

## STATUTORY INSTRUMENTS

# 2015 No. 1862

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

### PART 10

#### Records and information

#### [<sup>F1</sup>Secure electronic communications

**71ZE.**—(1) A contractor must—

- (a) offer and promote to its registered patients a relevant electronic communication method, and
- (b) use the relevant electronic communication method to communicate with—
  - (i) a registered patient, or
  - (ii) where the registered patient is a person to whom paragraph (4) applies, an appropriate person acting on behalf of that patient.

(2) But paragraph (1)(b) does not require the contractor to use the relevant electronic communication method where—

- (a) it would not be clinically appropriate to do so for the patient on that occasion, or
- (b) it is otherwise not appropriate to the needs or circumstances of the patient.

(3) For the purposes of this regulation, a “relevant electronic communication method” is a method of electronic communication which is provided using appropriate software and can be used—

- (a) by the contractor to respond, in writing in electronic form, to requests made through the online consultation tool, and
- (b) by the contractor and its registered patients or appropriate persons acting on behalf of registered patients (as the case may be) to otherwise communicate with each other in writing in electronic form.

(4) This paragraph applies to a person if they—

- (a) are a child, or
- (b) lack the capacity to communicate with the contractor using the relevant electronic communication method or to authorise a person to do so 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)

**Changes to legislation:**

The National Health Service (General Medical Services Contracts) Regulations 2015, Section 71ZE is up to date with all changes known to be in force on or before 25 June 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.

[View outstanding changes](#)

**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](#)