
STATUTORY INSTRUMENTS

2015 No. 1862

The National Health Service (General Medical Services Contracts) Regulations 2015

PART 5

Contracts: required terms

Out of hours services

18.—(1) Subject to paragraphs (2) and (3), a contract must provide for the provision by a contractor of out of hours services.

(2) A contractor whose contract includes the provision of out of hours services—

- (a) is only required to provide out of hours services to a patient if, in the contractor's reasonable opinion having regard to the patient's medical condition, it would not be reasonable in all the circumstances for the patient to wait to obtain those services; and
- (b) must, in the provision of out of hours services—
 - (i) meet the quality requirements set out in [^{F1}the Integrated Urgent Care Key Performance Indicators published on 25th June 2018], and
 - (ii) comply with any requests for information which it receives from, or on behalf of, [^{F2}NHS England] about the provision by the contractor of out of hours services to its registered patients in such manner, and before the end of such period, as is specified in the request.

(3) Where a contractor is not required to provide out of hours services under a contract or, by virtue of Part 6, has opted out of the provision of such services under the contract, the contractor must—

- (a) monitor the quality of the out of hours services which are offered or provided to the contractor's registered patients having regard to the [^{F3}Integrated Urgent Care Key Performance Indicators] referred to in paragraph (2)(b), and record, and act appropriately in relation to, any concerns arising;
- (b) record any patient feedback received, including any complaints;
- (c) report to [^{F2}NHS England] , either at the request of [^{F2}NHS England] or otherwise, any concerns arising about the quality of the out of hours services which are offered or provided to patients having regard to—
 - (i) any patient feedback received, including any complaints, and
 - (ii) the quality requirements set out in the [^{F4}Integrated Urgent Care Key Performance Indicators] referred to in sub-paragraph (2)(b).

Changes to legislation: *The National Health Service (General Medical Services Contracts) Regulations 2015, Section 18 is up to date with all changes known to be in force on or before 06 July 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

Textual Amendments

- F1** Words in reg. 18(2)(b)(i) substituted (1.10.2018) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) Regulations 2018 \(S.I. 2018/844\)](#), regs. 1(2), **3(a)**
- F2** Words in Regulations substituted (6.11.2023) by [The Health and Care Act 2022 \(Further Consequential Amendments\) \(No. 2\) Regulations 2023 \(S.I. 2023/1071\)](#), reg. 1(1), **Sch. para. 1**
- F3** Words in reg. 18(3)(a) substituted (1.10.2018) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) Regulations 2018 \(S.I. 2018/844\)](#), regs. 1(2), **3(b)**
- F4** Words in reg. 18(3)(c)(ii) substituted (1.10.2018) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) Regulations 2018 \(S.I. 2018/844\)](#), regs. 1(2), **3(c)**

Changes to legislation:

The National Health Service (General Medical Services Contracts) Regulations 2015, Section 18 is up to date with all changes known to be in force on or before 06 July 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

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Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:

Whole provisions yet to be inserted into this Instrument (including any effects on those provisions):

- Sch. 3 para. 2(3)(4) inserted by [S.I. 2024/575 Sch. 1 para. 7\(a\)\(ii\)](#)
- Sch. 3 para. 18(3)(3A) substituted for Sch. 3 para. 18(3) by [S.I. 2024/575 Sch. 1 para. 10](#)