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# Standard General Medical Services Contract Variation Notice

Version 1, 16 August 2023

## Standard General Medical Services (GMS) Contract Variation Notice

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Prepared by Hill Dickinson on behalf of NHS England

The text of the Standard General Medical Services (GMS) Contract Variation Notice August 2023 has been prepared by Hill Dickinson on behalf of NHS England.

It is prepared on the basis that the signed contract to be varied is in the form of the NHS England Standard General Medical Services Contract and is up to date with all prior variation notices (up to and including the NHS England Standard General Medical Services Contract Variation Notice April 2023).

### **Equalities and health inequalities statement**

"Promoting equality and addressing health inequalities are at the heart of NHS England's values. Throughout the development of the policies and processes cited in this document, we have:

- given due regard to the need to eliminate discrimination, harassment and victimisation, to advance equality of opportunity, and to foster good relations between people who share a relevant protected characteristic (as cited under the Equality Act 2010) and those who do not share it;
- given regard to the need to reduce inequalities between patients in access to, and outcomes from, healthcare services and in securing that services are provided in an integrated way where this might reduce health inequalities."

NHS ENGLAND  
Standard General Medical Services Contract Variation Notice – August 2023

Dear Sir/Madam

**Notice of Variation to your General Medical Services Contract dated [            ]**

We give you notice under paragraph 57(2) of Schedule 3 to the National Health Service (General Medical Services Contracts) Regulations 2015 (S.I. 2015/1862) that the terms of your General Medical Services Contract dated [    ] are varied as set out below with effect from [*insert here date on which variations will take effect. Where reasonably practicable this should not be less than 14 days after the date on which this notice is served. This is a regulatory requirement.*].

These variations are made to comply with:

- The Health and Social Care Information Centre (Transfer of Functions, Abolition and Transitional Provisions) Regulations 2023;
- The Health Education England (Transfer of Functions, Abolition and Transitional Provisions) Regulations 2023; and
- The National Health Service (General Medical Services Contracts and Personal Medical Services Agreements) (Amendment) (No. 2) Regulations 2023;

which came into force since the last update to the Standard General Medical Services Contract.

For the avoidance of doubt nothing in this notice shall affect accrued rights or liabilities up to the date of the variation.

We request you to acknowledge receipt of this notice by signing and returning the enclosed duplicate of it.

NHS ENGLAND  
Standard General Medical Services Contract Variation Notice – August 2023

Dated:

Signed:

on behalf of [INSERT ICB NAME]

Print name:

## Wording of Variations

### General variations

1. **Replace** each reference to “NHS Digital”, “the Health and Social Care Information Centre”, “Health and Social Care Information Centre”, “the Centre” or “Health Education England” with “*NHS England*”.

### Part 1

2. In clause 1.1, **delete** the following definitions:

2.1. “Health and Social Care Information Centre”

2.2. “medical card”; and

2.3. “NHS Digital Workforce Collection”.

### Part 7

3. After clause 7.3, **insert**:

“7. 3A. **New telephone contract or arrangement**

7.3A.1 The Contractor must ensure that any new contract or other arrangement relating to telephone services used by:

(a) patients to contact the Contractor's practice for a purpose related to the Contract; or

(b) any other person to contact the Contractor's practice in relation to services provided as part of the health service;

is with a supplier specified in the Advanced Telephony Better Purchasing framework.”.

4. **Replace** clause 7.5 with:

“7.5 **Contact with the practice**

NHS ENGLAND  
Standard General Medical Services Contract Variation Notice – August 2023

7.5.1 The Contractor must take steps to ensure that a patient who contacts the Contractor:

- (a) by attendance at the Contractor's *practice premises*;
- (b) by telephone;
- (c) through the practice's *online consultation tool* within the meaning given in clause 16.5ZD.2; or
- (d) through a *relevant electronic communication method* within the meaning given in clause 16.5ZE.3;

is provided with an appropriate response in accordance with sub-clauses 7.5.2, 7.5.3 and 7.5.4.

7.5.2 The appropriate response is that the Contractor must:

- (a) invite the patient for an appointment, either to attend the Contractor's *practice premises* or to participate in a telephone or *video consultation*, at a time which is appropriate and reasonable having regard to all the circumstances, and the patient's health would not thereby be jeopardised;
- (b) provide appropriate advice or care to the patient by another method;
- (c) invite the patient to make use of, or direct the patient towards, appropriate services which are available to the patient, including services which the patient may access themselves; or
- (d) communicate with the patient:
  - (i) to request further information; or
  - (ii) as to when and how the patient will receive further information on the services that may be provided to

them, having regard to the urgency of their clinical needs and other relevant circumstances.

7.5.3 The appropriate response must be provided:

- (a) if the contact under sub-clause 7.5.1 is made outside *core hours*, during the following *core hours*;
- (b) in any other case, during the day on which the *core hours* fall.

7.5.4 The appropriate response must take into account:

- (a) the needs of the patient; and
- (b) where appropriate, the preferences of the patient.”.

## Part 13

5. In clause 13.5.3, **delete** the words “a *medical card* or”.

## Part 16

6. **Replace** clause 16.5ZA with:

“16 .5ZA. **Patient online services: provision of online access to coded information in medical record and prospective medical records**

16.5ZA.1 Where the Contractor holds the medical record of a *registered patient* (“P”) on its computerised clinical systems, the Contractor must:

- (a) provide P with the facility to access online information entered onto P's medical record on or after the *relevant date* (the “*prospective medical record*”); and
- (b) promote and offer to P, in accordance with clause 16.5ZA.2, the facility to access online the information from P's medical record held in coded form.

NHS ENGLAND  
Standard General Medical Services Contract Variation Notice – August 2023

16.5ZA.2 For the purposes of clause 16.5ZA.1(b), the Contractor is taken to be:

- (a) promoting the facility to *P* where *P* is encouraged to utilise the practice's digital services and to interact with the practice via online access;
- (b) offering the facility to *P* where it is freely available to *P* if *P* shows interest in the facility or requests access in writing to their medical records held in coded form.

16.5ZA.3 Where a person ("*R*") applies to become a *registered patient* of the Contractor, the Contractor must, as part of the registration process:

- (a) make information available to *R* about the practice's digital services and about how *R* may interact with the practice via online access; and
- (b) inform *R* in writing that on becoming a *registered patient*, *R* will be provided with the facility to access *R*'s *prospective medical record* (unless *R* chooses not to be provided with that facility).

16.5ZA.4 The Contractor must configure its computerised clinical systems so as to allow its *registered patients* the facility to access online information entered onto their medical record.

16.5ZA.5 In this clause 16.5ZA, "relevant date" means:

- (a) if the Contractor has not provided *P* with the facility to access online *P*'s *prospective medical record* under this clause as in force immediately before 15 May 2023, the day on which the Contractor does provide the facility under clause 16.5ZA.1(a); or
- (b) 31 October 2023;

whichever is the earlier.

16.5ZA.6 Where:

- (a) the Contractor has not, before 15 May 2023, provided *P* with the facility to access online *P*'s *prospective medical record*; and



NHS ENGLAND  
Standard General Medical Services Contract Variation Notice – August 2023

- (b) *P* makes a request in writing to the Contractor on or after 15 May 2023 but before 31 October 2023, to be provided with that facility;

the Contractor must provide that facility to *P* by the end of *the compliance period* or by 31 October 2023, whichever is the earlier.

16.5ZA.7 Where:

- (a) the Contractor has not, before 1 November 2023, for whatever reason, provided *P* with the facility to access online *P*'s *prospective medical record*; and
- (b) *P* makes a request in writing to the Contractor on or after 31 October 2023 to be provided with that facility;

the Contractor must provide *P* with that facility by the end of *the compliance period*.

16.5ZA.8 Subject to clause 16.5ZA.9, the Contractor must not remove the facility of a *registered patient* to access online their medical record provided under:

- (a) this clause 16.5ZA as in force immediately before 15 May 2023; or
- (b) clause 16.5ZA.1.

16.5ZA.9 Nothing in this clause 16.5ZA requires the Contractor to provide *P* with the facility to access:

- (a) online information entered onto the medical record where that information is *excepted information*;
- (b) online information entered onto *P*'s *prospective medical record* where *P* has informed the Contractor that they do not, or no longer, wish to be provided with that facility; or
- (c) information referred to in clause 16.5ZA.1(b) which the Contractor's computerised systems cannot separate from any free-text entry in *P*'s medical record.

NHS ENGLAND  
Standard General Medical Services Contract Variation Notice – August 2023

- 16.5ZA.10 For the purposes of this clause 16.5ZA and clause 16.5ZB:
- (a) "the compliance period" means the period specified in Article 12 of the *UK GDPR* for compliance with a request made in exercise of a right under Article 15 of the *UK GDPR*;
  - (b) information is "excepted information" if the Contractor would not be required to disclose it in response to a request made in exercise of a right under Article 15 of the *UK GDPR*.

16.5ZA.11 For the purposes of clause 16.5ZA.10, "UK GDPR" has the meaning given in section 3(10) of the Data Protection Act 2018."

7. In clause 16.5ZB.1, **delete** the words "and redaction software".

8. Immediately after clause 16.5ZB.1, **insert**:

"16.5ZB.1A Where *P* makes a request under clause 16.5ZB.1(b), the Contractor must provide *P* with the facility by the end of *the compliance period*.

16.5ZB.1B The Contractor must configure its computerised clinical systems so as to allow its *registered patients* the facility to access online their *relevant medical information*."

9. In clause 16.5ZB.2:

9.1. **Replace** the word "offered" with the word "provided"; and

9.2. **Delete** the words "or 16.5ZA.2".

10. In clause 16.5ZD.3(a), immediately after the words "required to offer", **insert** the words ", promote or, as the case may be, provide".

11. In clause 16.5ZD.3(b), immediately after the words "required to offer", **insert** the words "and promote".

NHS ENGLAND  
Standard General Medical Services Contract Variation Notice – August 2023

12. In clause 16.5A.1, **replace** the words “promote and offer” with the words “promote, offer or, as the case may be, provide”.

13. **Replace** clause 16.8AC.10 with the following:

“16.8AC.10 The Contractor shall use reasonable endeavours to include in a *third party contract* (whenever entered into) a term requiring the *third party* (“T”):

- (a) to include the term specified in clause 16.8AC.6 in any *contract of engagement* which *T* enters into with a *jobholder* on or after entering into the contract with the Contractor;
- (b) to use reasonable endeavours to include that term in any *contract of engagement* which *T* has entered into prior to entering into the contract with the Contractor.”.

14. **Replace** clause 16.8AC.11(a) with:

- “(a) include in a third party contract (whenever entered into) a term requiring T:
  - (i) to include the term specified in clause 16.8AC.6 in any contract of engagement which T enters into with a jobholder on or after entering into the contract with S;
  - (ii) to use reasonable endeavours to include that term in any contract of engagement which T has entered into prior to entering into the contract with S; and”.

15. In clause 16.8AC.11(b), after the words “a term requiring *P* to”, **insert** the words “use reasonable endeavours to”.

16. **Replace** clause 16.8AC.12 with:

- “16.8AC.12 The term is one which requires *T*:
- (a) to include the term specified in clause 16.8AC.6 in any *contract of engagement* which *T* enters into with a *jobholder* on or after entering into the contract with *P*;

NHS ENGLAND  
Standard General Medical Services Contract Variation Notice – August 2023

- (b) to use reasonable endeavours to include that term in any *contract of engagement* which *T* has entered into prior to entering into the contract with *P*.”.

17. In clause 16.8I.1, after the words “the Health and Social Care Information Centre (Establishment of Information Systems for NHS Services: General Practice Appointments Data Collection in Support of Winter Pressures) Directions 2017”, **insert** the words “(the functions of the Health and Social Care Information Centre under the Directions were transferred to NHS England by the Health and Social Care Information Centre (Transfer of Functions, Abolition and Transitional Provisions) Regulations 2023).”.

## **Part 19**

18. In clause 19.1.3(a):

18.1. At the end of sub-clause (i), **insert** “ and”; and

18.2. **Delete** sub-clause (iii).

NHS ENGLAND  
Standard General Medical Services Contract Variation Notice – August 2023

I/We [ ] acknowledge receipt of the notice of variation dated [ ] of which the above is a duplicate. I/We acknowledge that this notice will take effect from [ ].

Signed:

[on behalf of ]:

Print name:

Date: