Provider contractual breachesabout one patient

Non-contractual quality issue about one patient.

**Issue identified by GP**

**Step 1**: GP sends details directly to provider.

**Step 2**: GP sends CCG notification letter via QAS.

**Do not attached any documents with patient identifiable**

**Step 1**: GP sends contractual breach letter to local trust/provider **email ONLY (see contacts below)**

GP to report on NRLS if a patient safety incident

**Step 2**: GP completes QAS form to alert the CCG.

**Do not attached any documents with patient identifiable information**.

Trust/provider to apply any specific learning to service and feedback outcome to GP

CCG logs systemic or themed issue. Depending on type of issue it will be raised at trust/provider CQRGs or contract meeting.

Trust responds to GP. Resolved / not resolved

**Clinical risk or patient safety issues identified and raised at CCG Clinical Quality Review Groups (CQRGs)**

**Contractual breaches raised at trust**

**Contract meeting**

**No further action required**

**Informal review**

**Trust PALS and contractual breach contacts for GPs:**

|  |  |  |
| --- | --- | --- |
| **Trust** | **PALS email** | **Contractual breach email** |
| Moorfields Eye Hospital | moorfields.pals@nhs.net | moorfields.healthprofessionals@nhs.net |
| Camden & Islington FT | feedback@candi.nhs.uk | governanceandquality.assurance@nhs.net |
| Royal Free Hospital  | rf.pals@nhs.net | rf.gpliaison@nhs.net |
| University College London Hospital | pals@uclh.nhs.uk | uclh.gpqueries@nhs.net |
| The Whittington Hospital  | whh-tr.WhittHealthPALS@nhs.net orcim-tr.gpfeedback@nhs.net | whh-tr.WhittHealthPALS@nhs.net |
| North Middlesex University Hospital | northmid.pals@nhs.net | TBC |
| Royal National Orthopaedic Hospital | rnoh.pals@nhs.net | rnoh.commissioning@nhs.net |
| London Central & West Unscheduled Care Collaborative (NHS 111 provider) |  | lcw.feedback@nhs.net |