

Did you know?

Primary Care Appeals



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Primary Care Appeals is responsible for ensuring the prompt and fair resolution of appeals and disputes between primary care contractors, or those wishing to provide primary care services, and commissioners i.e NHS England and integrated care boards (ICBs). Contractors or those wishing to provide primary care services include general practitioners, dentists, opticians and pharmacists.

This area of work encompasses the following services:

- Resolving appeals against decisions in accordance with the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 concerning the provision of NHS pharmaceutical services. Such appeals generally relate to the proposed opening of a new pharmacy, relocation of an existing pharmacy, changes to listing, or the provision of dispensing services by GPs;
- Resolving contracting disputes;
- Resolving suspension payment appeals and applications for consent to withdraw from the Performers Lists; and
- Resolving other occasional appeals and applications under various regulations governing primary care, such as APMS disputes.

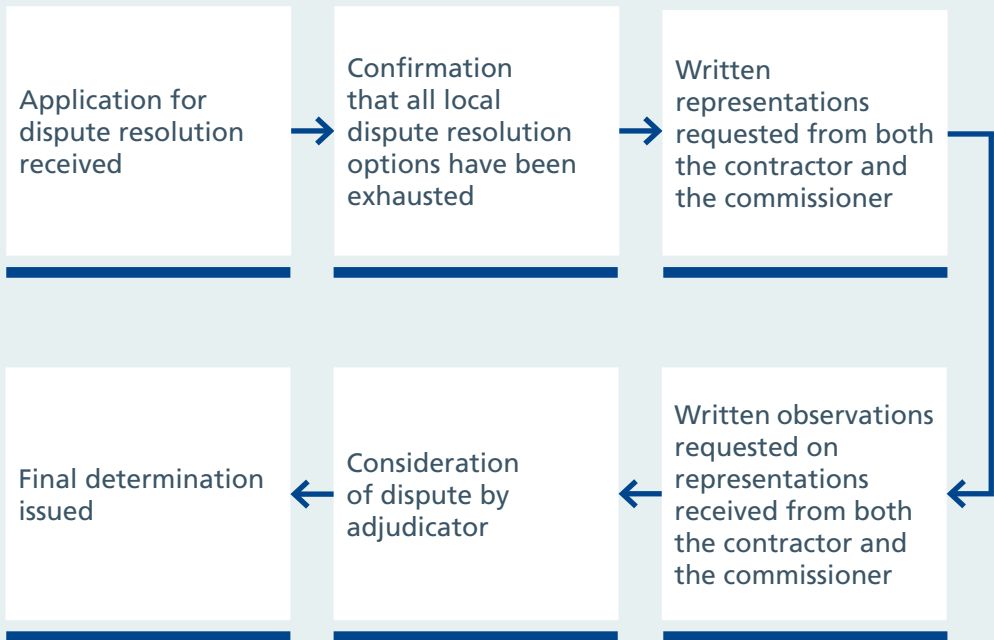
Contracting disputes at a local level

If the contractor and ICB have been unable to resolve a dispute following the 'local dispute resolution' procedure then either party can refer the matter in dispute to Primary Care Appeals.



Common GP and dental disputes range from entitlement to monies, GP premises rent reimbursement, clawback of monies, breach notices, remedial notices and termination of contract.

Our process



Other useful information

Primary Care Appeals operates within an adversarial process, where parties (who can be represented or assisted by whoever they wish) must make their case. We are unable to make our own enquiries and we cannot reconsider our decision.

We ensure that contracting decisions involving delivery of services, including those relating to patient safety, are lawful, reasonable and proportionate. Without such a service managed within the NHS, parties would have no other recourse but to the courts or relevant tribunals.

We publish all our decisions and provide guidance on how we approach decision making on specific subject matters based on past determinations.

If I am in dispute, what information should I provide?

An application for dispute resolution should include:

- the full names and contact details of the parties involved in the dispute;
- a statement describing the nature and circumstances of the dispute (with reference to the appropriate regulations or contract provisions);
- a signed copy of the contract which is in dispute;
- what the applicant sees as the appropriate outcome of the dispute;
- confirmation that all local dispute resolution options have been exhausted; and
- a comparable table (in premises rent disputes).

Following receipt of the application, both the contractor and the commissioner are entitled to make written submissions before the dispute is considered by an adjudicator.

For more information, please go to:

<https://resolution.nhs.uk/services/primary-care-appeals/> or contact the Primary Care Appeals team at nhsr.appeals@nhs.net or 0203 928 2000.