

Did you know? Primary Care Appeals



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NHS Resolution 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 NHS England/ Clinical Commissioning Groups (CCG). Contractors or those wishing to provide primary care services include general practitioners, dentists, opticians and pharmacists.

This area of work is handled by the Primary Care Appeals service, which encompass 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, or the provision of dispensing services by GPs;
- Resolving contractual disputes involving NHS England/CCG
- Resolving disputes over the assessment of GP registrars' allowances under relevant directions;
- Resolving other occasional appeals and applications under various regulations governing primary care.

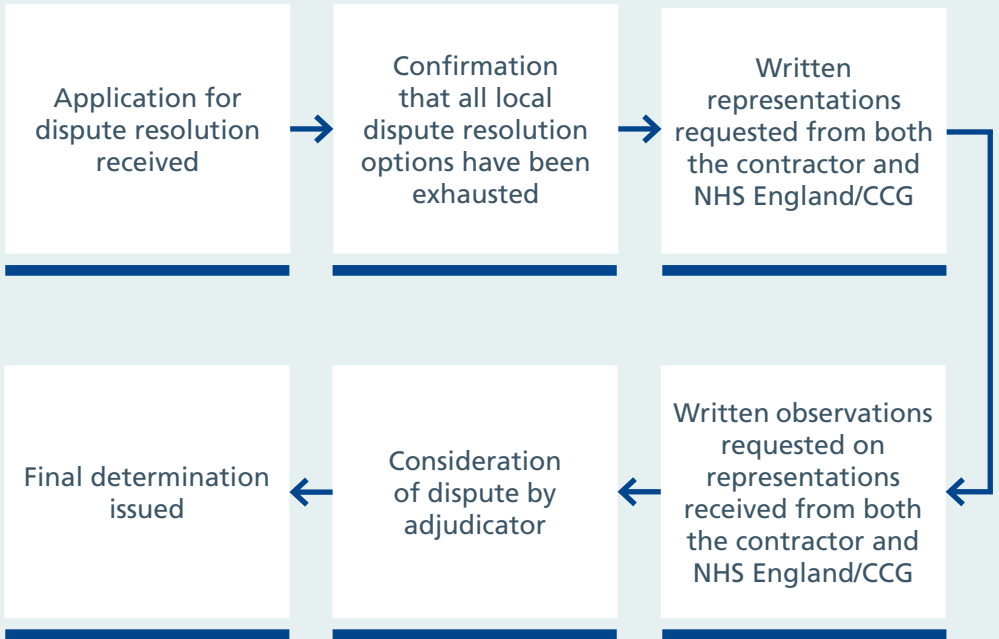
Resolving contractual disputes involving NHS England/ CCG

If a primary care contractor or those wishing to provide primary care services have not managed to resolve a dispute following the 'local dispute resolution' procedure then they are able to refer the matter in dispute to NHS Resolution.



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

Our process



Other useful information

Primary Care Appeals operate within an adversarial process. 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. Our determinations can only be set aside by the courts.

We ensure that contractual 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.

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 NHS England/CCG 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 appeals@resolution.nhs.uk or 0203 928 2000.