**Template letter from practice to CCG regarding new standard contract breaches**

Dear CCG Chair/Chief executive,

**Implementation of changes to the standard hospital contract**

As you are aware, a [new standard hospital contract](https://www.england.nhs.uk/wp-content/uploads/2016/04/2-nhs-contrct-tech-guid-1617.pdf) came into force on 1 April 2016, with new requirements to reduce inappropriate bureaucratic workload shift onto GP practices. You will also have received a [letter from NHS England](https://www.england.nhs.uk/wp-content/uploads/2016/07/letter-contract-requirements.pdf) reiterating the need for hospital providers to implement these new requirements.

I am writing to advise you that [insert trust] has breached the following requirement in relation to patient [insert patient identifier]:

[Please tick as appropriate]

* Stopping hospitals adopting blanket policies under which patients who do not attend an outpatient clinic appointment are automatically discharged back to their GP for re-referral (this wastes an estimated 15 million GP appointments per year).
* Enabling hospital onward referral to and treatment by another professional within the same provider for a related condition, without the need to refer back to the GP. Re-referral for GP approval is only required for onward referral of non-urgent, unrelated conditions.
* A requirement for hospitals to notify patients of the results of clinical investigations and treatments in an appropriate and cost-effective manner; for example, telephoning the patient. Therefore, GPs should not be inappropriately used to relay to patients results of tests generated by hospital clinicians.
* Timely clinic letters to GP practices, no later than 14 days after the appointment, and with the intention of electronic transmission of clinic letters within 24 hours in the future.
* A requirement to send discharge summaries by direct electronic or email transmission for inpatient, day case or A&E care within 24 hours.
* Providers to supply patients with medication following discharge from inpatient or day case care for the period established in local practice or protocols.

I attach a copy of the letter which we sent to the trust on [insert date] in relation to this matter.

I would be grateful if you would advise what measures you will take in relation to this specific breach, as well as the measures which you, as the commissioner, are taking to ensure these new contract requirements are implemented to cease inappropriate bureaucratic burdens on GPs, at a time when most practices are struggling to cope with unsustainable demands.

I look forward to your response. Yours faithfully,