email: [support@edenbridgehealthcare.com](mailto:support@edenbridgehealthcare.com)

Q5. Where do I send the invoice?

1. Invoices to be submitted via Tradeshift.

Q6. Where can I send any invoice queries to?

A. Please email [Kmccg.pchealthoutcomes@nhs.net](mailto:Kmccg.pchealthoutcomes@nhs.net)

Q7. How do I code PSA reviews?

1. The Ardens PSA localised template is the best way to code your activity as it includes all the codes required to generate a payment.

For payment, please ensure that the following is ticked:

* Access to general medical services enhanced services administration
* PSA (prostate specific antigen) monitored in primary care
* Prostate-specific antigen monitoring

Q8. What if I can’t see the localised PSA template, how do I get access to it?

A. All practices will need to run the ‘tagging protocol’ to be able to see any localised templates. This only needs to be done once. For instructions click here <https://support-ew.ardens.org.uk/support/solutions/articles/31000155469-enabling-localised-content-for-plus-and-pro-customers->

Once done you will see the following:

Graphical user interface, text, application

Description automatically generated

Q9. Who do I contact if I’m having problems with Ardens?

A. Tel: 01865 257 389 or email: [support-emis@ardens.org.uk](mailto:support-emis@ardens.org.uk)

Q10. Where can I find the online training?

1. The CCG recommends the E-learning training provided by the RCGP as a minimum. These materials can be accessed through the following link:

[Prostate Cancer: Early diagnosis in General Practice course](https://elearning.rcgp.org.uk/course/view.php?id=132)

Q11. Are there named contacts with Secondary Care in case of queries or support?

1. Contact names can be found in the Primary PSA Monitoring Secondary Care Process document.

Q12. Is a template patient letter available?

1. A template letter for patients can be found within the service specification.

Q13. What is the process of referring a patient back to Secondary Care should the need arise?

1. Please refer the Primary PSA Monitoring Secondary Care Process document.

Q14. How will we be informed of eligible patients?

1. Please refer the Primary PSA Monitoring Secondary Care Process document.

Q15. Which clinicians can deliver these appointments?

1. The responsibility for managing the care of the patient on the Prostate Cancer Register will be deemed to be their registered GP although the service may be delivered by another clinician in the practice