**Template response for delayed clinic letters**

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| --- | --- |
| Date | GP Practice Name  Surgery Address  Contact Details |
| Trust Consultant Name  Trust Details  Contact details |

Dear Dr

|  |  |
| --- | --- |
| **Patient full name:** |  |
| **Patient DOB:** |  |
| **Patient NHS number:** |  |
| **Patient home address:** |  |
| **Patient phone contact/email:** |  |

We have not received a letter about this patient's care at your trust. Delays in receiving hospital communication impact on a GP’s ability to safely manage patients, and waste millions of GP appointments annually.

* The above patient attended outpatient clinic on [insert date].
* The above patient was discharged from your [inpatient/day case/A&E care] on [insert date].

\*Delete as appropriate

This also breaches the NHS hospital standard contract requirement to reduce inappropriate bureaucratic workload shift onto GP practices.

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| --- |
| **Contract reference SC11 introduced a requirement on hospitals to communicate clearly and promptly with GPs following outpatient clinic attendance or discharge, where there is information which the GP needs quickly in order to manage a patient’s care. For discharge letters this is no later than 24 hours following discharge, and for outpatient letters this should be no later than 7 days.** |

**We would be grateful if you could provide us the appropriate clinic letter / discharge summary by immediate return.**

These contractual requirements are well established. We ask that you please review your systems to ensure you are able to act within the contractual timeframes to meet your contractual obligations.

Yours faithfully,