

**Michael Brodie**  
Chief Executive Officer  
NHS Business Services Authority

Sent via email

10 January 2025

Dear Michael,

I am writing to you once again to raise a further serious concern which has come to light in recent days, as doctors are receiving inaccurate 2023/24 Pension Savings Statements (PSSs) from NHSBSA. We note that NHSBSA believe this has affected 757 statements, but worryingly we have seen this error in 100% of sampled pension savings statements (see Appendix 1).

The PSSs which have been issued to members over the last week contain gross errors relating to the opening value in the 2023/24 tax year. Specifically, the opening value for 2023/24 has been increased not only by 10.1% (as stipulated by the Finance Act), but also incorrectly by revaluation (10.1% + 1.5%). This has resulted in an inaccurate opening value, and consequently, an incorrect Pension Input Amount (PIA).

This is completely unacceptable. Failing to provide accurate pension savings information to scheme members in a timely fashion means that they are unable to complete self-assessment tax returns by the set deadline and may suffer financial detriment and further distress. It is incredibly concerning that NHSBSA has let its members down again in what should be a standard business as usual process. Such errors should have been picked up in internal quality assurance processes, long before PSSs were sent to all members. This compounds the severe delays members have experienced in receiving their remedial pension savings statements and the fact that tens of thousands of these also had errors. I previously outlined our serious concerns about this in my letter dated 22 November 2024.

We feel that NHS doctors are being completely failed by their pension scheme administrator. The NHS pension is a major and valuable part of our reward package and yet being an NHS pensions scheme member has become a considerable source of stress and anguish. For the most part, this is not because of the pension scheme itself, but due to the exceedingly poor administration by NHS BSA.

The most disappointing thing is that these issues could have been avoided. We have been working closely with your teams to try and help NHSBSA to improve their services for many years. We were promised as far back as 2020 that the new "My NHS Pensions Portal" would be launched and then updated to provide vital information such as pension growth figures, as well as whole time equivalent pensionable pay. Yet despite this, not only has there been no meaningful progress, but the amount of information available to members has worsened as the "05 AA service and Extract report" no longer contains information about pension growth or scheme pays deductions. Had this information been available routinely within My NHS Pensions Portal, errors such as this may not have happened, and if

**Co-chief executive officers:** Neeta Major & Rachel Podolak

Registered as a Company limited by Guarantee. Registered No. 8848 England.  
Registered office: BMA House, Tavistock Square, London, WC1H 9JP.



they had, they would have been noticed in advance, as opposed to 3 weeks before the statutory self-assessment deadline.

NHSBSA oversees the largest number of annual allowance taxpayers in the UK, and it is imperative that additional resources be allocated to improve the accuracy and reliability of these services. We recognise that the interactions between the NHS pension scheme and the annual allowance legislation is exceedingly complex and have long since argued that the annual allowance is completely unsuited to defined benefit pensions schemes such as the NHS. However, it is clear that that given the number of members impacted and the complexity, NHSBSA urgently needs to provide additional specialist ring fenced resource to support NHS Pensions. Not only will this allow these multiple mishaps to be urgently addressed, but it will prevent similar mistakes happening in the future and enable NHSBSA to provide pension scheme members with the accurate, easy to access information that they are entitled to.

Indeed, NHSBSA has obligations to support its members. We believe that it has failed to meet these and as a consequence NHSBSA should report itself to the Pensions Regulator and we fully expect the Pensions Regulator to hold NHSBSA to account. The BMA is also mindful of HMRC guidance (PTM159000) relating both to the provision of accurate and timely information where scheme administrators may be liable for penalties *“for failure to provide the required information on time (this covers both non provision and late provision)”* and *“where incorrect information has been provided and the inaccuracy is due to either negligence or fraud.”* The errors in the issued pension savings statements were gross and obvious, and it is difficult to see how it is not grossly negligent for the largest administrator covering members subject to annual allowance to have failed to detect these. Much smaller NHS schemes such as HSC Northern Ireland have issued 2023/24 PSSs without such errors (Appendix 2), and for many years have had the features we had previously been promised by NHSBSA to allow members and their advisors to spot errors more readily.

We shall be writing to BMA members in England and Wales to make them aware of the inaccuracies in the 2023/24 PSSs which NHSBSA has issued. Due to the repeated failings of NHSBSA, and the lack of adequate resolutions, we will also be making this correspondence public.

I look forward to hearing from you as a matter of urgency and discussing further when we meet next Wednesday 15 January.

Yours sincerely,



**Dr Vishal Sharma**  
BMA Pensions Committee Chair

CC:

Julie Murphy, Client Engagement and Compliance Manager, NHS BSA  
Brendan Brown, Chief Operating Officer, NHS BSA  
Alison O'Brien, Associate Director of Workforce Services, NHS BSA.

**Co-chief executive officers:** Neeta Major & Rachel Podolak

Registered as a Company limited by Guarantee. Registered No. 8848 England.  
Registered office: BMA House, Tavistock Square, London, WC1H 9JP.



**Appendix 1** – NHS BSA issued PSS 2023/24. 100% of samples examined show gross error in the opening value for 2023/24 leading to incorrect PIA.

Pension Input Period Start	Pension Input Period End	Opening Value (adjusted in line with inflation)	Closing Value
06/04/2023	05/04/2024	£39,450.15	£72,899.52
06/04/2022	05/04/2023	£443.91	£32,185.12
06/04/2021	05/04/2022	£0.00	£430.56

Opening	Prior closing	Upated by
£39,450.15	£32,185.12	22.57%
£443.91	£430.56	3.10%

the pension input period.

Pension Input Period Start	Pension Input Period End	Opening Value (adjusted in line with inflation)	Closing Value
06/04/2023	05/04/2024	£41,007.93	£77,545.28
06/04/2022	05/04/2023	£464.36	£33,432.00
06/04/2021	05/04/2022	£0.00	£450.40

These figures have been calculated using pensionable pay and membership details provided by your

Opening	Prior closing	Upated by
£41,007.93	£33,432.00	22.66%
£464.36	£450.40	3.10%

**Co-chief executive officers:** Neeta Major & Rachel Podolak

Registered as a Company limited by Guarantee. Registered No. 8848 England.  
Registered office: BMA House, Tavistock Square, London, WC1H 9JP.



**Appendix 2** – Example PSS from HSC NHS Pension Scheme (NHS) showing the opening pension correctly calculated at 10.1% 22/23 closing value in 100% of sampled cases.

### Opening and Closing Values

Your pension input amount, shown above for each pension input period, is the difference between the value of your HSC pension benefits at the start, the opening value, and the end, the closing value, of the pension input period.

Pension Input Period Start	Pension Input Period End	Opening Value (adjusted in line with inflation)	Closing Value
06/04/2023	05/04/2024	£2,315.23	£4,449.61
06/04/2022	05/04/2023	£0.00	£2,102.84
06/04/2021	05/04/2022	£0.00	£0.00
06/04/2020	05/04/2021	£0.00	£0.00

These figures have been calculated using pensionable pay or membership details provided by your employer. It is your employer's responsibility to ensure this data is correct and up to date.

If there is a change to this data your employer must update HSC Pension Service; you must then write to us to ask for this statement to be revised. A revision will not be sent until a request has been received.

**Co-chief executive officers:** Neeta Major & Rachel Podolak

Registered as a Company limited by Guarantee. Registered No. 8848 England.  
Registered office: BMA House, Tavistock Square, London, WC1H 9JP.

