

Dear colleagues

GPC England in dispute over unsafe contract changes

This week, on Wednesday 1 October, GPC England entered into dispute with the Government over contract changes that are unsafe.

The Government, DHSC and NHSE have doubled down on unfulfilled promises in terms of necessary safeguards being in place for online consultation requests and GP Connect (Update Record) write access, and GPC England has [written to the Secretary of State for Health](#) to confirm that we are in dispute.

The 1 October contract changes oblige practices to keep online consultations tools available to patients throughout core hours (08:00 – 18:30 weekdays) for non-urgent appointment requests. They also require practices to switch on access to ‘update record’ (write access) via GP Connect for other NHS providers.



To end this dispute, GPC England is calling on the Government to request NHS England to urgently:

- Provide written assurance that no breach notices will be issued should a practice, citing safety reasons, temporarily divert online requests to telephones and walk-in, due to patient demand overwhelming the available practice clinical capacity
- Meet with GPCE and online providers to secure solutions for their platforms which preclude the submission of urgent online consultation requests
- Work with the JGPITC to reach solutions which resolve their outstanding concerns, as articulated in their written statement on [GP Connect](#), and provide practices with indemnity cover for data breaches by other NHS and third-party providers

We have also asked the Government to demonstrably focus on GMS contract renewal, with transparency regarding funding envelopes for the GMS 2026/27 financial year; for new GMS; and for novel contracts within the 10 Year Health Plan, and swiftly confirming the roadmap regarding timelines for such renewal and investment.

Watch this [clip](#) from the Labour Party conference with the GPC England Chair, Dr Katie Bramall, explaining why GPs are entering dispute with Government.

Read more about the contract changes and why GPC England is in dispute with the Government. You'll also find links to guidance, template letters to use and posters and graphics to download [here](#).

Implementing the contract changes – GPCE guidance

Being in dispute does NOT mean practices can ignore the Contractual changes implemented on 1 October 2025, nor can GPC England, or LMCs, recommend or endorse such an approach. To ensure compliance with new contractual requirements in the [25/26 contract agreement in March 2025](#), and to avoid the risk of potentially receiving a remedial breach notice from your ICB, practices **must**:

- have an online consultation tool, which is available to registered patients throughout core hours (8am – 6.30pm), to allow them to make non urgent / routine appointments requests, medication queries and administrative requests and
- ensure GP Connect (Update Record) write access functionality is enabled.

Guidance

[A range of guidance is available on the BMA website](#), where you can also download the BMA's [Practice Charter](#) as an accompaniment to NHS England's "You & Your GP Practice" document, and [template letters to send to your ICB regarding online consultations](#). Other guidance include:

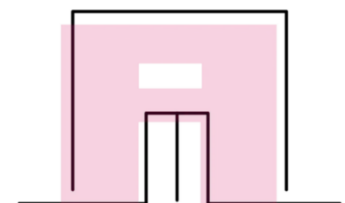
- [Regulatory changes for 2025/26](#)
- [Managing patient care safely from 1 October](#)
- [FAQs for 1 October 2025 online consultations](#)
- [Guidance on demand and capacity](#)
- [Setting up online consultations and appointments](#)
- [GP Connect Update Record Summary](#)
- [Waiting lists in General Practice](#)
- [Choosing an online GP consultation platform](#)
- [GP online consultations poster](#)

Many LMCs have also circulated information to practices. As we prepare for further escalatory options, please encourage any GPs or GP registrars who are not BMA members to [join](#) so that they may vote in any potential future ballot, and ensure you own membership information is up to date.

Access all the guidance: [Campaigning around GP contracts in England](#)

GP Premises Survey 2025: Summary of Findings

The BMA's latest survey of nearly 2,000 GPs and Practice Managers reveals serious concerns about the state of GP premises in England. Half of respondents say their buildings are unsuitable for current needs, and over 80% say they won't meet future demands. Space shortages are affecting staff wellbeing, training, and the integration of new roles under Primary Care Networks within practice teams. A quarter of respondents reported having been invoiced with inaccurate service charges and less than half of these described the charges as 'resolved'.



We heard concerning reports from tenants in NHSPS and CHP buildings about incorrect invoices, including billing for lift maintenance where there are no lifts, being charged for snow clearance when it had not snowed and mould growing in the reception area. Thank you to everyone who completed and promoted the survey it has helped to build a clear picture which will help us call for change. Please find the full results and our recommendations [here](#).

Power in Numbers: Uniting Sessional GPs for Change

Join us for a free national virtual event on Thursday, 16 October 2025, from 19:00 to 20:30, open to all sessional GPs – BMA members or not. This is your chance to connect, share concerns, and help shape a fairer future for sessional GPs. Hear from newly elected representatives, get updates on the DDRB and 10-Year Plan, and explore support and private practice opportunities. Let's stand together to make real change – [register now](#).

PCSE Webinar: Updates for LMCs

PCSE is holding a webinar for ICBs and LMCs on **6 November at 11am - 12pm**. This webinar offers key updates and guidance for ICBs and LMCs on PCSE processes. It also provides an opportunity for attendees to engage directly with PCSE staff to raise questions and clarify operational processes and procedures. Register [here](#)

Representation of GP Educators working for NHS England

We are aware that a number of GPs that work for NHS England as educators, training programme directors and associate deans are concerned about what the future might bring with the proposed abolition of NHS England. The Medical Academic Staff Committee has reached out to the NHS England Local Negotiating Committee and the Chair has offered to meet with those affected and update them on developments to the extent that he is aware. If you would be interested in taking part in that meeting and being contacted by MASC and the LNC about the issues please e-mail info.masc@bma.org.uk with your details.

GP wellbeing resources

A range of wellbeing and support services are available to doctors, and we encourage anybody who is feeling under strain to seek support, such as the BMA's [counselling and peer support services](#), [NHS practitioner health service](#) and non-medical support services such as [Samaritans](#). The organisation [Doctors in Distress](#) also provides mental health support for health workers in the UK. We have produced a [poster with 10 top tips](#) to help support the wellbeing of you and your colleagues.

The [Cameron Fund](#) supports GPs and their families in times of financial need and the [RCGP](#) also has information on GP wellbeing support.

Visit the BMA's [wellbeing support services page](#) or call [0330 123 1245](tel:0330 123 1245) for wellbeing support.

- [The BMA's GP campaign webpage](#)
- [GPCE Safe Working Guidance Handbook](#)
- Read more about the work of [GPC England](#) and practical guidance for [GP practices](#)
- See the latest update on X [@BMA_GP](#) and read about [BMA in the media](#)

Read the GPCE bulletin: [GPC England in dispute | contract changes guidance | GP premises survey findings](#)

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