



RECENT NEWS

Welcome to the LMCSN Newsletter!

The LMCSN team will keep you updated on key topics, provide regular summaries of discussions from the Whatsapp group and forum, and share recent additions to the website

WhatsApp Roundup - 23 September - 6 October 2025

Contract Changes & Online Consultations

- Ongoing debate around the 1 October GP contract changes, particularly the requirement for practices to keep online consultation (OLC) tools open throughout core hours.
- Members raised concerns about patient safety, workload pressures, and practicality of unfiltered OLC systems.
- Agreed that keeping systems safe should take priority over rigid compliance.

Examples and Practical Issues

- Reports of AccuRx configurations allowing inappropriate patient messages (e.g. medication or thyroid management queries requiring GP input).
- Confusion caused by politicians conflating online consultations with online booking, though these are distinct contractual requirements.

Advice and Recommendations

- Maintain safe triage systems that clearly separate urgent from routine requests.
- Ensure signposting is clear to guide patients appropriately.
- Remove optional “free text” boxes in OLC systems where possible to prevent inappropriate submissions.
- Direct patients to the NHS App for repeat prescriptions and non-urgent administrative requests.
- Focus on safety and manageability, rather than 24/7 availability.

Engagement and Oversight

- Several ICBs have begun surveying practices about OLC readiness.
- LMCs advised practices not to complete these surveys until NHSE clarifies expectations, as data may be used punitively.
- LMCs agreed to request formal clarification from NHSE on contractual requirements before responding to any post-1 October compliance checks.
- Discussion on FAQs for practices around what is contractually required versus what is guidance and how to safely implement OLC within local capacity limits.





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Media & Public Messaging

- BMA's media team coordinated a press campaign ahead of the 1 October changes, seeking GP case studies to illustrate workload and patient safety concerns.
- Members were encouraged to share their experiences and participate in coverage to ensure the profession's perspective was heard.
- Messaging focused on patient safety, sustainability, and the risk of unmanageable demand.

Community and Support

- Following events, LMC representatives shared solidarity with Jewish communities.
- Local example of community engagement was shared.



LMC Training and Development

- Cheshire LMC shared details of their structured training programme for committee members, starting with conflict resolution and negotiation skills.
- Other LMCs expressed interest in similar development programmes and peer-learning approaches.
- Agreement that leadership and negotiation skills are increasingly vital for effective LMC representation at system level.



RECENT NEWS

Recent Website Uploads

06.10.2025

- [GPCE Update to LMCs - 3rd October 2025](#)
- [North & South Essex LMC - Changes to the GP Contract](#)
- [North & South Essex LMC - Contract changes from 1st October](#)
- [Online consultations – frequently asked questions and support resources](#)
- [Template letters for practices and LMCs to send to ICBs](#)
- [Guidance on demand & capacity](#)
- [FAQs on the contractual changes and the dispute](#)
- [The Patient Charter](#)
- [“How to choose an online consultation tool”](#)
- [GP Connect: Update Record Summary](#)
- [The Safe Working Handbook](#)
- [Information on waiting lists in General Practice](#)
- [Online consultation poster PDF](#)
- [Online consultation patient poster WORD](#)
- [Guide: How to set up online consultations and appointments](#)



[See the LMCSN Website here.](#)



Recent Forum Posts



- [Online Consultations - View Forum Post](#)
- [Gender Dysphoria Prescribing - View Forum Post](#)

[See the LMCSN Forum here.](#)





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LMCSN Steering Group

The LMCSN Steering Group plays a key role in guiding the work of the Support Network. Our Steering group members are as follows:

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