

7th August 2026

Private correspondence

NHS England

Redacted copy for publication

Urgent request to pause the NHS.net Connect joiner and leaver change

Dear Colleagues

Doctors' Association UK is writing about the circular headed "Major Process Changes for NHS.net Connect Joiners and Leavers", which states that a new process is planned to take effect on 17th August 2026.

We support the need to protect patient, operational and confidential information when a member of staff leaves an organisation. However, the new process must not leave doctors unable to use NHS.net as they move between jobs.

Rotational doctors, locums and doctors with more than one NHS role move often. They rely on NHS.net for essential work communications. A change of post must not leave a doctor without access while their new organisation completes the transfer.

Doctors also need clear and safe arrangements for professional material they may need later, such as rota, handover and training records, work connected with an ongoing concern or whistleblowing. This must not allow patient information or a former employer's confidential information to be taken between organisations.

Current published NHS.net guidance says that a user must follow up with their new organisation to complete the process. The new approach needs to be simple and clear for doctors and the local administrators who have to make it work.

We ask NHS England to pause implementation on 17th August until the following safeguards are in place.

1. A process that avoids any preventable gap in a doctor's NHS.net access when moving between NHS jobs.
2. Clear guidance for rotational doctors, locums and doctors with more than one NHS role.
3. A safe way to retain or recover appropriate professional information, including material needed for whistleblowing, while protecting patient and former employer confidential information.
4. One clear route for urgent help, with clear responsibilities for the doctor, the old organisation and the new organisation.

Please register this as a policy escalation and refer it to the relevant NHS England team responsible for NHS.net Connect, information governance and data retention. Please provide a written response within two working days, given the proposed implementation date.

We would welcome urgent engagement on a solution that protects confidentiality without disrupting doctors' work or continuity of care.

Yours faithfully



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