Annex 3

Example stage 1 outcome letter (NHS Resolution Primary Care Appeals Referral)

[date]

Dear [contractor name]

Ref: [contract details]

Further to our recent meeting on [date/time/location of meeting] to discuss your dispute, I am writing to confirm the following outcome(s):

[outcome 1 details]

[outcome 2 details]

[outcome 3 details]

As we were unable to resolve this dispute by local dispute resolution, you may now wish to refer the matter(s) to the Secretary of State for dispute resolution in accordance with the National Health Service [General Medical Services Contracts or Personal Medical Services Agreements] Regulations 2015.

If you do wish to refer the matter(s) to the Secretary of State, then please send all supporting documentation to NHS Resolution (NHSR) Primary Care Appeals (PCA) which undertakes the delegated function of the Secretary of State. We have enclosed a copy of the NHSR PCA Guidance Note for parties involved in Dispute Resolution.

Yours sincerely,

[name]

[title]