Date:

Practice Address

Responsible Consultant

Hospital Dept

Hospital

**BREACH OF COMMUNICATIONS STANDARDS**

I have received the attached communication. I wish to highlight what I believe to be a breach of access standard(s) ……………………. (overleaf).

These standards were set by the Chief Medical Officer of the Welsh Government under Welsh Health Circular. If you wish to review the standards, they can be found here:



I have/have not actioned your request. Please ensure appropriate action is taken in light of this.

Yours sincerely

[GP Signature]

Copy to:

Bro Taf LMC

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| **Standards Communication, referral and delegation standards**   |
| 1  | Letters sent following an outpatient consultation should be addressed to the referring GP or Consultant. If sent to a referring consultant it should be copied to the patients registered GP.  |
| 2  | Results of investigations remain the responsibility of the requesting clinician.  |
| 3  | It is the responsibility of the requesting doctor to arrange for investigations to be carried out.  |
| 4  | The referring GP should be informed in each case where the priority of a referral is altered by, from that assigned in the referral. The GP referral should contain all information which is used to determine the priority of the referral.  |
| 5  | Onward referral of patients is the responsibility of hospital staff, where the condition is directly linked to the initial GP referral.  |
| 6  | Patients who contact hospital staff in an attempt to expedite appointments should not routinely be advised to contact their GP.  |
| 7  | Any doctor/specialist nurse referring a patient for a consultation with another specialist should ensure the patient understands the reason for the referral.  |
| 8  | All correspondence between doctors in primary and secondary care should be dealt with promptly. This includes requests for further information by the receiving consultant.  |
| 9  | GPs should not be asked to prescribe medication under shared care arrangements until formal agreement has been obtained by the requesting clinician.  |
| 10  | The responsibility for issuing Med3 certificates lies with the clinician who advises the patient to refrain from work, and certificates issued should be of sufficient duration to cover expected work absence, subject to issuing guidance.  |
| 11  | Where patients do not attend for out-patients appointments without giving notice, in line with WG guidelines for pathway management they will be discharged. Both the GP and patient should be advised of the discharge.  |
| 12  | Patients should be offered a copy of referral and outpatient letters. Electronic letters can be sent when appropriate  |