

- To: • All GP practices in England
- cc. • Primary care network clinical directors
- Integrated care board:
 - chief executive officers
 - executive leads for primary care
 - NHS England:
 - regional directors
 - regional directors of commissioning
 - regional directors of primary care and public health commissioning
 - regional primary care medical directors

NHS England
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Dear colleagues

GP contract changes 2025/26: key requirements from 1 October 2025

Following my letter of 28 February 2025 about agreed [changes to the GP Contract in 2025/26](#), this is a reminder of three key requirements taking effect from 1 October 2025.

The changes to the GP Contract for 2025/26 mark a major step forward in the government's mission to shift care into the community, to focus on prevention and to move from analogue to digital. The process of implementing these contract changes is now taking place and by 1 October 2025:

- online consultation tools must be switched on for the duration of core hours
- [You and Your General Practice](#) must be on practice websites



- GP Connect Access Record (HTML and Structured) and Update Record must be enabled within GP Practice clinical systems

Progress and support

Many practices have already made the shift, for example over 80% of practices had online consultation switched on at the end of March 2025 (based on CAIP claims made), but where practices find changes difficult we encourage you to contact your ICB to consider how you might be supported to make the change by 1 October 2025.

Online consultation requirement

For online consultations, we set out in the February letter how we want patients to be able to contact their practice, throughout core hours (8am to 6.30pm) by phone, online or by walking in, and for people to have an equitable experience across these access modes.

From 1 October 2025 practices will be required to keep their online consultation tool open for the duration of core hours. GP practices may take necessary steps to put safeguards in place to avoid urgent clinical requests being erroneously submitted online. This could include displaying guidance for patients on practice websites and via online consultation tools.

Practices are encouraged to consider what changes they may need to implement to ensure they are ready to meet this requirement from 1 October 2025. Practices will be asked to formally confirm this is all in place. Support is available including national webinars, alongside bespoke ICB support.

You and Your General Practice requirement

NHS England published [You and Your General Practice](#) on 19 June 2025, setting out standards patients can expect and how they can support their GP team.

GP practices will need to link to the NHS England published You and Your General Practice (YYGP) document on the practice website no later than 1 October 2025 and respond to patient feedback resulting from engagement with YYGP.

ICBs will be putting requisite processes in place before this date to support patient feedback directly to the ICB or via Healthwatch, resulting from engagement with YYGP. This will improve transparency for patients and make it easier for them to know how practices will handle their requests and what to expect from their practice, including in relation to online consultation submissions. NHS England has also published [guidance for GP practices](#) to support the implementation of this requirement.

GP Connect Access Record requirement

By no later than 1 October 2025, practices are also required to ensure GP Connect functionality is enabled in their clinical system. Please refer to your system suppliers guidance to ensure the functionality (Access Record: HTML, Access Record: Structured and Update Record) is enabled.

I hope this provides a helpful reminder for practices. I will be asking regional teams and ICBs to ensure practices are supported during this implementation period.

These changes are the next step we as a service are taking to improve the experience of general practice for patients and staff. Already, we are seeing real improvements in patients' experience of accessing general practice alongside rising satisfaction levels – and that's thanks to the hard work of GP teams across the country.

You've led the way – adopting digital telephony, improving triage and care navigation, and offering more flexible options for contact and appointments.

As a former GP Partner of over 20 years, I know how much patients and the wider NHS rely on general practice working well and delivering day after day.

Thank you for your continued support as we continue to improve our services for patients and staff.

Yours sincerely



Dr Amanda Doyle OBE, MRCGP

National Director for Primary Care and
Community Services