

Changes to legislation: The National Health Service (General Medical Services Contracts) Regulations 2015, Paragraph 11B is up to date with all changes known to be in force on or before 14 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. (See end of Document for details) View outstanding changes

SCHEDULE 3

Other contractual terms

PART 1

Provision of services

[^{F1}Direct booking by NHS 111 [^{F2}or via a connected service]

11B.—(1) A contractor must ensure that as a minimum the following number of appointments during core hours for its registered patients are made available per day for direct booking by [^{F3}or via a service [^{F4}(“a connected service”)] approved by [^{F5}NHS England] that is or may be accessed via] NHS 111—

- (a) one, where a contractor has 3,000 registered patients or fewer; or
 - (b) one for each whole 3,000 registered patients, where a contractor has more than 3,000 registered patients.
- (2) The requirements in sub-paragraphs (1) and (3) do not apply where—
- (a) [^{F5}NHS England] has agreed to a request from the contractor to suspend the requirements for operational reasons; or
 - (b) the contractor does not have access to computer systems and software which would enable it to offer the service described in sub-paragraph (1).
- (3) A contractor must—
- (a) configure its computerised systems to allow direct booking by NHS 111 [^{F6}or via a connected service];
 - (b) monitor its booking system for appointments booked by NHS 111 [^{F7}or via a connected service];
 - (c) assess the Post Event Message received from NHS 111 [^{F8}or via a connected service] in order to decide whether an alternative to the booked appointment should be arranged, such as a telephone call to the patient or an appointment with another healthcare professional and where appropriate, make those arrangements; and
 - (d) co-operate with [^{F5}NHS England] in its oversight of direct booking by NHS 111 [^{F9}or via a connected service] by providing any information relating to direct booking by NHS 111 [^{F9}or via a connected service] which is reasonably required by [^{F5}NHS England].

(4) In this paragraph, “Post Event Message” means the electronic message which is sent to a contractor at the end of a telephone call to NHS 111 [^{F10}or via a connected service].]

[^{F11}(5) In order to assist in the management of a serious or potentially serious risk to human health arising as a consequence of a disease being, or in anticipation of a disease being imminently—

- (a) pandemic; and
- (b) a serious risk or potentially a serious risk to human health,

[^{F5}NHS England] may with the agreement of the Secretary of State make an announcement to the effect that the minimum numbers of appointments mentioned in paragraph (1) are modified in the circumstances specified (which may limit the area to which the modification relates), and for the duration of the period specified, in the announcement, and where [^{F5}NHS England] does so, the minimum numbers are as so modified.]

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Textual Amendments

- F1** Sch. 3 para. 11B inserted (1.10.2019) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) Regulations 2019 \(S.I. 2019/1137\)](#), regs. 1(2), **13**
- F2** Words in Sch. 3 para. 11B heading inserted (1.10.2020) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) \(No. 2\) Regulations 2020 \(S.I. 2020/911\)](#), reg. 1(2), **Sch. 1 para. 5(a)**
- F3** Words in Sch. 3 para. 11B(1) inserted (27.3.2020) by [The National Health Service \(Amendments Relating to the Provision of Primary Care Services During a Pandemic etc.\) Regulations 2020 \(S.I. 2020/351\)](#), regs. 1(2), **16(a)**
- F4** Words in Sch. 3 para. 11B(1) inserted (1.10.2020) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) \(No. 2\) Regulations 2020 \(S.I. 2020/911\)](#), reg. 1(2), **Sch. 1 para. 5(b)**
- F5** 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**
- F6** Words in Sch. 3 para. 11B(3)(a) inserted (1.10.2020) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) \(No. 2\) Regulations 2020 \(S.I. 2020/911\)](#), reg. 1(2), **Sch. 1 para. 5(c)**
- F7** Words in Sch. 3 para. 11B(3)(b) inserted (1.10.2020) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) \(No. 2\) Regulations 2020 \(S.I. 2020/911\)](#), reg. 1(2), **Sch. 1 para. 5(c)**
- F8** Words in Sch. 3 para. 11B(3)(c) inserted (1.10.2020) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) \(No. 2\) Regulations 2020 \(S.I. 2020/911\)](#), reg. 1(2), **Sch. 1 para. 5(c)**
- F9** Words in Sch. 3 para. 11B(3)(d) inserted (1.10.2020) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) \(No. 2\) Regulations 2020 \(S.I. 2020/911\)](#), reg. 1(2), **Sch. 1 para. 5(c)**
- F10** Words in Sch. 3 para. 11B(4) inserted (1.10.2020) by [The National Health Service \(General Medical Services Contracts and Personal Medical Services Agreements\) \(Amendment\) \(No. 2\) Regulations 2020 \(S.I. 2020/911\)](#), reg. 1(2), **Sch. 1 para. 5(d)**
- F11** Sch. 3 para. 11B(5) inserted (27.3.2020) by [The National Health Service \(Amendments Relating to the Provision of Primary Care Services During a Pandemic etc.\) Regulations 2020 \(S.I. 2020/351\)](#), regs. 1(2), **16(b)**

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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](#)