# Patient Toolkit

**Patient FAQs – Why Some Services at Your GP Practice Are Changing**

**Why are some services no longer being provided by my GP practice?**  
Your GP practice is under increasing pressure. Like many across the NHS, we are facing rising patient demand, workforce shortages, and growing complexity in care. On top of that, we’ve been asked to take on more responsibilities that were once done by hospitals — often without additional time or resources.

To keep delivering the essential care you rely on — like appointments, long-term condition management, and urgent medical support — we have to make difficult choices about what we can continue to do safely.

**What does this mean for my care?**  
From 1st September 2025, you may notice that we’re no longer able to provide certain services, such as some blood tests, monitoring for medications that require hospital oversight, or injections that aren’t part of your core NHS care.

We will always do our best to signpost you to where you can access these services if they’re no longer available at your practice.

**Are these decisions about money?**  
We want to be clear — this is not about putting finances before patient care. It’s about making sure we can continue to provide safe and sustainable services. The NHS has not provided funding to support some of the additional work we’re being asked to do, which makes it difficult to continue without affecting core services like appointments and urgent care.

**Does this mean I won’t be looked after?**  
Absolutely not. Your GP practice remains committed to your care. These changes are being made precisely so that we can protect the services that matter most and ensure that your practice is still here for you when you need us.

**What is the NHS doing about this?**  
We’ve been told that the NHS is working on alternative arrangements so patients can still access these services elsewhere. Your GP practice will keep you informed if and when this happens.

**Is there anything I can do?**  
If you're affected or concerned, please talk to our practice team. You can also support your local practice by sharing your experience and writing to your MP to highlight how important sustainable general practice is to you and your community.

**[Your Name]**  
[Your Address]  
[Your Town/City]  
[Postcode]  
[Email Address]  
[Date]

**[MP Name]**  
House of Commons  
London  
SW1A 0AA

**Dear [MP Name],**

**Subject: Protecting Our Local GP Services – Urgent Need for Support**

I am writing to you as one of your constituents and as a patient registered at a GP practice in North Cumbria. I have recently been made aware that from 1st September 2025, GP practices across our area may have to stop offering certain services — such as blood tests, medication monitoring, and some injections — due to unsustainable pressures and a lack of proper support from the NHS.

As a patient, I value my GP practice enormously. The care I receive there is not only professional and compassionate, but a vital part of staying well and managing my health. However, I also see and hear how stretched local practices are. It’s clear that our local GPs are being asked to do more than ever before — often work that used to be done in hospitals — but without the staff, time, or resources to do so safely.

The North Cumbria Local Medical Committee (LMC) has explained that practices are being asked to deliver these services without long-term funding, proper planning, or capacity. They’ve made the difficult decision to recommend stepping back from unfunded services, to protect the safe delivery of core NHS care.

This is not about practices walking away — it’s about survival, and keeping the doors open for the patients who rely on them.

I am extremely concerned that unless action is taken, access to general practice will worsen, services will continue to be cut, and patient safety will be put at risk.

I am therefore asking for your support in:

1. Raising this matter in Parliament and calling for urgent action to protect general practice
2. Ensuring that funding for essential services remains in general practice, not lost to other parts of the system
3. Backing sustainable, long-term solutions that enable practices to care for their communities safely and effectively

I would welcome a response and, if possible, a meeting or opportunity to discuss this further. I know how committed you are to our area, and I hope you will stand up for the future of NHS general practice in North Cumbria.

Thank you for your time and support.

Yours sincerely,  
**[Your Name]**

**[Your Name]**  
[Your Address]  
[Postcode]  
[Email Address – optional]  
[Date]

**To:**  
North East and North Cumbria Integrated Care Board  
NHS North East and North Cumbria ICB  
Watermark Building  
Newburn Riverside  
Newcastle upon Tyne  
NE15 8NY  
**Email:** necsu.icbcomplaints@nhs.net *(or local communications contact if you prefer to insert)*

**Dear Sir/Madam,**

**Subject: Concern About the Future of General Practice Services in North Cumbria**

I am writing as a concerned patient living in **[your town/village]** and registered at **[your GP practice]**. I understand that local GP practices in North Cumbria are preparing to stop providing some services from September 2025, due to a lack of proper funding and support.

I appreciate how hard GP surgeries are working to care for their patients in increasingly difficult circumstances. I also understand that many of the services they are being asked to provide — like blood tests, injections, and medication monitoring — used to be handled by hospitals or community services, and that these have shifted into general practice without clear plans or resources.

I am very concerned that if practices can no longer continue these services, patients like me will be left without local, accessible care. I worry about longer waits, confusion over where to go, and the added pressure this will place on already stretched parts of the NHS.

I’m writing to urge the ICB to:

* Work with local practices and the LMC to find a long-term, properly funded solution that protects patient access
* Ensure that no services are lost, and that patients aren’t left without safe and timely care
* Communicate clearly and in advance about what arrangements will be in place after August 2025

As a patient who depends on my local practice, I ask that you listen to what practices are saying — not because they don’t want to help, but because they cannot keep absorbing more work without support. If we lose more from general practice, it will be patients who suffer most.

Thank you for taking the time to read this. I hope to see positive action and clear plans soon.

Yours sincerely,  
**[Your Name]**