

14 December 2017

Update on ongoing CHP and NHSPS issues

Dear practice

We are writing to you to update you on the issues with NHSPS (NHS Property Services) and CHP (Community Health Partnerships).

As you may be aware, last month we issued a freedom of information request to NHSPS and CHP to extract central information over their charging policy with a view to fully understanding why many practices are receiving invoices which appear to bear no resemblance to services used. Further information is available [here](#).

The request issued to CHP is being progressed and we hope to be able to report to you early in the New Year on our findings.

The request issued to NHSPS did generate a response from NHSPS but unfortunately there is ambiguity in some of the information provided which we are having to clarify. As soon as this ambiguity has been clarified, which again is expected in January, we will be able to update you on our findings.

In the interim, we wanted to highlight to you that we are receiving details that practices may receive a letter (again) demanding payment of outstanding invoices. If you receive this letter and continue to have concerns over the basis and level of the service charges incurred, we would recommend that you respond asking NHSPS to provide some fundamental and indeed reasonable details; namely

- (i) details of the specific legal basis upon which they believe the charges are payable, with reference to the terms of occupancy of the premises;
- (ii) details and/or evidence to prove that the charges reflect the services used by the practice or in connection with their specific building; and
- (iii) in so far as not answered by (i) and (ii), and to the extent relevant, a detailed explanation of why the practice is being asked to pay increased service charges compared to previous years.

We are aware that this issue has been going on for a while and the distress and uncertainty it is causing practices. In response, we are escalating matters quickly with a view to bringing this issue to a sensible resolution. Please see further information and guidance [here](#).

We appreciate your continued engagement with this issue, which will have a direct impact on our final outcome.

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Yours sincerely

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