



Case C-021

Jersey Doctors on Call – 2025 Compliance Review  
Information Note

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## Information Note

The Jersey Competition Regulatory Authority (**JCRA**) is responsible for upholding and enforcing the Competition (Jersey) Law 2005. Competition between businesses is fundamental to our vision of markets working for everyone in Jersey. It acts as an engine for productivity, innovation, and growth, resulting in more choice, better quality, and lower prices for consumers. Competition is critical to shape and sustain the Island's economic future.

To protect competition, the Law prohibits arrangements between businesses that may restrict competition (anti-competitive arrangements). However, the JCRA may exempt anti-competitive arrangements from the Law if its benefits to consumers outweigh the harm to competition.

Jersey Doctors on Call<sup>1</sup> (**JDOC**) is a private, self-governed association of GP surgeries which provides out-of-hours primary medical care with the support of the Health and Care Department<sup>2</sup>. JDOC provides the organisational framework for the coordination and management of out-of-hours primary medical care in Jersey. Out-of-hours care is care provided to patients on weekday evenings and nights (6pm to 8am) and during weekends, bank holidays and public holidays. Currently, all GP surgeries in Jersey are members of JDOC.

In 2006, under Article 9(1) of the Competition (Jersey) Law (the **Law**)<sup>3</sup>, the Jersey Competition Regulatory Authority (**JCRA**) granted an exemption to the arrangement known as JDOC between general practitioner (**GP**) surgeries in Jersey. The arrangement concerns the coordination of services and prices for out-of-hours primary medical care in Jersey. The arrangement has been exempted, subject to conditions, on a number of occasions since 2006. Most recently, in April 2025, the JCRA approved the continuation of the exemption until December 2026.

In April 2025, the JCRA renewed the exemption, subject to conditions designed to protect competition and consumers, for the period 21 March to 31 December 2026.

In the context of its April 2025 Decision<sup>4</sup>, the JCRA required JDOC to demonstrate compliance to the conditions set out in for the period 21 March 2025 to 31 December 2025. Having considered all information and documentation submitted by JDOC, together with the JCRA's assessment, the JCRA has determined that JDOC complied with the conditions of the April 2025 Decision.

The JCRA expects to receive from JDOC, during Q4 2026 and before the exemption ends on 31 December 2026, an application for a further extension and a related RPI fee-increase request. To support this work, the JCRA intends to review JDOC's fees in 2026 to ensure they remain cost-justified and is engaged with the Health and Care Department in the lead up to the end of its current service agreement with JDOC, on 31 December 2026.

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<sup>1</sup> [Out of Hours GP service](#)

<sup>2</sup> [Health and Care Jersey](#)

<sup>3</sup> [Competition \(Jersey\) Law 2005](#)

<sup>4</sup> Please see: [April 2025 Decision](#)