



Londonwide LMCs

The professional voice of London general practice

Capita primary care support services

In response to concerns from GPs in London and across the country regarding problems with the new Primary Care Support Services outsourced to Capita, the Chair of the GPC recently wrote to NHS England. We await their response.

The new record transfer system has received particularly strong criticism. Practices and GPs raised public awareness of these issues by posting images of uncollected patient record bags on social media and sending pictures to journalists. NHS England's Primary Care Support Stakeholder Bulletin can be viewed [here](#).