# Templates for practice use

The following template letters have been drawn up to help practices manage workload.

How to use this document:

1. select the appendix of your interest
2. press and hold the Ctrl key down while you click the mouse
3. edit as appropriate.

Appendix 1 – Template response to secondary care work transfer

Appendix 2 – Template response to inappropriate prescribing requests

Appendix 3 – Template response to requests to follow up investigations performed in other settings

Appendix 4 – Letter to hospital provider regarding discharge of patients after missed appointment

## Template response to secondary care work transfer

Dear X

Re: <<Patient Identifiers>>

I refer to your request for this practice to undertake <<insert work requested>>. I enclose a copy of your request (optional).

I am sorry that we are unable undertake this work for the following reason (s): (Use as appropriate)

* The task(s) is not an essential service as per our GMS/PMS contract
* This work has not been funded as a national or local enhanced service
* This work is more appropriately provided by yourself as a specialist

You will be aware of the current pressures on general practice, and we unable to undertake unresourced or inappropriate work that is outside our contractual responsibility, and which will as a result jeopardise our core duty of care to patients.

We have informed the patient that this work is not the responsibility of the practice and would be grateful if you would contact them directly to provide the service.

Thank you for your understanding.

## Template response to inappropriate prescribing requests

Dear X

Re: <<Patient Identifiers>>

You recently wrote asking us to prescribe the following medication for the above patient. A copy of your request is attached.

We are sorry that in line with our GMC duty of care to patients, we are unable to prescribe this
medication because:

(Use as appropriate)

* We do not feel competent and skilled to prescribe this specialist drug. This should be prescribed by a specialist who can take clinical responsibility for this prescription.
* The initiation of this drug should be done by a specialist, and the patient stabilised on the medication before being considered suitable for a GP to prescribe
* The request is for unlicenced use of this drug, and which should therefore be prescribed by a specialist able to take appropriate clinical responsibility

**We would be grateful if you would arrange for the patient to receive this medication via the hospital pharmacy or ideally via a hospital prescription.** The patient could then use the latter to collect this medication from their local community pharmacy.

## The practice will be taking no further action with regard to this activity and the transfer of responsibility has not taken place.

Additional comments:

## Template response to requests to follow up investigations performed in other settings

Dear X

Re: <<Patient Identifiers>>

We write in response to your letter regarding the above patient requesting that we chase up the <<insert investigations requested>> investigations undertaken by your department.

A copy of your request is enclosed.

The result of this investigation will automatically be sent to you or your department as the requesting clinician. Please note that as per GMC guidance and BMA advice it is the responsibility of the doctor requesting a test to take clinical responsibility to follow up and take appropriate action on the result.

We would therefore respectfully request that you follow up the result and take any action accordingly. You will be aware of the pressure general practice is under, resulting from an ever-increasing workload. We would ask that you review your hospital policy on this issue, to avoid practices incurring inappropriate bureaucratic workload of chasing up results which are already in your possession, and which falls under your responsibility.

We will be proceeding on the assumption that you will be taking responsibility for reviewing and taking any action on the above investigation result(s).

Yours faithfully

## Letter to hospital provider regarding a request to re-refer a patient after a missed appointment.

Dear X

Re: <<Patient Identifiers>>

Your department has discharged this patient from your service following missing an appointment and you have requested that we make a new GP referral for the patient to be seen.

You will be aware that general practice is under unprecedented workload pressures. It is not appropriate for GPs and staff to incur the additional bureaucracy and workload to re-refer patients. Additionally many GP appointments are wasted due to patients seeing a GP for the sole administrative purpose of a re-referral, and which could instead have been offered to other patients.

We are asking you to review your policy requiring re-referal, in order to not incur unnecessary additional bureaucracy on hard pressed GP surgeries.