

STATUTORY INSTRUMENTS

2015 No. 1862

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

PART 10

Records and information

[^{F1}Patient online services: provision of an online consultation tool

71ZD.—(1) A contractor must offer and promote an online consultation tool to its registered patients.

- (2) An “online consultation tool” is an online facility provided using appropriate software—
- (a) through which—
 - (i) a patient, or
 - (ii) where the patient is a person to whom paragraph (4) applies, an appropriate person acting on behalf of the patient,may, in writing in electronic form, seek advice or information related to the patient’s health or make a clinical or administrative request, but
 - (b) which does not require the response to be given by the contractor in real time.
- (3) An online consultation tool may incorporate—
- (a) any of the facilities which the contractor is required to offer [^{F2}, promote or, as the case may be, provide] under regulations 71 to 71ZC, or
 - (b) the communication method which the contractor is required to offer [^{F3}and promote] under regulation 71ZE.
- (4) This paragraph applies to a person if they—
- (a) are a child, or
 - (b) lack the capacity to communicate with the contractor through an online facility or to authorise a person to communicate with the contractor through such a facility on their behalf.]

Textual Amendments

- F1** Regs. 71ZC-71ZG inserted (1.10.2021) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) \(No. 2\) Regulations 2021 \(S.I. 2021/995\)](#), reg. 1(2), [Sch. 1 para. 9](#) (with reg. 3)
- F2** Words in reg. 71ZD(3)(a) inserted (15.5.2023) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) \(No. 2\) Regulations 2023 \(S.I. 2023/449\)](#), reg. 1(2)(b), [Sch. 1 para. 7\(a\)](#)

Changes to legislation: *The National Health Service (General Medical Services Contracts) Regulations 2015, Section 71ZD is up to date with all changes known to be in force on or before 25 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*

F3 Words in reg. 71ZD(3)(b) inserted (15.5.2023) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) \(No. 2\) Regulations 2023 \(S.I. 2023/449\)](#), reg. 1(2)(b), **Sch. 1 para. 7(b)**

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Changes and effects yet to be applied to :

- reg. 71ZD(3)(a) words inserted by [S.I. 2023/436 Sch. 1 para. 7\(a\)](#) (This amendment not applied to [legislation.gov.uk](#). S.I. 2023/436 is revoked immediately before coming into force by S.I. 2023/449, regs. 1(2)(a), 4)
- reg. 71ZD(3)(b) words inserted by [S.I. 2023/436 Sch. 1 para. 7\(b\)](#) (This amendment not applied to [legislation.gov.uk](#). S.I. 2023/436 is revoked immediately before coming into force by S.I. 2023/449, regs. 1(2)(a), 4)

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](#)