

To: Doctors' Association UK

Open letter to NHS colleagues

NHS England
Wellington House
133-155 Waterloo Road
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SE1 8UG

10 August 2026

Dear Dr Matt Kneale and Ms Helen Fernandes

Update on the replacement NHS.net Connect Joiner, Leaver and Transfer process

Following feedback received from the Doctors' Association UK (DAUK) and individual doctors over the weekend, we have decided to pause the planned implementation of the replacement Joiner, Leaver and Transfer process on NHS.net Connect.

We have taken this decision ahead of a proposed meeting with DAUK, which we hope will take place this week subject to confirmation of availability. The meeting will provide a further opportunity to hear the concerns raised and discuss how they can be addressed.

My team and I are listening carefully to the feedback received and continue to reflect on how the proposed process can be strengthened. We are now considering additional technical measures, reviewing and updating our guidance, and developing clearer information for staff undertaking learning pathways or moving between organisations as part of regular rotations.

We will publish a further update in the near future, setting out the additional safeguards and revised guidance before any next steps are taken.

Please accept my sincere apologies for any distress and uncertainty this has caused. We recognise the importance of these issues and are committed to responding carefully and transparently.

We remain committed to improving NHS.net Connect and the services it provides. We take all feedback seriously and welcome constructive challenge as an essential part of making those improvements safely and effectively.

Yours sincerely,



Chris Parsons

Deputy Director Collaboration Services
NHS England