

***TO BE SENT VIA EMAIL**

Dear

Patient Name:

Patient Hospital/NHS Number:

GP practice:

A key initiative within South East London is improving communication and relationships between primary and secondary care. One component of this is reducing the burden of work we place on each other by following agreed local pathways and policies.

Following a recent clinical encounter with a patient at Lewisham and Greenwich NHS Trust, you or a member of your team requested that the patient's GP undertake a task which, according to Trust policy, you should have undertaken, namely (tick as appropriate):

A. Requested GP to follow-up results of investigations requested by you or your team []

Hospital clinicians are responsible for reviewing and actioning the results of tests that they or their team have requested.

B. Requested GP to organise investigations pertaining to the referral/admission and forward the results/action []

Hospital clinicians are responsible for organising tests that they or their team have requested and then action them as required.

C. Requested the GP to do an onward referral to a specialist team []

Hospital clinicians should do onward referrals if the problem is related to the initial reason for referral, OR a problem identified during an admission or outpatient appointment that clearly requires a specialty referral OR is urgent/potentially serious (e.g. 2 week wait).

D. Requested the GP to commence a medication that is not in line with the South East London prescribing guidance []

Hospital clinicians are responsible for prescribing in line with South East London prescribing guidance and arranging appropriate speciality follow up as required by the guidance. Guidance available here: <https://selondonjointmedicinesformulary.nhs.uk>

E. Requested the GP to arrange an Individual Funding Request for a treatment recommended or offered by you or your team []

Hospital clinicians are responsible for making the request themselves for a treatment they recommend or offer. Guidance available here: <https://www.selondonics.org/our-residents/your-health/care-and-support/individual-funding-requests/>

F. Requested the GP to issue a Fit Note for the patient []

Hospital clinicians should issue a Fit Note for the entire period (up to three months) that they feel a patient will be unable to work following an inpatient or outpatient encounter.

G. Requested the GP to arrange recall of the patient for future follow up []

Hospital clinicians are responsible for recalling patients for future appointments that they or their team deem necessary.

H. Details of other inappropriate request:

The response of the GP is as follows:

1. The action requested has not been completed and by return of this letter, we ask you to take action promptly. []
2. Due to high clinical risk such as 2ww, the GP has undertaken the requested action on this occasion. []
3. The GP has copied this letter to the Deputy Chief Medical Officer, Waqas Khaliq, via wkhalik@nhs.net to monitor trends in inappropriate referral and request behaviours within the Bexley and Greenwich system, to enable all parties to understand where improvements and efficiencies in patient care can be made. []

In future, please kindly ensure you and your team follow Trust policy.

Yours sincerely,

Vanessa Purday
Chief Medical Officer
Lewisham and Greenwich NHS Trust