

Supporting Primary Care



Contents

[About NHS Resolution](#)

[Claims Management – General Practice indemnity](#)

[Practitioner Performance Advice](#)

[Primary Care Appeals](#)

[Safety and Learning](#)

[Resources](#)

About NHS Resolution

What do we do?

NHS Resolution is an arm's length body of the Department of Health and Social Care. We provide expertise to the NHS on resolving concerns and disputes fairly, sharing learning for improvement and preserving resources for patient care via our four key service areas:

Claims Management	Primary Care Appeals
Delivers expertise in handling both clinical and non-clinical claims through our indemnity schemes.	Offers an impartial resolution service for the fair handling of primary care contracting disputes.
Practitioner Performance Advice	Safety and Learning
Delivers expert advice, support and interventions on the fair management of concerns about the performance of doctors, dentists and pharmacists.	Supports the NHS, our members and beneficiaries to better understand their claims risk profiles, to target their safety activity while sharing learning across the system to improve patient care.

We have more than 25 years' experience dealing with claims, concerns and disputes. Since April 2019, our extensive claims and indemnity experience has been put to use managing state-backed general practice indemnity schemes.

By bringing clinical negligence indemnity cover for the majority of general practice NHS activities in England under one roof, we have access to the learning from NHS clinical negligence claims spanning general practice and secondary care. Using this learning, and that accruing from our other services, we are able to better understand what can be done in a consistent way to reduce concerns, disputes and claims and thereby improve patient safety and support primary care.

How can NHS Resolution support those working in primary care?

By offering:

- clinical negligence and existing liability indemnity for general practice;
- impartial, and often free, services including advice across a range of areas;
- a range of mediation programmes across several areas and settings;
- a number of education and training events;
- practical investigations and impartial decision making across our main services; and
- a range of accessible resources for the wider general practice workforce.

Claims Management – General Practice indemnity

Rising indemnity costs have been an increasing source of concern for general practice for a number of years. In order to address the concern, the Department of Health and Social Care introduced more stable and affordable state-backed indemnity schemes for the system, operated by the Claims Management service at NHS Resolution. *These schemes cover England only.*

General Practice indemnity - CNSGP and ELSGP – What do they do?

Clinical Negligence Scheme for General Practice (CNSGP) was launched on 1 April 2019. Subsequently, on 6 April 2020, a second indemnity scheme for general practice was established: Existing Liabilities Scheme for General Practice (ELSGP).

CNSGP covers claims arising in relation to incidents that occurred on or after 1 April 2019, while ELSGP covers claims arising in relation to incidents that occurred prior to 1 April 2019.

Both CNSGP and ELSGP provide cover to all staff working in general practice - not just general practitioners - within the scope of the schemes.

Unlike previous arrangements, the schemes do not cover specific individuals but instead cover activities provided within a relevant contract.

For detailed information on exactly who and what is covered under CNSGP and ELSGP, see our [General Practice Indemnity \(GPI\) Scheme Scope document](#) on our website.

How do the GPI schemes support those working in primary care?

- They are centrally funded, meaning that those working in general practice do not need to make any payments to benefit from the schemes.
- Cover is automatic, so there is no need to register or apply to the schemes and cover follows the work as opposed to the individual.
- The schemes provide cover on an occurrence-based arrangement, so are comprehensive in nature.
- The schemes support out of hours work as indemnity extends to this activity and also covers locums.
- The schemes extend the scope of coverage to support the expanded multidisciplinary teams described in the NHS Long Term Plan.

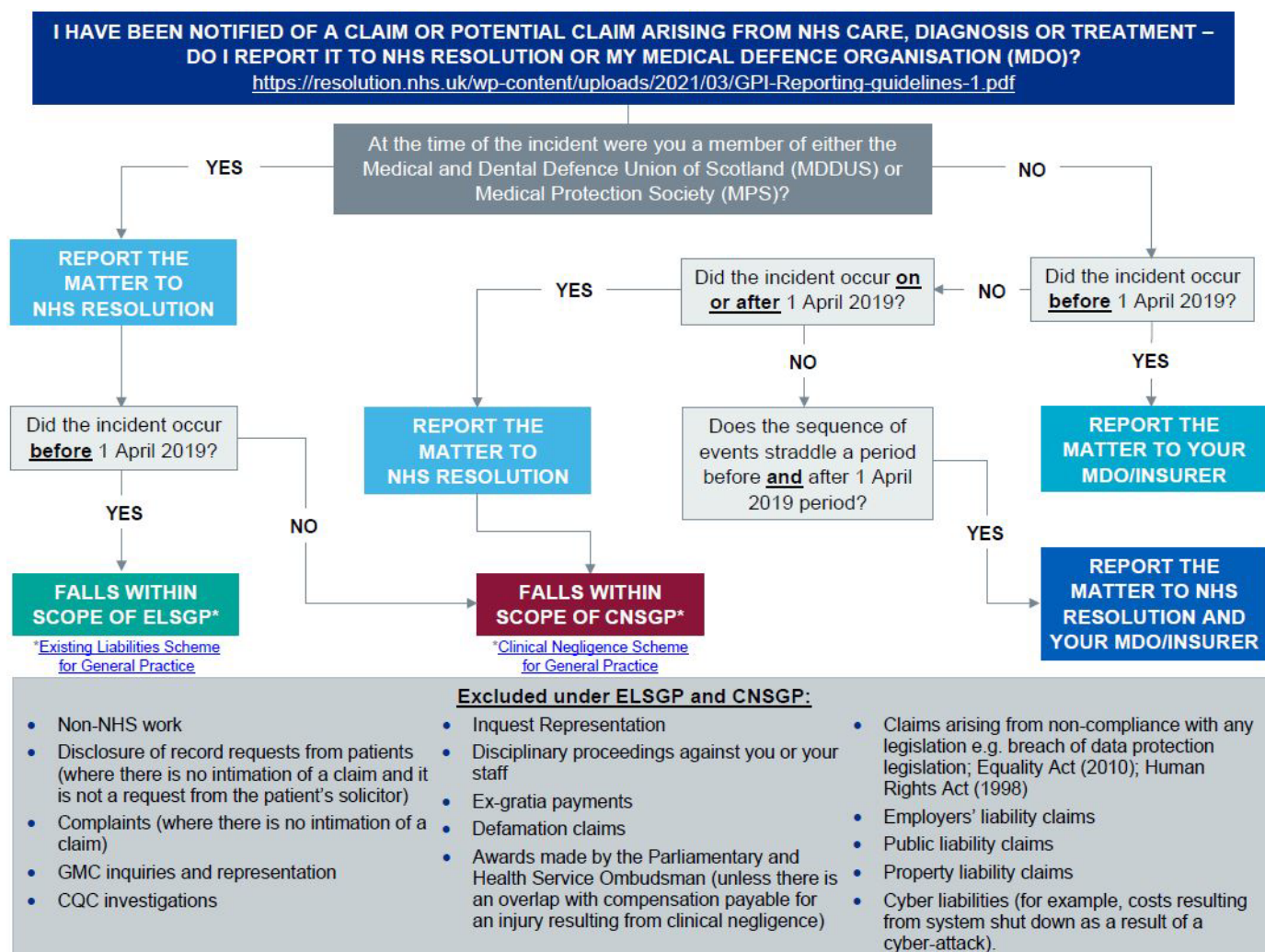
Scheme exclusions

A number of activities are not included under CNSGP and ELSGP. For these activities you will need to seek individual cover with a medical defence organisation (MDO) or other indemnity provider.

Always refer to [the GPI Scheme Scope Document](#) on our website for an up-to-date list of activities that are included and/or excluded from CNSGP and ELSGP.

GPI reporting flowchart

Our GPI reporting flowchart, reproduced below and with an embedded link to the actual flowchart, captures how to report general practice incidents potentially leading to claims. It also provides a non-exhaustive overview of activities excluded from CNSGP and ELSGP indemnity cover. (As noted, please always refer to [the GPI scheme scope document](#) for an up-to-date list of activities that are included and/or excluded from CNSGP and ELSGP.)



How can you access support if you're a healthcare professional with a claim?

We signpost to [support for healthcare staff](#) on our website.

How can you contact us?

For general practice indemnity covering England:

- Claims enquiries: nhsr.claimsenquiries@nhs.net
- CNSGP claims: nhsr.CNSGPnotification@nhs.net
- CNSGP enquiries: nhsr.CNSGP@resolution.nhs.uk
- ELSGP claims: nhsr.ELSGPnotifications@nhs.net
- ELSGP enquiries: nhsr.ELSGP@nhs.net
- Claims Team: 0207 811 6275
- Legal advice helpline (24 hours; 365 days/year): 0800 030 6798

Practitioner Performance Advice

What do we do?

Practitioner Performance Advice provides impartial advice and support to healthcare organisations to manage and resolve concerns about the performance of individual practitioners: doctors, dentists and pharmacists.

It provides a range of core services to primary care in England, Wales and Northern Ireland, comprising:

- primary care providers (including GP and dental practices, accountable care organisations and NHS trusts who have vertically integrated with primary care);
- primary care networks (including GP federations, GPs working at scale);
- primary care commissioners (including Integrated Care Board [ICBs], NHS England);
- local representative committees (including local medical committees, local dental committees, local pharmaceutical committees); and
- practitioners who have had a question raised about their performance.

These services include:

- [advice](#) on the fair and timely resolution of performance concerns and case management;
- [assessments and remediation](#);
- [education and training](#); and
- [Healthcare Professional Alert Notices \(HPANs\)](#).

It falls under our common purpose to provide expertise to the NHS on resolving concerns fairly, share learning for improvement and protect resources for patient care.

How can Practitioner Performance Advice support those working in primary care?

- By providing free access to expert and independent advice on the management of performance concerns, to help keep patients and your workforce safe.
- By providing draft remediation and return to work actions plans to support practitioners returning to safe and effective practice.
- By providing individual assessments of practitioners where behavioural or clinical performance issues arise.
- By offering assisted mediations and team reviews to identify and help to resolve concerns in working relationships.
- By offering training and educational events that equip primary care case managers, managers, case investigators and Panel members with the skills to identify and effectively manage and resolve performance concerns.

How can you contact us?

For services covering England, Northern Ireland, Wales, Isle of Man, Guernsey and Jersey

T: 020 7811 2600

E: <mailto:nhsr.advice@nhs.net>

Primary Care Appeals

What do we do?

Primary Care Appeals offers an impartial resolution service for the fair and prompt handling of primary care contracting disputes between primary care contractors / those wishing to provide primary care services and NHS England / Integrated Care Boards (ICBs), as relevant. Primary care contractors or those wishing to provide primary care services include GPs, dentists, opticians and pharmacists. Primary Care Appeals' work includes:

- the consideration of applications for new and relocating pharmacies and GP dispensing rights;
- the adjudication of GP, dental, pharmacy and ophthalmic disputes regarding the delivery of services, including payments for services;
- the entitlement to payments to GPs and dentists while suspended from the national performers list;
- the consideration of providing consent to the withdrawal of GPs, dentists and opticians from their respective national performers list while suspended; and
- other ad-hoc appellate functions as delegated by the Secretary of State.

How can Primary Care Appeals support those working in primary care?

- By bringing to bear its expertise when interpreting and applying pharmaceutical services regulations, which include GP dispensing rights.
- By resolving disputes and ensuring that NHS monies are apportioned in line with the contract and money is dispersed equally and consistently.
- By ensuring decisions taken by NHS England are reasonable and proportionate.
- By providing an NHS service that allows parties an option other than to go directly to the courts, which is expensive and time consuming.

How can I get regular updates about the Primary Care Appeals service?

You can sign up to receive [email notifications on Primary Care Appeals decisions and resources](#) issued in the previous month.

How can you contact us?

For services covering England:

T: 0203 928 2000

E: nhsr.appeals@nhs.net

A: Primary Care Appeals service, NHS Resolution, 8th Floor, 10 South Colonnade, Canary Wharf, London, E14 4PU

Safety and Learning

What do we do?

Safety and Learning supports Claims Management to help those covered by our indemnity schemes for general practice to better understand their claims risk profiles to target their safety activity, while sharing learning across the system.

Safety and Learning collaborates with indemnity scheme members and beneficiaries to support them to:

- achieve their safety target activity;
- better understand their claims risk profiles; and
- share learnings across the healthcare system.

This in turn helps scheme members to minimise patient safety incidents and drive improvements in safety and quality.

Shared learnings include:

- [Clinical Negligence Scheme for General Practice: an overview of the first year](#)
- [Diabetes and lower-limb complications thematic review](#)
- [Duty of candour](#)
- [General practice medication errors](#)
- [Learning from suicide-related claims](#)
- [Saying sorry](#)

Please note that some of the above focus on secondary care but the content is transferable.

How can Safety and Learning support those working in primary care?

With access to our highly skilled Safety and Learning experts from diverse clinical backgrounds and healthcare specialities, we can help support you and your colleagues in primary care.

Patient Safety aims to prevent and reduce risks, errors and harm that occur to patients during provision of health care. Health care has become more complex, requiring greater use of new technologies, medicines and treatments and we aim to maximise learning from claims, reduce any future harm and support early and effective engagement within primary care.

How can you contact us?

For service covering England:

T: 020 7811 2700

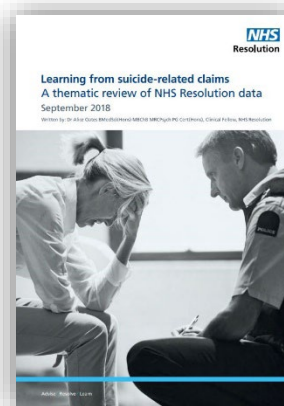
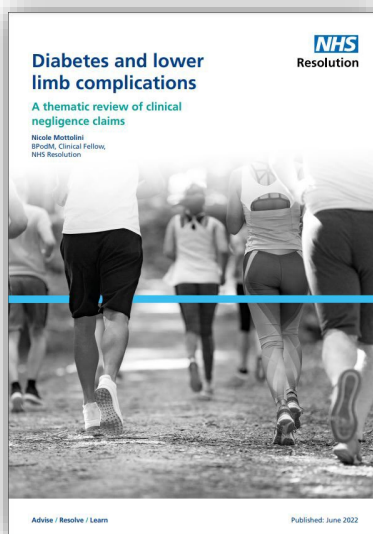
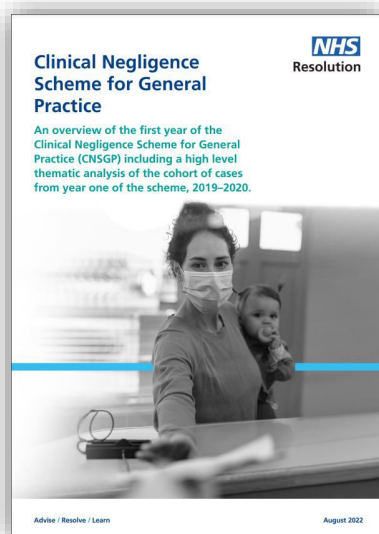
E: nhsr.safety@nhs.net

Resources

We produce a range of [resources](#) in various formats to share insights and learnings from our four service areas with the wider healthcare system, including primary care.

It is also possible to subscribe to various [newsletters and email alerts](#) that we publish.

Please see a selection of our resources available online below



Contact us

A: NHS Resolution, 8th Floor, 10 South Colonnade, Canary Wharf, London, E14 4PU

SM: Twitter @NHSResolution

W: <https://resolution.nhs.uk>

T: 020 7811 2700