

Letter template practice response to MP direct communication

Dear [MP's name],

Thank you for getting in touch about the Bulk Billing Practice Incentive Program (BBPIP).

Like many practices, we share the goal of improving access to affordable care for our community. However, in its current form, the BBPIP does not align with the clinical realities, patient needs, or sustainability of our practice. The settings create pressures that would compromise the way we deliver care to many of our patients, particularly those with complex or ongoing needs.

Rather than exchange views at a distance, I would welcome the opportunity to show you firsthand how general practice operates in our community. A visit to our practice would give you a practical understanding of:

- the diversity and complexity of patients we care for
- the time and resources required to provide safe, high-quality care
- why the current policy settings do not work for our patients or our team.

Seeing this in context often makes clear where policy intent and on-the-ground reality diverge.

We value constructive engagement with policymakers and would be pleased to host you at a time that suits your schedule. I believe this would be a productive way to inform future refinements to the program, so it better supports patients, practices and the broader health system.

Kind regards,

[Your name]

[Practice name]

[Contact details]