

Full summary and guidance on Contractual/imposition/practice choice

“The practice’s NHS IT provider is the CCG, not the STP, and governed by the IT Operating Framework...The digital and on-line services cannot be imposed on a practice, they must be mutually agreed, see 4.10 and 4.28 of the [Practice CCG Agreement](#), so there’s absolutely no reason why a practice shouldn’t ask to have any of the other 33 systems provided for them.. If the practice was not consulted by the CCG about the imposition of [a system] then there will be no obligation to use it.

And from October 2019 our current GMS contract states “all patients will have the right to online and video consultation by April 2021.”

Bottom lines

- So the commitment is to have video plus on-line by April 2021.
- Video is quite distinct and difficult to dodge but as per above the other on-line stuff is satisfied with nothing more than e-mail.
- No one can force you to use any particular system and systems have to be provided by your CCG via the CCG Practice Agreement arrangement in a collaborative manner and from the approved supplier lists, imposition is out of the question.
- Funding for any of the approved systems is accessed via the CCG.
- Yes you can have a mixed economy, each practice having what they prefer from the approved list.
- Yes, if you want to use something else offered to you by others or at your own expense you can.

Does digital work? Well I have my own opinion but let me leave you with words from Dr Arvind Madan on his experience of using on-line systems from October 2015, “We (the Hurley Group) would not claim online self-management and eConsult has "solved" our appointment shortage, but it has certainly helped.”