

24 May 2018

Dear LMCs

The National Audit Office's (NAO) has recently published a [report](#) looking in detail at the process by which Primary Care Support England (PCSE) services were procured by NHS England in September 2015, the problems that have arisen since and the impact that these have had on patients and practitioners. The General practitioners committee was able to contribute to the report back in February, using evidence collated via surveys response that LMCs, practice staff and practitioners have taken the time to complete as well as using more general feedback. Thank you once again for taking the time to support our efforts to lobby NHS England to resolve outstanding issues.

Following publication of the report on 17 May 2018, Dr Richard Vautrey has written again to NHS England's chief executive, Simon Stevens, expressing disappointment that after over two years of operation the service continues to fall short of an acceptable standard. The letter also asks for an action plan for how NHS England intends to address the many issues highlighted in the report.

The letter was also sent to senior governmental figures such as Sarah Wollaston, Chair of the Health Select Committee in the House of Commons and Meg Hillier, Chair of the Public Accounts Committee, as part of our efforts to make resolving the service delivery issues a priority.

Please click [here](#) for where copy of the letter can be found.

This is the most recent letter in a whole series to be sent to NHS England raising concerns (all available on [our website](#)). Yet despite numerous times calling for urgent action to resolve the issues, this remains a daily challenge for practices. Therefore, GPC has launched a campaign, asking for all practice staff members who have been negatively impacted by one or more of the service lines to sign a pledge. This campaign will be used to further demonstrate how far reaching the poor delivery of PCSE is on practice staff and show the government the number of individuals demanding for the service level to be improved. For that reason, your support is once again paramount and as a result of this, I would appreciate your help in encouraging practice staff to sign the pledge by sharing the following link with your members:

<https://e-activist.com/page/24587/petition/1>

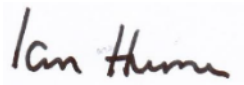
If you would like to share via social media, please use the following link for Twitter <https://e-activist.com/page/24587/petition/1?ea.tracking.id=twitter> or on Facebook using <https://e-activist.com/page/24587/petition/1?ea.tracking.id=facebook>

Thank you in advance for promoting the pledge and your continued support. We will continue to lobby and negotiate with NHS England and Capita in order to resolve the issues and will input



into other investigations if they arise, so practices and GPs should continue to contact us where they are still experiencing specific or general problems at info.gpc@bma.org.uk.

Yours sincerely

A handwritten signature in black ink that reads "Ian Hume". The signature is written in a cursive style and is contained within a light grey rectangular box.

Ian Hume

GP Committee, Policy lead for premises and practice finance