**Template response for delayed discharge summaries**

Dear Provider,

Re: <<Patient Identifier Label>>

The above patient was discharged from your [inpatient/day case/A&E care] on [insert date]. We have to date not received a discharge letter. Delays in receiving hospital communication prevent GPs from having necessary information to manage patents, and also wastes 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 and definitions requires hospitals to send discharge summaries by direct electronic or email transmission for inpatient, day case or A&E care within 24 hours, with local standards being set for discharge summaries from other settings.**

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 with 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,