Your practice letterhead

[DATE]

Dear [Name],

At [Practice Name], our priority is always to provide safe, high-quality care to all our patients. To do this, we must focus our time and resources on the services we are funded and contracted to deliver.

Following national guidance from the British Medical Association (BMA), and due to increasing pressure on general practice, we are no longer able to provide unfunded services.

This includes <<<INSERT NAME OF UNRESOURCED SERVICE>>>

We understand this may be concerning, but these services are not part of our core NHS contract and have not been commissioned or funded for delivery in local general practice. Continuing to provide them without support puts significant strain on our team and risks impacting the care we are contracted to provide for all patients.

[insert your ICB here] are aware of this situation and we will continue to work with them to develop properly commissioned solutions to this issue. Regrettably, we are unable to respond to complaints regarding non-provision of services that we are not contracted to provide.

✅ Why this matters for your care:

By focusing on our core responsibilities, we can ensure that we are available when you need us most — for urgent issues, long-term condition management, and essential health services.

We appreciate your understanding and support as we work to keep general practice safe, sustainable, and focused on what matters most: your health.  
  
If you have any questions, please don’t hesitate to contact the practice team.

Yours sincerely,

[Your Name]

[Practice Name/Title]