**Template response for delayed clinic letters**

Dear Provider,

Re: <<Patient Identifier Label>>

The above patient attended your outpatient clinic on [insert date]. We have to date not received an outpatient letter. Delays in receiving hospital communication prevent GPs from obtaining the necessary information to manage patients, and also waste millions of GP appointments annually.

This also breaches the [new hospital standard contract](https://www.england.nhs.uk/wp-content/uploads/2016/04/2-nhs-contrct-tech-guid-1617.pdf) which came into force on 1 April 2016, with new requirements to reduce inappropriate bureaucratic workload shift onto GP practices.

**Contract reference SC11 introduces a new requirement on hospitals to communicate clearly and promptly with GPs following outpatient clinic attendance, where there is information which the GP needs quickly in order to manage a patient’s care (certainly no later than 14 days after the appointment). For 2017/18, the intention is to strengthen this by requiring electronic transmission of clinic letters within 24 hours.**

This was reiterated in a recent [letter from NHS England](https://www.england.nhs.uk/wp-content/uploads/2016/07/letter-contract-requirements.pdf) to all Trusts.

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

While we appreciate that these contractual requirements are fairly new and may take some time to embed, we ask that you please act swiftly to implement these contractual obligations into your systems.

We have notified [insert] CCG as the commissioner of this breach in view of their responsibility to ensure delivery of the standard hospital contract.

Yours faithfully,