GP Recruitment Hub

Terms and Conditions of booking

1. All GP Practices will be expected to have an induction process planned and in place before contacting the Hub to make a booking for a GP.

2. All GP Practices will be expected to have suitable equipment available for the GP to use, such as otoscope, resus kit, BP machines etc.

3. GP Practices which provide emergency pre-hospital care will be expected to provide standardised emergency equipment: emergency guidelines (supplied by the project), Sandpiper Bag (set out as proscribed by BASICS) and the standardised emergency equipment and drugs bag (as delineated by the project). The practice will make monthly drug and equipment checks, which will be recorded on the spreadsheet provided.

4. GP Practices are asked to make routine GP cover requests six weeks in advance e.g. to cover planned leave, ongoing vacancies etc.

5. Practices are asked to be mindful when requesting cover that they do not send the Hub a request at the same time as seeking cover from locum agencies. If you are asking the Hub for cover providing a vacancy, either do this before you contact locum agencies, or afterwards but not at the same time.

6. All GP cover requests must be made using the Hub booking form; this ensures consistency of information from practices and enables the Hub to answer queries from prospective GPs in a timely manner.

7. Where GP Practices require urgent short term cover, this should be relayed to the Hub by way of an email, and the booking form should then be sent as back up.

8. Once a GP has been sourced, the Hub will send a confirmation form to the GP Practice. This must be signed and returned within 48 hours – no travel will be arranged until the confirmation is returned to the Hub.

9. The GP Hub will aim to respond to GP Practices within 5 working days, to confirm whether or not the GP booking can be fulfilled.

10. The booking practice will assist the GP with local travel arrangements, as this will vary for each area and benefit from local knowledge and experience.

11. The booking practice will source suitable local accommodation. The Hub will check that suitable accommodation has been booked and is in place prior to fulfilling the booking of the GP.

12. Once the booking is confirmed, a cancellation fee will apply should the GP subsequently be cancelled by the practice. Where this is less than two weeks before the booking date, the full amount of the booking will be charged.

13. The Hub will ensure practices know the contact details of the GP.

14. GP Practices will be expected to give the GP a local induction on their individual practice set up e.g. where the resus equipment is kept, how referrals are to be made, key holders etc.

15. GP Practices will be invoiced for the period of cover once the GP commences the cover. Invoices must be paid within 28 days of receipt.

16. The cost charged to Practices for GPs is £350 per session (based on a 10 session, 40 hour week). A risk share agreement is being set up for sickness absence to be shared by Health Board partners, dependant on GP sessions booked. Where practices provide their own OOH and have a local enhancement for OOH, this will be added as extra to the above rate and to the invoice.

17. VAT is not applicable to the supply of these GPs to GMS, 17C and 2C practices, please see HMRC briefing HMRC Revenue & Customs Brief 9 (2025)

18. Any issues relating to the GP cover must be raised to the Hub as soon as these are realised e.g. poor timekeeping, complaints etc, so that these can be passed to the Lead Clinician for further investigation.

19. GP Practices are required to complete a feedback form to evaluate the performance of the GP and return these to the Hub in a timely manner following the GP's placement. The GP will complete a feedback form, which will be shared with the practice by the Hub.