

4 February 2022

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E14 4PU

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Email: [nhsr.appeals@nhs.net](mailto:nhsr.appeals@nhs.net)

NHS Resolution is responsible for ensuring the prompt and fair resolution of appeals and disputes between primary care providers and NHS England and NHS Improvement. This work is handled by Primary Care Appeals, and includes the following functions:

**Pharmacy:**

- Appeals regarding applications to open NHS community pharmacies;
- Appeals regarding applications to relocate or change listing; and
- Appeals regarding breach or remedial notices and recovery of overpayments

**Medical, Dental and Ophthalmic:**

- Disputes regarding entitlement to payments including GP premises rent;
- Disputes regarding recovery of payments;
- Disputes regarding breach and / or remedial notices;
- Disputes regarding contract variation;
- Disputes regarding termination of contract; and
- Appeals regarding suspension payments (GPs and Dentists only)

Primary Care Appeals also acts on behalf of NHS Resolution as the recipient for Regulation 18 notifications issued under the NHS (Performers Lists) (England) Regulations 2013.

With effect from 14 February 2022, Primary Care Appeals' new postal address will be:

NHS Resolution  
Primary Care Appeals  
10 South Colonnade  
Canary Wharf  
London  
E14 4PU

We encourage those interfacing with our service to use our email address which has changed to [nhsr.appeals@nhs.net](mailto:nhsr.appeals@nhs.net).

I would be grateful if you could update your records.

**Jonathan Haley**  
**Head of Operations, Primary Care Appeals**