

Rt Hon Wes Streeting MP

Secretary of State for Health and Social Care
Department of Health and Social Care

Stephen Kinnock MP

Minister of State for Care
Department of Health and Social Care

Sent via email

19 September 2025

Dear Secretary of State and Minister,

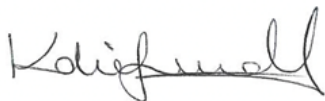
I write further to my phone call with Minister Kinnock on 19th September during which I informed him of the General Practitioners Committee England's (GPCE) intention to enter into dispute with government from 1st October, should our significant concerns regarding patient safety not be adequately addressed.

When GPC England voted to accept the 2025/26 contract back in March, we mutually agreed with Government, DHSC, and NHS England that necessary safeguards must be in place in time for the start of October's contract changes. For GP Connect Update Record (write access) the BMA and RCGP's Joint GP IT Committee (JGPITC) has tried to work with NHS England counterparts to make the tool safe, but as communicated in their [statement](#), it is not yet safe, so **we are seeking that you defer this becoming contractual until the JGPITC is satisfied that the safe and necessary functionality is there.**

We have similarly tried to work with NHS England and DHSC colleagues to explore changes to online consultation platforms to provide additional functionality for routine appointment requests. **Online systems currently cannot distinguish between non-urgent and urgent patient queries, so the safeguards agreed within the GMS contract must include an IT solution which mitigates urgent requests being submitted via routes intended for routine appointment requests. We are seeking that you defer the contractual changes until this functionality is available from online consultation providers, or work with GPC England to seek a pragmatic compromise, e.g. permitting practices to have online access each day from 08:00, until an agreed later point in the day when the online consultation element of online access is diverted to walk-in and telephone contact, in order to be able to safely manage patient need until the practice closes at 18:30.**

As I have previously outlined to you to you both I believe these challenges can be resolved swiftly, without the need to spend a single penny. Patient safety, workforce wellbeing and GP retention must be prioritised, and we hope we can work with you over the coming days to resolve these concerns and protect patients and general practice.

Yours sincerely,



Dr Katie Bramall-Stainer

Chair, General Practitioners Committee, BMA

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