

**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*

01 October 2025

Dear Secretary of State and Minister,

Following my letters of 17 and 19 September, I am writing to confirm that BMA GPC England (GPCE) has now entered into formal dispute with the government.

As outlined previously, unless our concerns regarding patient safety in relation to online consultations and data access were resolved before the contract clauses came into effect on 1 October 2025, we would have no alternative but to enter formal dispute. Unfortunately, that point has now been reached.

GPC England is committed to patient safety, in line with our [professional obligations](#) and as per the recommendations published by the Health Services Safety Investigations Body (HSSIB), the Department's own independent patient safety body. In their report into "[Digital tools for online consultations in general practice](#)", they [stated](#):

*"Online tools were not always accessible and easy to use and did not always allow general practices to collect the necessary information they needed to make decisions about a patient's care. These issues can put the safety of patients at risk."*

The Senior Safety Investigator [said](#):

*"General practices are facing unprecedented demand and are being asked to ensure patients also have an online option to access and receive care. The future of healthcare includes technology to help deliver care, but this needs to be done with recognition of any potential risks to patient safety."*

We could not agree more, but, unfortunately, it seems the Government is ignoring its own advice.

You are aware that on 18 September 2025, GPCE passed the following motion:

*That GPC England notes:*

- *The letter to the Minister and Secretary of State of 22 July 2025 from GPC England and subsequent correspondence*
- *The absence of the mutually agreed necessary safeguards required for the regulatory changes being enacted from 1st October 2025*

**Chief executive officer:** Rachel Podolak

Registered as a Company limited by Guarantee. Registered No. 8848 England.  
Registered office: BMA House, Tavistock Square, London, WC1H 9JP.  
Listed as a Trade Union under the Trade Union and Labour Relations Act 1974.



- *The uncertainty and jeopardy arising from the Ten-Year Health Plan recommendations for novel contract structures for GP practices and how these may potentially deleteriously impact the Secretary of State's offer set out in his letters of 19 March and 11 August 2025*

*and resolves with regret to enter into dispute with Government, DHSC and NHS England from 1st October 2025.*

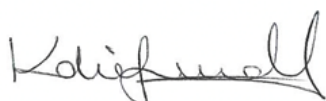
We have consistently offered to work with government and NHS England to, as agreed by your officials *in writing* from February 2025, implement necessary safeguards to avoid urgent requests being erroneously submitted online by patients.

We also have grave concerns regarding unlimited patient need being place upon GP practice teams, and the refusal by you to permit the temporary diverts to allow GPs to catch up, whilst keeping telephones lines on and doors wide open.

Likewise, the JGPITC has tried to advocate its solutions for GP Connect Update Record (write access). The Government and NHS England have had six months to work with us and other stakeholders in good faith to prepare for this date.

I hope that you will look again at our consistent and honest correspondence, and work with us on behalf of practices to protect patients. Our door has always and will always be open.

Yours sincerely,



**Dr Katie Bramall**

Chair, General Practitioners Committee, BMA