

## SCHEDULE 2

### Other required terms

## PART 6

[<sup>F1</sup>Provision of information: practice leaflet, use of NHS primary care logo, marketing campaigns and advertising private services]

### Textual Amendments

- F1** Sch. 2 Pt. 6 heading substituted (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), **30**

### Information to be included in a practice leaflet

- 44.** A practice leaflet must include—
- (a) the name of the contractor;
  - (b) in the case of an agreement with a qualifying body—
    - (i) the names of the directors, the company secretary and the shareholders of that qualifying body, and
    - (ii) the address of that qualifying body's registered office;
  - (c) the contractor's telephone, fax number and website address [<sup>F2</sup>or the address at which its online practice profile is available];
  - (d) the full name of each person performing services under the agreement;
  - (e) the professional qualifications of each health care professional providing services under the agreement;
  - (f) whether the contractor undertakes the teaching or training of health care professionals or persons intending to become health care professionals;
  - (g) whether the contractor provides essential services in its practice area, including the area known as the outer boundary area (within the meaning given in regulation 13(2)) by reference to a sketch diagram, plan or postcode;
  - (h) the address of each of the contractor's [<sup>F3</sup>practice premises];
    - (i) the access arrangements which the contractor's [<sup>F3</sup>practice premises] have for providing services to disabled patients and, if none, the alternative arrangements for providing services to such patients;
    - (j) how to register as a patient;
    - (k) the right of patients to express a preference of practitioner in accordance with paragraph 21 and the means of expressing such a preference;
    - (l) the services available under the agreement;
  - (m) the opening hours of the contractor's [<sup>F3</sup>practice premises] and the method of obtaining access to services throughout the core hours;
  - (n) the criteria for home visits and the method of obtaining such a visit;

**Changes to legislation:** There are outstanding changes not yet made by the legislation.gov.uk editorial team to The National Health Service (Personal Medical Services Agreements) Regulations 2015. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

- (o) the arrangements for services in the out of hours period (whether or not provided by the contractor) and how the patient may access such services;
- (p) where the services referred to in sub-paragraph (o) are not provided by the contractor, the fact that [<sup>F4</sup>NHS England] is responsible for commissioning the services;
- (q) information about the assignment by the contractor to its new and existing patients of an accountable GP in accordance with paragraph 15;
- (r) information about the assignment by the contractor to its patients aged 75 and over of an accountable GP under paragraph 16;
- (s) the telephone number of the 111 service;
- (t) the method by which patients are to obtain repeat prescriptions;
- (u) if the contractor offers repeatable prescribing services, the arrangements for providing such services;
- (v) if the contractor is a dispensing contractor, the arrangements for dispensing prescriptions;
- (w) how patients may make a complaint or comment on the provision of services;
- (x) the rights and responsibilities of the patient, including keeping appointments;
- (y) the action that may be taken where a patient is violent or abusive to a party to the agreement who is an individual, any member of the contractor's staff or other persons present on the contractor's [<sup>F3</sup>practice premises] or in the place where treatment is provided under the agreement;
- (z) details of who has access to patient information (including information from which the identity of the individual can be ascertained) and the rights of patients in relation to the disclosure of such information; and
- (aa) the full name, postal and e mail address and telephone number of [<sup>F4</sup>NHS England] from whom details of primary medical services in the area may be obtained.

#### Textual Amendments

- F2** Words in Sch. 2 para. 44(c) substituted (1.4.2020) by The National Health Service (General Medical Services Contracts and Personal Medical Services Agreements) (Amendment) Regulations 2020 (S.I. 2020/226), reg. 1(2), **Sch. 2 para. 11(3)**
- F3** Words in Sch. 2 para. 44 substituted (1.10.2022) by The National Health Service (General Medical Services Contracts and Personal Medical Services Agreements) (Amendment) (No. 3) Regulations 2022 (S.I. 2022/935), reg. 1(b), **Sch. 2 para. 7(5)**
- F4** 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**

#### [<sup>F5</sup>Use of NHS primary care logo

**44A.** Where a contractor chooses to apply the NHS primary care logo to signage, stationery, leaflets, posters, its practice website or to any other form of written representation relating to the primary care services it provides, it must have regard to guidance concerning use of the NHS primary care logo produced by [<sup>F4</sup>NHS England].

#### Textual Amendments

- F4** 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**

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- F5** Sch. 2 paras. 44A-44C 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), **31**

### Marketing campaigns

**44B.** The contractor must participate in a manner reasonably requested by [<sup>F4</sup>NHS England] in up to 6 marketing campaigns in each financial year.

#### Textual Amendments

- F4** 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**
- F5** Sch. 2 paras. 44A-44C 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), **31**

### Advertising private services

**44C.** The contractor must not advertise the provision of private services, either itself or through any other person, whether the contractor provides the services itself or they are provided by another person, by any written or electronic means where the same are used to advertise the primary medical services it provides.]

#### Textual Amendments

- F5** Sch. 2 paras. 44A-44C 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), **31**

**Changes to legislation:**

There are outstanding changes not yet made by the legislation.gov.uk editorial team to The National Health Service (Personal Medical Services Agreements) Regulations 2015. Any changes that have already been made by the team 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. 2 para. 3(3)(4) inserted by [S.I. 2024/575 Sch. 2 para. 7\(a\)\(ii\)](#)
- Sch. 2 para. 5(4)(c) inserted by [S.I. 2024/575 Sch. 2 para. 8\(b\)\(iii\)](#)
- Sch. 2 para. 10B and cross-heading inserted by [S.I. 2024/575 Sch. 2 para. 9](#)
- Sch. 2 para. 17(3)(3A) substituted for Sch. 2 para. 17(3) by [S.I. 2024/575 Sch. 2 para. 10](#)
- reg. 21AA(10)(a)(b) words in reg. 21AA(10) renumbered as reg. 21AA(10)(a)(b) by [S.I. 2023/436 Sch. 2 para. 3\(2\)](#) (This amendment not applied to Legislation.gov.uk - S.I. 2023/436 revoked by S.I. 2023/449, reg. 4 immediately before coming into force.)
- reg. 21AA(11)(a)(i)(ii) words in reg. 21AA(11)(a) renumbered as reg. 21AA(11)(a)(i)(ii) by [S.I. 2023/436 Sch. 2 para. 3\(3\)\(a\)](#) (This amendment not applied to Legislation.gov.uk - S.I. 2023/436 revoked by S.I. 2023/449, reg. 4 immediately before coming into force.)
- reg. 59C(1A) inserted by [S.I. 2024/575 Sch. 2 para. 3\(b\)](#)