

Dr Amanda Doyle

National Director for Primary Care and Community Services,
NHS England

Ed Scully

Director of Primary and Community Health Care,
Department of Health and Social Care

via email

20 November 2025

Dear Amanda and Ed,

Thank you for your letter dated 06 November 2025 in response to our letter sent to you on 04 November 2025. Our letter aimed to demonstrate both the spirit and the scope of our discussions with regard to necessary safeguards, and we refute any suggestion that it was intended to misrepresent the position of government, DHSC, or NHSE. The outstanding questions within our letter regarding what, if any, attempt NHS England has made to ensure implementation of necessary safeguards, including contacting GP system online consultation tool providers, remain unanswered.

As we discussed on multiple occasions, a single software solution was never going to be possible given there are upwards of a dozen or more GP online consultation tool providers in the marketplace. Neither was there to be a single 'necessary safeguard'. The intention we understood, and we believe as understood by you too, was always to work together in good faith to mitigate patient risk. Safeguards would not be exclusively technological, as set out in my letter to the Minister of 17 September. They could be standardised processes or tools such as OPEL to monitor capacity and allow local or system flex when overwhelmed to keep both patients and practices safe.

We would be grateful, therefore, if you could supply a full response to these points, and those raised in our letter dated 04 November.

Our survey of practices, which closed a week ago, has provided feedback from 1000 (>20%) practices across England. The findings demonstrate significant patient safety concerns from practices caring for over 14 million patients. I would welcome the opportunity to discuss these findings with you alongside a number of other key areas that will be vital to the future of general practice and the vital care they deliver to patients. Specifically, we would like to schedule meetings with DHSC and NHSE to discuss the implementation of the neighbourhood model, the Carr-Hill formula review and to recommence discourse on establishing a new reformed GP contract.

We look forward to your reply and hope to meet with you at your earliest convenience to secure the future of general practice and ensure that patients across the country can receive the quality of care they need and deserve both now and in the future. ensure

Chief executive officer: Rachel Podolak



Yours sincerely,

A handwritten signature in black ink, appearing to read 'Katie Bramall', with a stylized, flowing script.

Dr Katie Bramall

Chair, BMA General Practitioners Committee England

Cc.

Rt. Hon. Wes Streeting

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