

Declaration of completion for “simpler online requests” in the 2024/25 PCN DES

As part of collective action, GPC England has previously advised practices and primary care networks (PCNs) to defer signing up to the 2024/25 PCN DES (Directed Enhanced Service) CAIP (Capacity and Access Improvement Payment) voluntary incentive component – “simpler online requests”, which requires that the member practices in the PCN enable patient access to e-consultations with the intention of this being available throughout core hours.

Now that agreement has been reached on the 2025/26 GMS and PCN DES contracts, we would advise PCNs and practices with outstanding claims for this component of the CAIP incentive, if they wish to accept this requirement, to submit their claim ahead of the March 31st 2025 deadline. As per the [DES Specification](#) a PCN “can notify the commissioner at any time prior to 31 March 2025” and following receipt of the CAIP payment form, the commissioner will arrange for payment of the relevant amount for that part of the CAIP, representing the full years’ payment in such a case.

We continue to encourage practices to follow existing [GPC England Safe Working Guidance](#). Further information pertaining to the PCN DES for 2024/25 can be found [here](#).