

Action Required: Implementation of GP Contract Changes by 1 October 2025

1. Website Update: “You and Your General Practice”

- Practices need to add a link to the NHS England “You and Your General Practice” document to the practice website: [You and Your General Practice](#)
- Please refer to NHS England’s published guidance for implementation: [Guidance for GP Practices](#)
- NWL ICB will be putting requisite processes in place before 1 October 2025 to support patient feedback directly to the ICB via our website and an online form.

2. Online Consultation Tools

- Your online consultation tool must be switched on and available for patients throughout core hours (8am–6:30pm) for non-urgent appointment requests, medication queries and admin requests.
- Consider adding clear guidance on your website and within the tool to help patients use online consultations appropriately.
- Confirmation will be requested from Practices that this is in place
- Support is available via national webinars and the ICB.

3. Enable GP Connect Access Record

- Ensure GP Connect Access Record (HTML and Structured) and Update Record are enabled in your clinical system.
- Refer to your system supplier’s guidance for activation.
- **Two short webinars** by Digital Transformation Team at NHSE are on **1-1.30pm 23rd Sept 2025 and 9th October 2025 1-1.30pm** on how to set up, trouble shoot and explain functionality. Invites have been sent to all practices separately and in our Primary Care Bulletin.