

SOUTH STAFFORDSHIRE LOCAL MEDICAL COMMITTEE

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Template letter to hospital provider regarding discharge of patients after missed appointment (a similar adapted letter could be sent to the CCG to change commissioning specifications)

Dear

Your department has discharged this patient from your service following missing an appointment. 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 after a missed appointment. 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 to either routinely send patients a further appointment or to allow patients to reinstate their missed appointment within a specified time directly with your appointment department, in order to no incur unnecessary additional bureaucracy on hard pressed GP surgeries.

We have copied our CCG to inform them of this.

We look forward to hearing from you.

Yours sincerely

cc CCG