**Template response for failure to provide fit notes**

Dear Provider

Re: <<Patient Identifier Label>>

The above patient was [discharged from your inpatient/day case care] [seen in your outpatient clinic] on [insert date]. However, you failed to supply the patient with appropriate certification to cover their anticipated need for time off work.

This failure breaches Section 11 of the new [hospital standard contract,](https://www.england.nhs.uk/wp-content/uploads/2016/11/2-service-conditions-fl.pdf) which came into force on 1 April 2017, to which all NHS organisations have signed up. The contract sets new requirements to reduce inappropriate bureaucratic workload shift onto GP practices.

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| **11.11 Where a Service User either:**  **11.11.1  is admitted to hospital under the care of a member of the Provider’s medical Staff; or**  **11.11.2  is discharged from such care; or**  **11.11.3  attends an outpatient clinic under the care of a member of the Provider’s medical Staff, the Provider must, where appropriate under and in accordance with Fit Note Guidance, issue free of charge to the Service User or their Carer or Legal Guardian any necessary medical certificate to prove the Service User’s fitness or otherwise to work, covering the period until the date by which it is anticipated that the Service User will have recovered or by which it will be appropriate for a further clinical review to be carried out.** |

Failure to supply patients with appropriate certification following discharge from inpatient or day case care, or from an outpatient appointment waste millions of GP appointments annually and incurs unnecessary additional bureaucracy on hard pressed GP surgeries

**We would be grateful if in the future you could supply the patient with the appropriate certification for as long as required to anticipated date of recovery or follow up. [We have on this instance, supplied the patient with a fit note].**

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 as they do in any case merely reflect what has been the DWP guidance on hospital responsibilities for issuing medical certificates.

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,