



Department
of Health &
Social Care

Department of Health and Social
Care
39 Victoria Street
London SW1H 0EU

Amanda Pritchard
Chief Executive
NHS England

17th January 2025

Dear Amanda,

1. The National Proxy Service Directions 2025

- 1.1 I am writing on behalf of the Secretary of State for Health and Social Care (**the Secretary of State**) to give Directions to **NHS England**.
- 1.2 These Directions are given in exercise of the powers conferred by sections 254(1), 260(2)(d) and 304(9), (10) and (12) of the Health and Social Care Act 2012¹ (**the 2012 Act**), and sections 13ZC and 272(7) and (8) of the National Health Service Act 2006² (**the 2006 Act**).
- 1.3 The service enabled by these Directions is operated by NHS England in the exercise of its powers under sections 1, 2 and 13 of the 2006 Act.
- 1.4 These Directions are to be known as the **National Proxy Service Directions 2025** and come into force on the date after the day on which they are signed.

2. Requirement for these Directions

- 2.1 In accordance with section 254(2)(b) of the 2012 Act, the Secretary of State considers that it is in the interests of the health service in England or of the recipients or providers of adult social care in England for these Directions to be given.

¹ 2012 c.7 (the 2012 Act). Relevant amendments were made by the Health and Social Care Information Centre (Transfer of Functions, Abolition and Transitional Provisions) Regulations 2023 (S.I. 2023/98).

² 2006 c.41. Section 13ZC was inserted by section 45 of the Health and Care Act 2022 (c.31).

- 2.2 In accordance with section 254(5) of the 2012 Act, the Secretary of State has consulted NHS England before giving these Directions.
- 2.3 In accordance with section 13ZC(5) of the 2006 Act, the Secretary of State considers these Directions to be in the public interest.

3. **Priorities, Policies and Non-Statutory Guidance**

In exercising functions under these Directions, NHS England must have regard to such priorities, policies and non-statutory guidance³ of the Secretary of State as the Secretary of State may notify in writing from time to time to NHS England.

4. **Purpose**

The purpose of these Directions is to enable NHS England to provide a digital service for individuals registered with a General Practitioner (**GP**) in England (**Patients**)⁴ that enables other authorised individuals to access digital NHS services on behalf of a Patient to support the delivery and management of the Patient's care (**Proxies**). This service will be known as the National Proxy Service and will:

- 4.1 Enable Proxies and Patients to easily request that Proxies are given access to digital NHS services on behalf of the Patient, which is approved by the Patient's GP (**Proxy Access**);
- 4.2 Support GPs in making informed decisions on granting Proxy Access via the National Proxy Service, including through the provision of standards, guidance and information from authoritative sources⁵;
- 4.3 Enable Proxies to use proxy relationships to access services provided through local and national clinical systems for Patients;
- 4.4 Enable Proxies, Patients, and GPs to manage Proxy Access to ensure it remains safe and appropriate; and
- 4.5 Enable anonymous statistical data about the National Proxy Service to be used to support service delivery improvement and strategies which may improve health outcomes for the population and reduce inequalities in health.

5. **Establishing and operating information systems**

- 5.1 The Secretary of State directs NHS England to establish and operate a system for the collection and analysis of the information set out in the NHS National Proxy Service Requirements Specification (version 1 as published

³In addition, NHS England has a duty to have regard to [statutory guidance issued by the Secretary of State under section 274A of the 2012 Act: NHS England's protection of patient data, 23 May 2023](#), as the same may be updated from time to time.

⁴ For the purposes of these directions, individuals registered with a General Practitioner (GP) are referred to as "patients" since they have an ongoing relationship with the GP for the purposes of health and care even if an individual is not actively receiving treatment at a given time.

⁵ A source of trusted information about individuals that has robust processes for keeping this information up to date, for example the NHS [Personal Demographics Service](#).

with these Directions) as updated periodically by the Secretary of State in consultation with NHS England (**the Requirements Specification**).

5.2 The Secretary of State directs NHS England to analyse the information which NHS England obtains by complying with these Directions (**the Information**), as may be required by the Secretary of State or as NHS England considers necessary to achieve the Purpose.

5.3 Such analysis includes:

5.3.1 analysis by reference or linkage to any other information described in the Requirements Specification;

5.3.2 analysis for data quality purposes, including undertaking comparison and consistency analysis of the same or similar information obtained by complying with other directions under section 254 of the 2012 Act;

5.3.3 any other analysis of the Information as NHS England considers appropriate to maintain data quality, accuracy and consistency in relation to the Information.

5.4 In exercising functions under these Directions, NHS England must act in accordance with the Requirements Specification and generally in such a way as to achieve the Purpose.

6. **Service Levels etc**

In exercising functions under these Directions, NHS England must act in accordance with the service levels, support and monitoring requirements, and the reporting and governance requirements notified by the Secretary of State in writing to NHS England as at the date these Directions come into force, or as those requirements are amended and notified by an authorised officer of the Department of Health and Social Care on behalf of the Secretary of State in writing to NHS England from time to time.

7. **Publication**

For the purposes of section 260(1) and (2)(d) of the 2012 Act, certain of the Information might be specified in the Requirements Specification as not for publication under section 260(2)(d) of the 2012 Act (and must not be published).

8. **Fees and Accounts**

NHS England must keep proper accounts, and proper records in relation to the accounts, in connection with these Directions.

9. **Duration**

NHS England must exercise functions under these Directions until they are revoked by a further direction in writing by an authorised officer of the Department of Health and Social Care on behalf of the Secretary of State.

10. Review of these Directions

These Directions will be reviewed from time to time. Any amendments to the Directions or the Requirements Specification will only be made after consultation with NHS England.

Yours sincerely

A handwritten signature in black ink, appearing to be 'J. Jones', written in a cursive style.

Signed by authority of the Secretary of State

Date signed: 17th January 2025