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STATUTORY INSTRUMENTS

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**2014 No. 465**

**The National Health Service (General Medical Services Contracts and Personal Medical Services Agreements) Amendment Regulations 2014**

**PART 2**

**Amendments to the General Medical Services Contracts Regulations**

**Substitution of paragraph 11 of Schedule 6 to the General Medical Services Contracts Regulations**

**6.** In Schedule 6 to the General Medical Services Contracts Regulations (other contractual terms), for paragraph 11 (standards for out of hours services) substitute—

**“Out of hours services: quality standards and monitoring**

**11.—(1)** A contractor which provides out of hours services must, in the provision of those services, meet the quality requirements set out in the document entitled “National Quality Standards in the Delivery of Out of Hours Services” published on 20th July 2006<sup>(1)</sup>.

(2) Where a contractor does not provide out of hours services, the contractor must—

- (a) monitor the quality of the out of hours services which are offered or provided to its registered patients having regard to the National Quality Standards referred to in sub-paragraph (1) and record, and act appropriately in relation to, any concerns arising;
- (b) record any patient feedback received, including any complaints;
- (c) report to the Board, either at the request of the Board or otherwise, any concerns arising about the quality of the out of hours services which are offered or provided to its registered patients having regard to—
  - (i) any patient feedback received, including any complaints, and
  - (ii) the quality requirements set out in the National Quality Standards referred to in sub-paragraph (1).”.

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<sup>(1)</sup> The document entitled “National Quality Standards in the Delivery of Out of Hours Services” published on 20th July 2006 is available at [http://www.dh.gov.uk/en/PublicationsAndStatistics/Publications/PolicyAndGuidance/DH\\_4137271](http://www.dh.gov.uk/en/PublicationsAndStatistics/Publications/PolicyAndGuidance/DH_4137271). Copies may be obtained from the Department of Health, Richmond House, 79 Whitehall, London SW1A 2NS.