



Londonwide LMCs

The professional voice of London general practice

NHSPS debt recovery letters error

The British Medical Association (BMA) have notified us that they have been in discussion with NHS Property Services (NHSPS) over ongoing issues with the approach NHSPS has with practices. However, Shared Business Services (SBS) (on behalf of NHSPS) have still sent debt recovery letters by mistake to some practices in London.

The BMA's advice is below:

"Practices can ignore any debt recovery letters received from NHSPS as the letters were sent out in error.

This is clearly an unacceptable way for an NHS organisation to behave and we continue to emphasise the severe distress this is causing practices. NHSPS have committed to get back to us with their plan to provide practices with schedules of charges that are reasonable and sensible so we can resolve this problem.

We are working with some of the examples that have been shared with us of significantly inflated and unexplained service charges and we continue to meet with NHSPS to ensure that there is a robust process for calculating service charges going forward.

If you hear about any further incident of bullying behaviour then let Ciara Greene (cgreene@bma.org.uk) know immediately and we will take it up directly with NHSPS."

End of BMA advice.