
STATUTORY INSTRUMENTS

2014 No. 2721

The National Health Service (General Medical Services Contracts and Personal Medical Services Agreements) (Amendment No.2) Regulations 2014

PART 2

Amendment of Schedule 6 to the GMS Contracts Regulations

Amendment of paragraph 39A of Schedule 6 to the GMS Contracts Regulations

2. In Schedule 6 to the GMS Contracts Regulations⁽¹⁾ (other contractual terms), in paragraph 39A (electronic prescriptions)—

- (a) after the words “issue the patient” in sub-paragraph (3)(a) insert “, if the patient so requests,”; and
- (b) for the words “if he so requests” in sub-paragraph (3)(b) substitute “if the patient so requests”.

Insertion of new paragraph 76ZA into Schedule 6 to the GMS Contracts Regulations

3. In Schedule 6 to the GMS Contracts Regulations (other contractual terms), after paragraph 76 (practice leaflet), insert—

“Friends and Family Test

76ZA.—(1) A contractor must give all patients who use the contractor’s practice the opportunity to provide feedback about the service received from the practice through the Friends and Family Test.

(2) The contractor must—

- (a) report the results of completed Friends and Family Tests to the Board; and
- (b) publish the results of such completed tests at local level,

in the manner approved by the Board⁽²⁾

(3) In this paragraph, “Friends and Family Test” means the arrangements that a contractor is required by the Board to implement to enable its patients to provide anonymous feedback about the patient experience at the contractor’s practice.”.

(1) Paragraph 39A of Schedule 6 was inserted by S.I. 2005/893 and was amended by S.I. 2007/3491 and S.I. 2013/363.

(2) S.I. 2004/291; as amended by S.I. 2004/865, 906 and 2694, S.I. 2005/893 and 3315, S.I. 2006/501, S.I. 2007/3491, S.I. 2008/1700, S.I. 2009/309, 2205 and 2230, S.I. 2010/22, 231 and 578, S.I. 2012/970, 1479, 1909, 1916 and 2404, S.I. 2013/363 and S.I. 2014/465.