

To:

- All GP practices in England
- Primary care network clinical directors

NHS England
Wellington House
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cc.

- Integrated care boards
 - Chief executive officers
 - Primary care leads
- NHS England regions:
 - regional directors
 - regional medical directors
 - regional directors of commissioning
 - regional directors of primary care and public health commissioning
 - regional primary care medical directors

13 October 2025

Dear colleagues,

Recent changes to the GP Contract

As you will know three key changes to the 2025-26 GP Contract are now in place and from 1 October 2025 all practices are required to:

- have their online consultation tools available throughout core hours
- have GP Connect Update Record functionality enabled to allow Community Pharmacy registered professionals to send consultation summaries into the GP practice workflow
- link to '*You and Your General Practice*¹' from the practice website

These changes were all agreed with the GPCE prior to implementation, communicated in the final contract letter and explained to all practices in a letter in March this year.

Thank you for your efforts in implementing these changes.

We know that many practices have been operating with their online consultation tools switched on throughout core hours for some time while others have taken huge strides to

¹ <https://www.england.nhs.uk/publication/you-and-your-general-practice/>

achieve this in the last six months. Some practices will still be having teething issues. Whilst we know that change can be difficult, evidence from countless practices shows that trends in patient behaviours are usually consistent, and those practices who have made the change to their operating model find they are better able to manage demand.

In 2024/25, when making online consultations available throughout core hours was financially incentivised through the PCN DES, 85% of PCNs confirmed to us that all of their practices had achieved this, and no patient safety events were flagged as a result. We are confident therefore, given this high baseline, that most of you will be delivering this for patients.

We are keen to support any practices who are finding it difficult to make this change. We would encourage anyone who is struggling to contact your commissioner and seek support.

NHS England and ICBs are fully committed to supporting practices to meet the contractual requirement. Practices may find the [online consultation Frequently Asked Questions²](#) and [recent webinars](#) helpful.

You may be aware of some communication from a LMC in relation to the online consultation contractual requirement, advising GPs to act in ways which might be in breach of their contracts, cause distress or confusion for patients and are disrespectful to other professional groups.

We are GPs ourselves. Every decision we take is in the interests of patients and to support the profession to do its best. That is why we know you will agree that GPs should not follow such irresponsible advice, especially where it may compromise patient care.

We know that every GP reading this letter will want to continue to uphold the professional standards of general practice and put patients first.

Where there are difficulties in transition to new ways of working, we should work together.

Thank you for your continued hard work, especially as we approach the winter season.

Yours sincerely,



Dr Amanda Doyle OBE, MRCGP
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Community Services and Vaccinations
and Screening, NHS England



**Dr Claire Fuller, MBBS, DRCOG,
MRCGP**
Medical Director for Primary Care,
Professional Standards and Performers
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² <https://www.england.nhs.uk/long-read/online-consultations-frequently-asked-questions/>