

# FAQs

**Q1 - Why are we being asked to complete this now? Can our services continue if we don't continue?**

A1 – North Yorkshire Council's Primary Care contracts are expiring on 31<sup>st</sup> March 2025, services and payments have been reviewed and new contracts are available to providers. If providers do not apply for the services then their contract with the Council will end on 31<sup>st</sup> March 2025 and they will not be able to continue delivering their services alongside the Council.

**Q2 – I can't log into YORtender although know I have used the site before.**

A2 – North Yorkshire Council are not owners of Merzell/YORtender so are unable to provide technical support. I would advise either resetting your password or if you have not used your account in some time and there is potential that the colleague who set up the account has now left their role then you can either request technical support directly from Merzell via [uksupport@eu-supply.com](mailto:uksupport@eu-supply.com) or calling 0800-840-2050. Alternatively if you need to set up an account this 5 minute video can support with what you need to complete: [Registration to EU Supply - YORTender - YouTube](#)

**Q3 – I am finding the application form onerous or difficult.**

A3 – Step by step guides of the form has been developed for your reference, these are available upon request or you can view videos of the form being completed. These have been broken down into 5 minute 'chunks' so you don't have to do the form in one go:

Section 1 - [NY Primary Care Pharmacy & GP Services application Forms - Section1 - YouTube](#)

Sections 2, 3 & 4 - [NYC Primary Care Pharmacy & GP Services application Forms - Sections 2,3 & 4 - YouTube](#)

Sections 5+ (GP Services) - [NYC Primary Care GP Services Application Form - Sections 5+ - YouTube](#)

Sections 5+ (Pharmacy Services) - [NYC Primary Care Pharmacy Services Application Form - Sections 5+ - YouTube](#)

*Feedback is also appreciated in order for me to create more focused areas of support where needed. Please send feedback in via the messaging button on the relevant tender online.*

**Q4 – Can you send me my current contract?**

A4 – These may be able to be provided on request. I would like to highlight the contract available from 1<sup>st</sup> April 2025 alongside the updated service specifications are available on YORTender. There is no provision for the current contract to roll over or be extended.

**Q5 – When was this last tendered?**

A5 – Ten years ago.

**Q6 – I am a GP/Pharmacist can I apply for the alternate services. E.g. Can a Pharmacist apply for GP Services.**

A6 – Yes, as long as you have the ability to deliver the service as is detailed within the service specification and can meet all the threshold questions within corresponding application then you will be able to apply for the services. E.g. This may mean a Pharmacy could deliver NHS Health Checks or a GP Practice with a dispensary could deliver Pharmacy Sexual Health Services. *(These are given as examples for the purpose of provider support and each scenario will depend on the individual circumstances of your organisation.)*