



## Information Update 6 March 2017

Colleagues,

Please see below letter from the **BMA GPC premises lead Ian Hume**, in regards to NHSPS debt recovery letters error.

Dear all,

We have met with NHSPS over the ongoing issues that practices have been experiencing and have outlined the unacceptable heavy-handed approach that has been taken and that this has been causing significant distress to practices. We wrote to them last week insisting that they desist from this approach and withdraw such demands. NHSPS have informed us that the debt recovery letters were sent out in error by SBS and that practices should ignore these letters. NHSPS have sent us the below statement:

‘Like many in the NHS, NHS Property Services uses NHS SBS services to support our administrative functions. NHS SBS have previously assisted us with contacting customers in relation to outstanding bills, however we ceased using SBS for this activity in June 2016.

We are aware of around 200 letters sent by SBS to our customers due to a computer error during January and February of this year. These letters should not have been sent. We are engaging with SBS to ensure this is not repeated and from June 2017, NHSPS will no longer use SBS to support our administrative functions when these services will move in-house.’

Please forward this message to all practices in your area to inform them that they 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](mailto:cgreene@bma.org.uk)) know immediately and we will take it up directly with NHSPS.

Best wishes,  
Ian Hume  
GPC premises lead

**David Gibbs**  
**Head of Business Support**  
**Derby and Derbyshire Local Medical Committee**

For further information, or to arrange an interview, please contact:  
Dr Susie Bayley, Head of Communications, Derby and Derbyshire LMC